

# UNBC's Password Management Tool

## Using Password Self Service to Manage Your Account and Password

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## Password Self Service

Please Log In  
Password Self Service



**Username**

**Current Password**

[Login](#) [Clear](#) [Cancel](#)

[Forgotten Password](#)    Regain access to your account if you have forgotten your password.

[Forgotten Username](#)    Find your forgotten username.

[Activate Account](#)    Activate a pre-configured account and establish a new password.

This tool replaces the old password reset tool located within Banner Self Service. If you know your username and password, you may sign in here to change your password or update your recovery information.

The “**Forgotten Password**” link will help you if you’ve previously set your recovery information.

“**Forgotten Username**” will take you to a page where you can verify your identity and be reminded of your username.

The “**Activate Account**” link will let you set your recovery information if you’ve forgotten it and are unable to login. There is more information on this below.

## Manage Your Account and Password

### Main Menu

Password Self Service



- |  |  |
|--|--|
| <a href="#"><u>Change Password</u></a>     | Change your current password.                          |
| <a href="#"><u>Update Profile</u></a>      | Update your user profile data.                         |
| <a href="#"><u>Account Information</u></a> | Information about your password and password policies. |
| <a href="#"><u>Logout</u></a>              | Logout of the password self service application.       |

## Change Password

Password Self Service



Keep your new password secure.

If you must write it down, be sure to keep it in a safe place.

After you type your new password, click the Change Password button.

Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 10 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

» [Password Guide](#)

Please type your new password

**New Password**

**Confirm Password**

This page allows you to set a new password for your account.

## Update Profile

Password Self Service



Please update the following information:

Recovery Email Address fields do not match

**Recovery Email Address\***

**Confirm Recovery Email Address\***

**Recovery Mobile Number (SMS Text)**

Use this page to set your recovery information. Recovery information **must** be provided for you to be able to use the “**Forgotten Password**” option in the future.

Currently, a recovery mobile phone number is collected but not used. Information Technology Services intends to provide password recovery via SMS text in the very near future.

**Please note:** This recovery information does not come from Banner, nor does it move from here into Banner. This is the only location that your recovery information can be viewed or updated.

## Account Information

Password Self Service



Account Information Password Policy

<b>Username</b>	Matthew Bellerive
<b>Password Expired</b>	False
<b>Password Pre-Expired</b>	False
<b>Within Warning Period</b>	False
<b>Violates Password Policy</b>	False
<b>Password Set Time</b>	Tuesday, August 25, 2015 10:47:17 PM UTC
<b>Password Set Time Delta</b>	1 day, 18 hours, 44 minutes, 4 seconds
<b>Password Expiration Time</b>	n/a
<b>Responses Stored</b>	False
<b>Stored Responses Timestamp</b>	n/a
<b>Network Address</b>	142.207.1.209
<b>Network Host</b>	142.207.1.209
<b>Logout URL</b>	/pwm
<b>Forward URL</b>	/pwm

Continue

Summary of Account Information with Password Policy

## Forgotten Password

### Forgotten Password

Password Self Service



If you have forgotten your password, please provide the following information to reset your password.

**Username\***

**User ID (23xxxxxxx or 00xxxxxxx)\***

Enter the requested information then click “Search”. An email will be sent to your recovery email address containing a code that needs to be entered on the next page.

If you receive an error here, then there was a problem: most likely, you don’t have any recovery information set. Contact the Service Desk.

If you didn’t receive an error, you should be looking at the next page.

## Forgotten Password

Password Self Service



To verify your identity a security code has been sent to your Recovery email address you supplied when you first activated your account.

Please click the link in the email OR copy and paste the security code below and click Check Code.

### Code

Y9FJPH738LL547LY

Check Code

Clear

Cancel

Copy the code from your recovery email into the text box on the page and click "Check Code".

You may now create a new password.

## Forgotten Username

### Forgotten Username

Password Self Service



If you have forgotten your UNBC Username please type in the following information. This information will be used to lookup your forgotten username.

**User ID (23xxxxxxx or 00xxxxxxx)\***

**Preferred Name / First Name**

**Last Name**

**Affiliation**

Enter the requested information and click “Search” to be given your username.

Use the “Any” affiliation if you know that you only have a single account at UNBC. Multiple accounts can cause the system to return an error instead of your username.

