



NewSolutions

NSSC Passwords



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NSSC Password Guide

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NSSC Passwords: Changing, Resetting, Unlocking Account, and Creating a Profile


At Share One our NSSC passwords must be changed a few times a year for security purposes. This is a quick process—as long as you know about the Self-Service Password Management site!


The screenshot shows the 'Self-Service Password Management' interface. At the top, a blue header bar contains the title 'Self-Service Password Management'. Below this, a white box with a blue border contains the following text: 'If you have not created a profile please click on Edit my Profile below. Password must be at least 7 Characters include 3 of the following 4 Characters. Uppercase, Lowercase, Numeric, and Special (i.e. !@?) and cannot be one of the last 4 passwords used.' Below this box are four white buttons with blue borders and icons. The first button has a gear icon and is labeled 'Change my Password' with the text 'Change your password if you know your current password'. The second button has a key icon and is labeled 'Reset my Password' with the text 'Reset your password if you don't know your current password'. The third button has a padlock icon and is labeled 'Unlock my Account' with the text 'Unlock your account if you remember your password'. The fourth button has a question mark icon and is labeled 'Edit my Profile' with the text 'Edit the questions and answers in your Password Reset Profile'.


Self-Service Password Management


If you have not created a profile please click on Edit my Profile below.

Password must be at least 7 Characters include 3 of the following 4 Characters. Uppercase, Lowercase, Numeric, and Special (i.e. !@?) and cannot be one of the last 4 passwords used.

 **Change my Password**
Change your password if you know your current password

 **Reset my Password**
Reset your password if you don't know your current password

 **Unlock my Account**
Unlock your account if you remember your password

 **Edit my Profile**
Edit the questions and answers in your Password Reset Profile

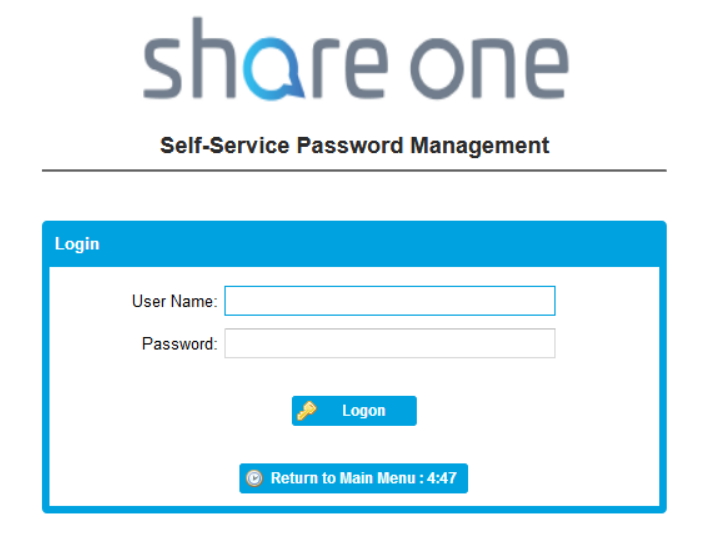
Before we get started, a couple of things: First, your NSSC password is different from your Share One password—in this document, it's all NSSC. Second, before you can actually perform any of the password-related actions we show you in this document, you have to set up your profile. So that's where we start: setting up your profile for self-service password management. Doing this makes the password retrieval and changing process much smoother, and it doesn't require a special trip to another site. IT's all in one place.

Here is the link: <http://scpwdreset.shareone.com/>

Once there, have your users select **Edit My Profile**, which is not just for editing but also creating their Member Profile. This is used to ensure that the person requesting the password is actually the user in question.

