

Password Reset

Password Reset securely enables IBM i user password resets. It allows users to reset locked, expired and forgotten passwords by using a 5250 screen, Web UI or directly contacting the Help Desk. User identities are correctly verified, password security is not compromised and consistent efficient password reset procedures are always followed.

THE PASSWORD RESET SOLUTION

Using a self-administered process, each user creates a password profile containing user-selected personal questions and responses, as well as an email address or cell phone number for receiving verification codes.

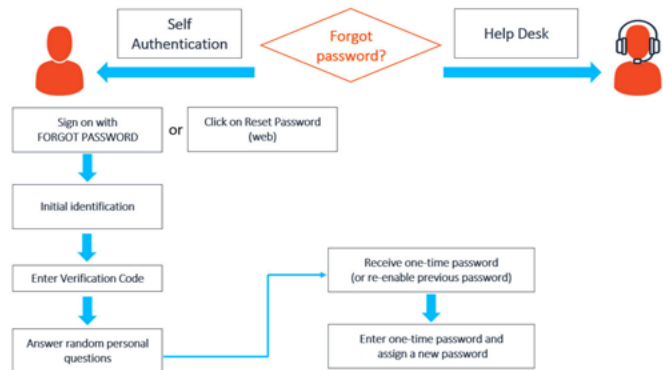
Self-service password resets can occur using a 5250 session or a Web UI. Once authentication begins, the system verifies the user's identity using two-factor authentication. After verification, the user is sent a temporary password that allows them to sign on and change their password.

Users can also call their Help Desk for an assisted password reset, where their identities are verified before receiving a temporary password.

Regardless of whether IBM i users use self-service or assisted password resets, a consistent secure reset process is used. User identities are always verified and no one but the user will ever know what their IBM i password is set to.

BENEFITS OF USING PASSWORD RESET

- Reduces Help Desk password reset tickets by over 90%
- Always available 24x7x365. Users don't need to wait for an administrator to call or email back for password resets.
- Satisfies multi-factor authentication (MFA) requirements by using two-factor authentication for user identification
- Consistent password reset procedures are used whether the user is resetting their password by 5250 screen, Web UI or through Help Desk assistance
- Different identification policies can be assigned to different user groups, allowing for customized authentication



Users can reset their passwords using a 5250 screen, a Web UI or by contacting the Help Desk

PASSWORD RESET AUTHENTICATION SET-UP

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Control & Self-Registration          8/04/21 14:24:30

Enable use of Password-Reset . . . 2          0=Disabled
Resetting a password can be done    1=By help desk / By user
by the user himself, or with       2=By user
the assistance of the Help Desk.    3=By help desk

Controlling Self-Registration
Adding the command SMZO/CHGPRINF to the user Initial Program, will
request the user to enter his attributes (name, phone...) and personal
identification questions, in case he has not done so yet.

The following helps to regulate the number of users which will be asked to
enter information, and limit them to the Help Desk hours.
Max users per 10 minutes . . . . . 100
Limit to Help Desk hours . . . . . :60 - 23:00
Allow self entry of ID info . . . . . A Q=Questions, A=All(Pers.*Quest.), N=No
Inform use of Reset procedure to
Email address . . . . . as400support@seasoft.com
Message Queue Name, Library . . . . OSYSOPR *LIBL

F3=Exit F12=Cancel
  
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User password profiles can be set up using a 5250 screen or the Web UI. The Help Desk can also guide users in setting up their password profile.