If you have multiple accounts, then you will need to select which one to search for. The list of affiliations includes “Student”, “Faculty”, “Staff”, “Adjunct”, and “Alumni”.

A successful search will show you your username on the next page.

## Success

Password Self Service

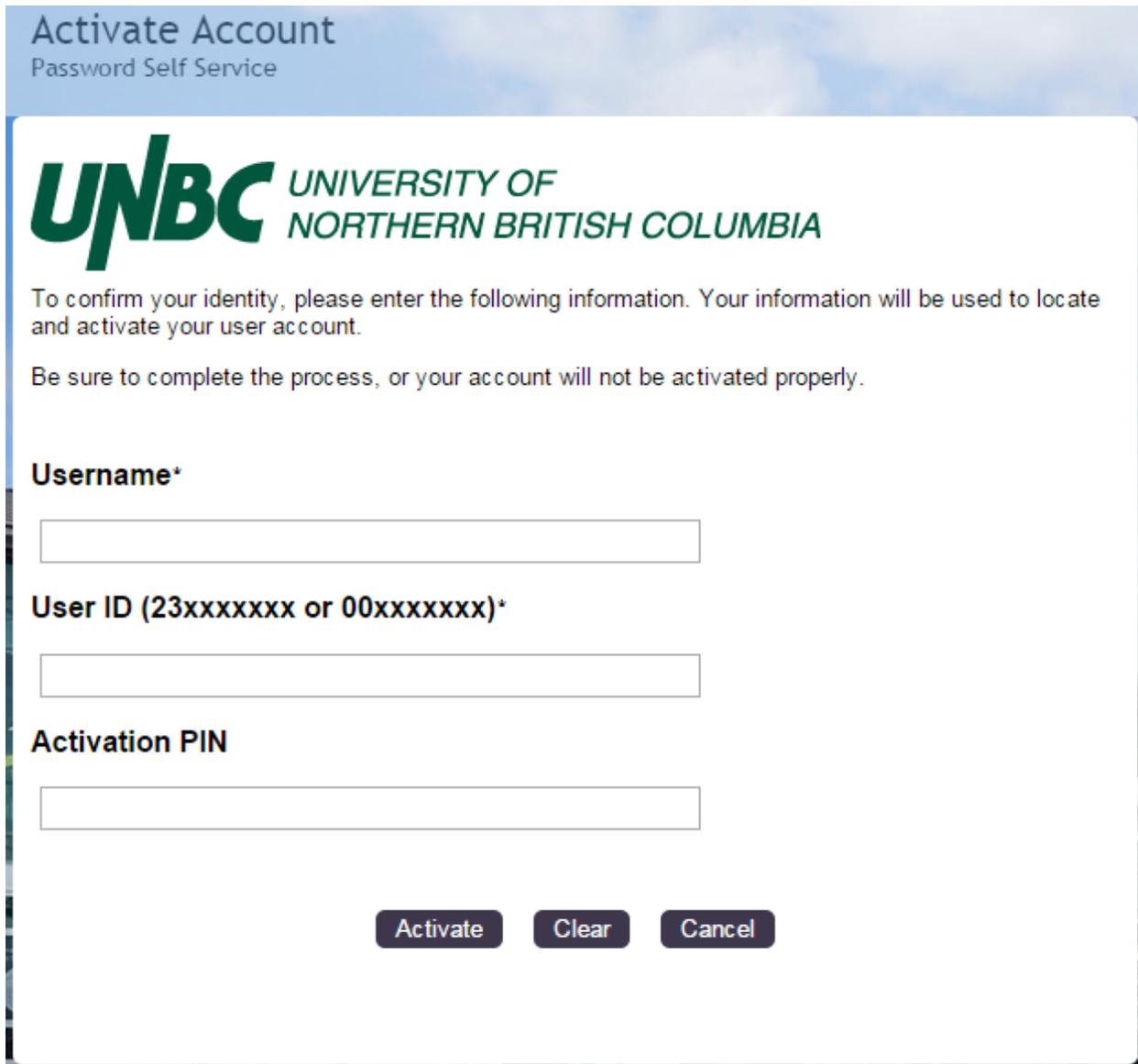


Your username is [REDACTED]. Please record your username for future use.

Continue

## Activate Account

**Please note:** Every step in this section must be followed for an account to be properly activated with recovery information.



The screenshot shows a web page titled "Activate Account" with the subtitle "Password Self Service". The UNBC logo is prominently displayed, followed by the text "UNIVERSITY OF NORTHERN BRITISH COLUMBIA". Below the logo, there is a paragraph of instructions: "To confirm your identity, please enter the following information. Your information will be used to locate and activate your user account." and a warning: "Be sure to complete the process, or your account will not be activated properly." The form contains three input fields: "Username\*", "User ID (23xxxxxxx or 00xxxxxxx)\*", and "Activation PIN". At the bottom of the form are three buttons: "Activate", "Clear", and "Cancel".

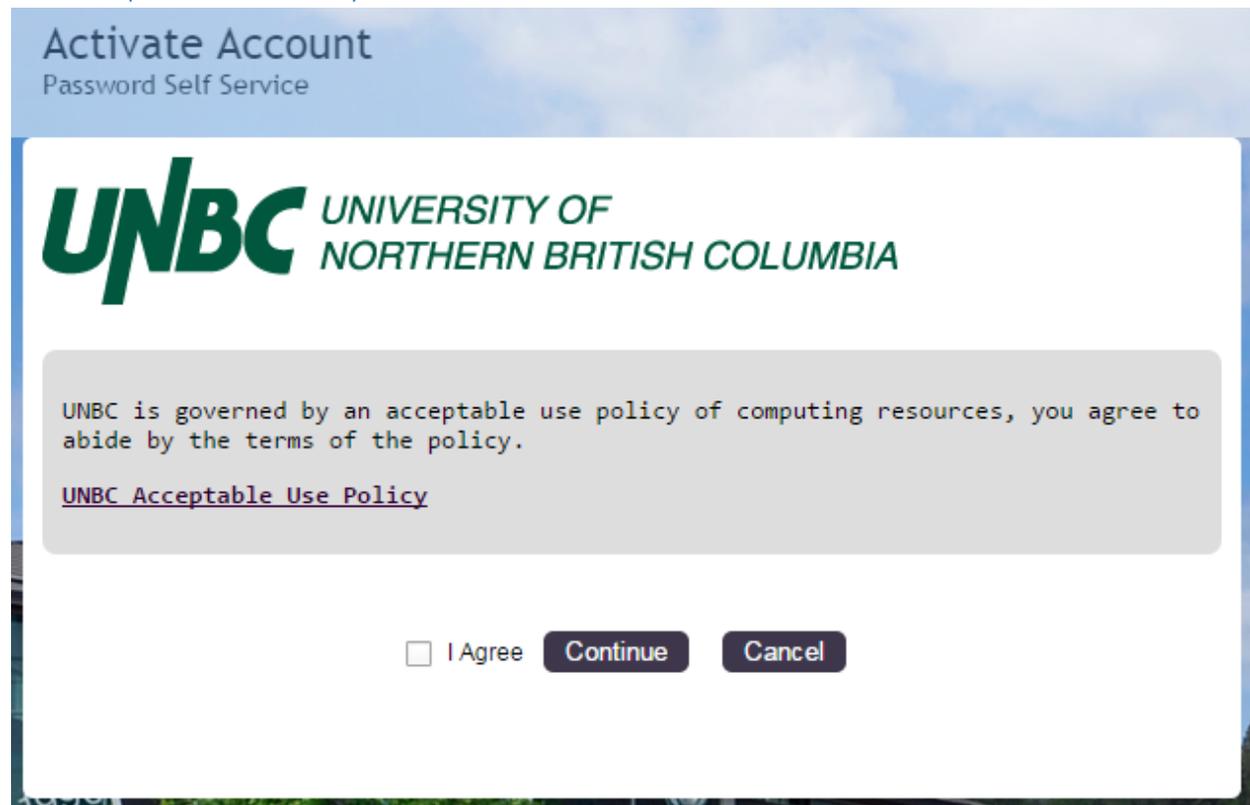
This is where you will come if you don't know your password and haven't configured recovery information. It is where users with brand new UNBC accounts will start the process.

Users with brand new UNBC accounts will be sent automated emails from Information Technology Services as soon as their accounts are created. These email messages will tell them what their username, user ID, and activation PIN are.

Users who have already activated their accounts will not be able to use this page without first having their activation PIN emails re-sent.

**Please note:** If a user needs the email with their activation PIN re-sent, then they will need to see someone who is authorized to do so. Documentation around re-sending activation PINs will be made available to university staff members who were responsible for Banner Self Service PIN resets prior to the implementation of Single Sign On.

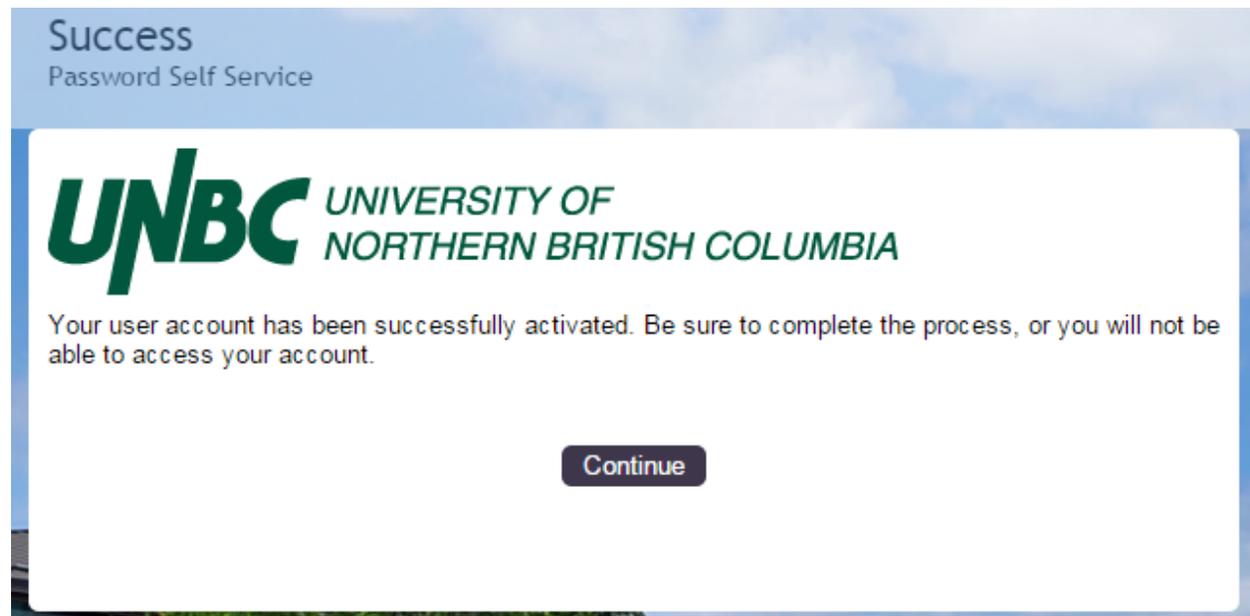
## 1 – Acceptable Use Policy



The screenshot shows a web page titled "Activate Account" with the subtitle "Password Self Service". The UNBC logo is prominently displayed, followed by the text "UNIVERSITY OF NORTHERN BRITISH COLUMBIA". A grey box contains the text: "UNBC is governed by an acceptable use policy of computing resources, you agree to abide by the terms of the policy." Below this is a link for "[UNBC Acceptable Use Policy](#)". At the bottom, there is a checkbox labeled "I Agree", and two buttons: "Continue" and "Cancel".

Activating an account begins with accepting the acceptable use policy governing use of electronic resources on campus.

## 2 – Success



You **must** click "Continue" to be given the option to set your recovery information.

### 3 – Change Password

## Change Password

Password Self Service



Keep your new password secure.

If you must write it down, be sure to keep it in a safe place.

After you type your new password, click the Change Password button.

Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 10 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.

» [Password Guide](#)

Please type your new password

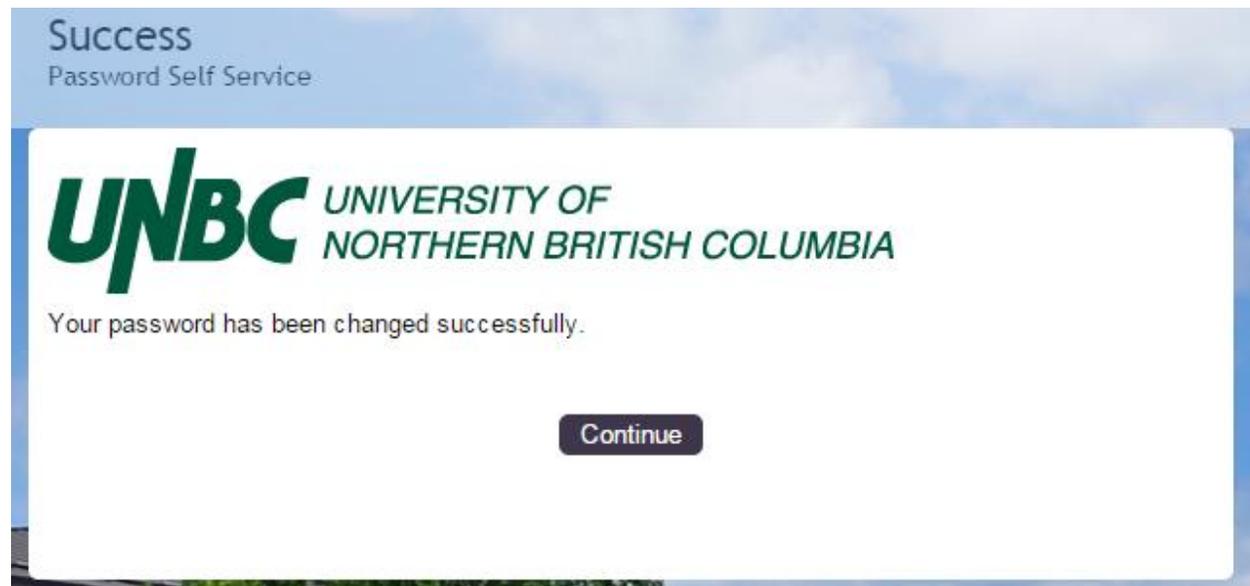
**New Password**

**Confirm Password**

**Change Password** **Clear** **Cancel**

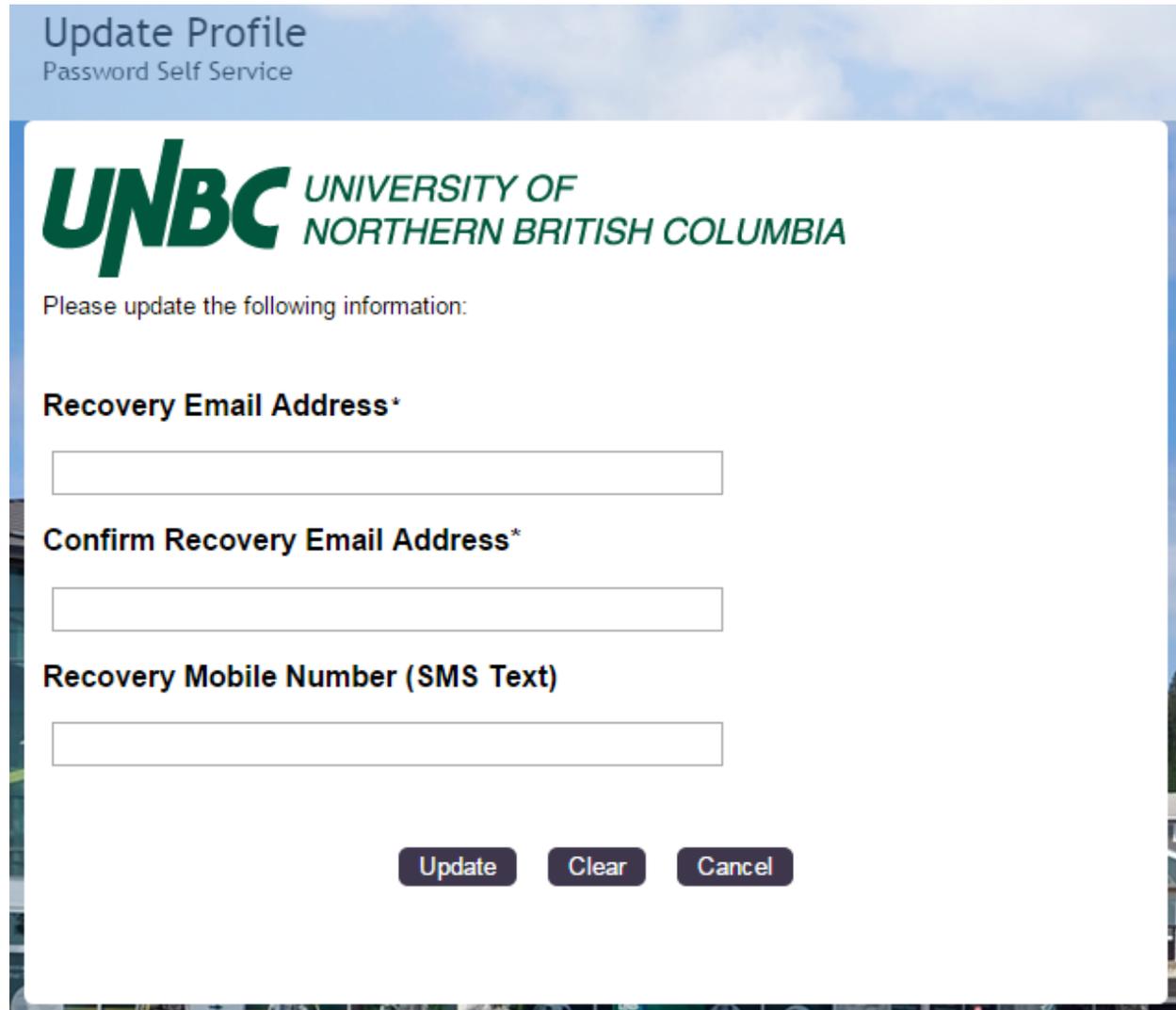
This is an initial setting of your password.

## 4 – Success



As above, you **must** continue past this page.

## 5 – Update Profile



Update Profile  
Password Self Service

**UNBC** UNIVERSITY OF  
NORTHERN BRITISH COLUMBIA

Please update the following information:

**Recovery Email Address \***

**Confirm Recovery Email Address\***

**Recovery Mobile Number (SMS Text)**

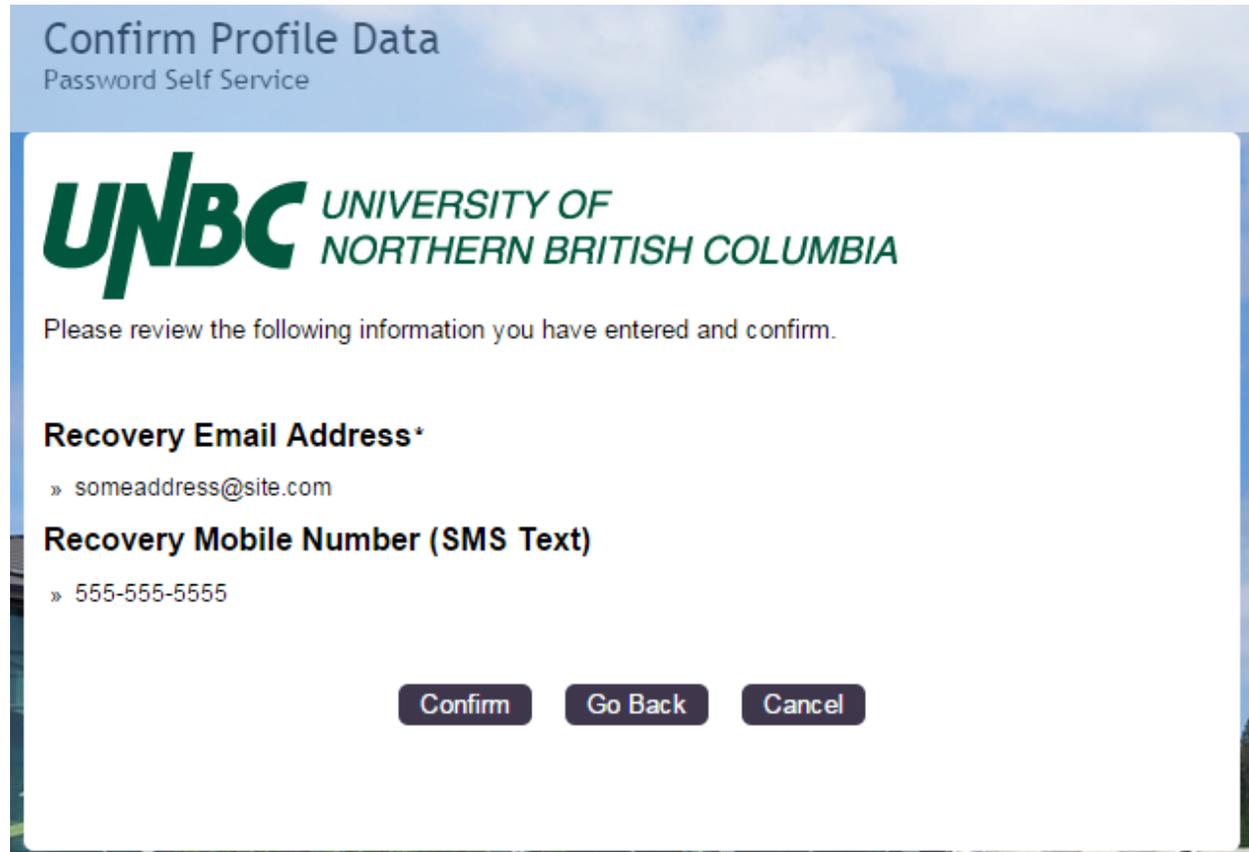
Update Clear Cancel

Use this page to set your recovery information. Recovery information **must** be provided for you to be able to use the “Forgotten Password” option in the future.

Currently, a recovery mobile phone number is collected but not used. Information Technology Services intends to provide password recovery via SMS text in the very near future.

**Please note:** This recovery information does not come from Banner, nor does it move from here into Banner. This is the only location that your recovery information can be viewed or updated.

## 6 – Confirm Profile Data



**Confirm Profile Data**  
Password Self Service

**UNBC** UNIVERSITY OF  
NORTHERN BRITISH COLUMBIA

Please review the following information you have entered and confirm.

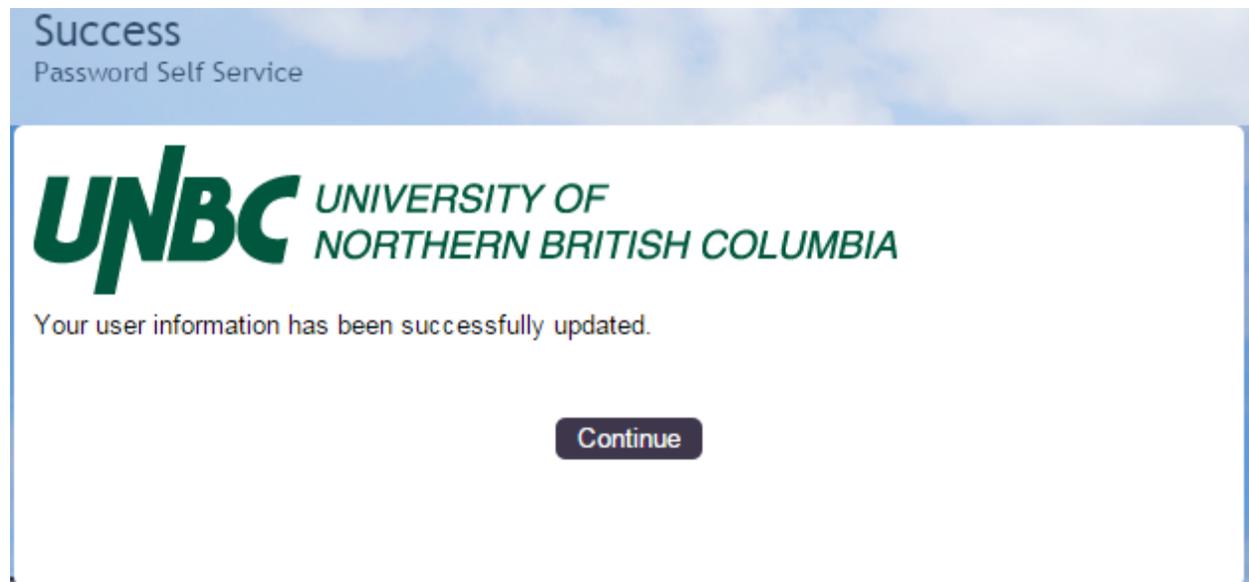
**Recovery Email Address\***  
» someaddress@site.com

**Recovery Mobile Number (SMS Text)**  
» 555-555-5555

**Confirm** **Go Back** **Cancel**

You must “Confirm” for this information to be recorded.

## 7 – Success



**Success**  
Password Self Service

**UNBC** UNIVERSITY OF  
NORTHERN BRITISH COLUMBIA

Your user information has been successfully updated.

**Continue**

Click “Continue” and you’re done!