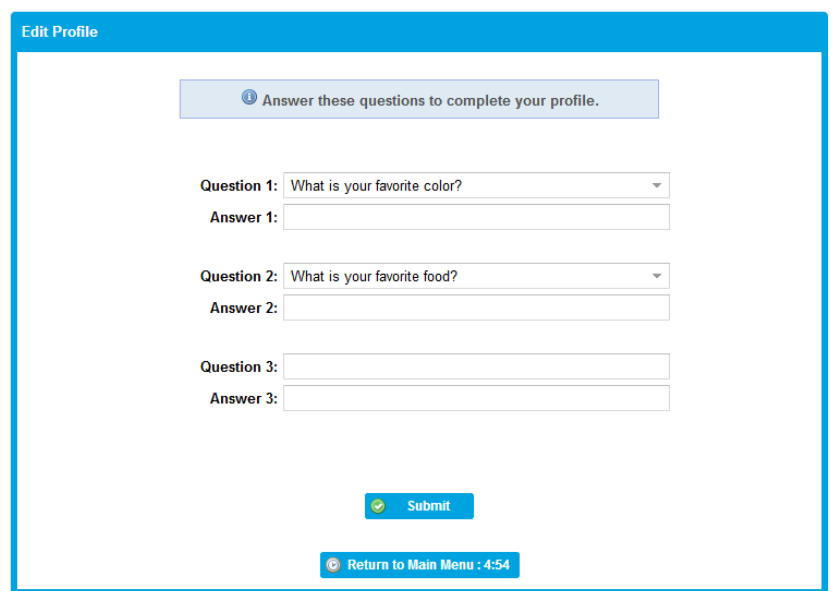
Edit My Profile

Upon clicking this option, you're asked to enter a username and password. Remember, ideally you are taking this step BEFORE you've forgotten your password, or it has expired. The credentials will be your NSSC credentials.



The screenshot shows the 'share one' logo at the top, followed by the text 'Self-Service Password Management'. Below this is a blue-bordered box titled 'Login'. Inside the box, there are two input fields: 'User Name:' and 'Password:'. Below the input fields is a blue button with a key icon and the text 'Ligon'. At the bottom of the box is a blue button with a circular arrow icon and the text 'Return to Main Menu : 4:47'.

Next you are prompted to select and answer three security questions that will be asked whenever you attempt to change or reset a password in the future. Everyone should remember their answers (though they aren't case-specific). The third question must be typed-in.



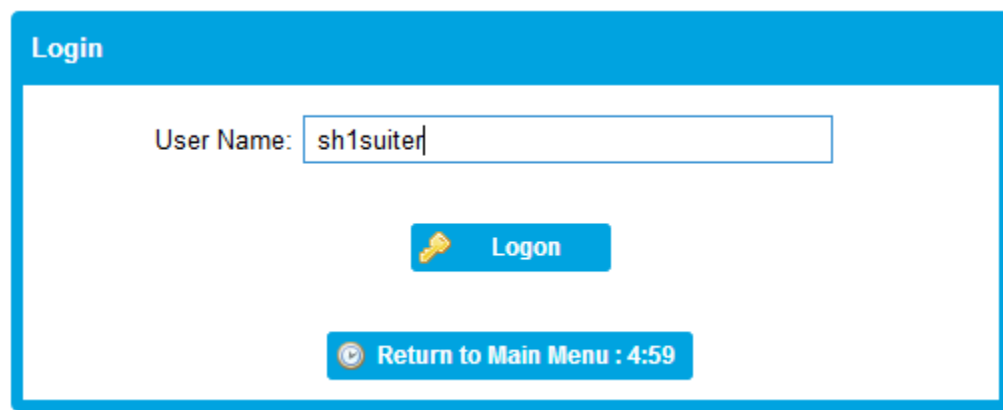
The screenshot shows the 'Edit Profile' screen. At the top, there is a blue header with the text 'Edit Profile'. Below the header is a light blue box with an information icon and the text 'Answer these questions to complete your profile.' Below this box are three sets of questions and answers. Each set consists of a question label (e.g., 'Question 1:'), a dropdown menu (e.g., 'What is your favorite color?'), and an answer input field (e.g., 'Answer 1:'). The third question is a text input field. At the bottom of the form is a blue button with a checkmark icon and the text 'Submit'. At the very bottom is a blue button with a circular arrow icon and the text 'Return to Main Menu : 4:54'.

Once you submit, the profile is complete. Now let's check out the options available.

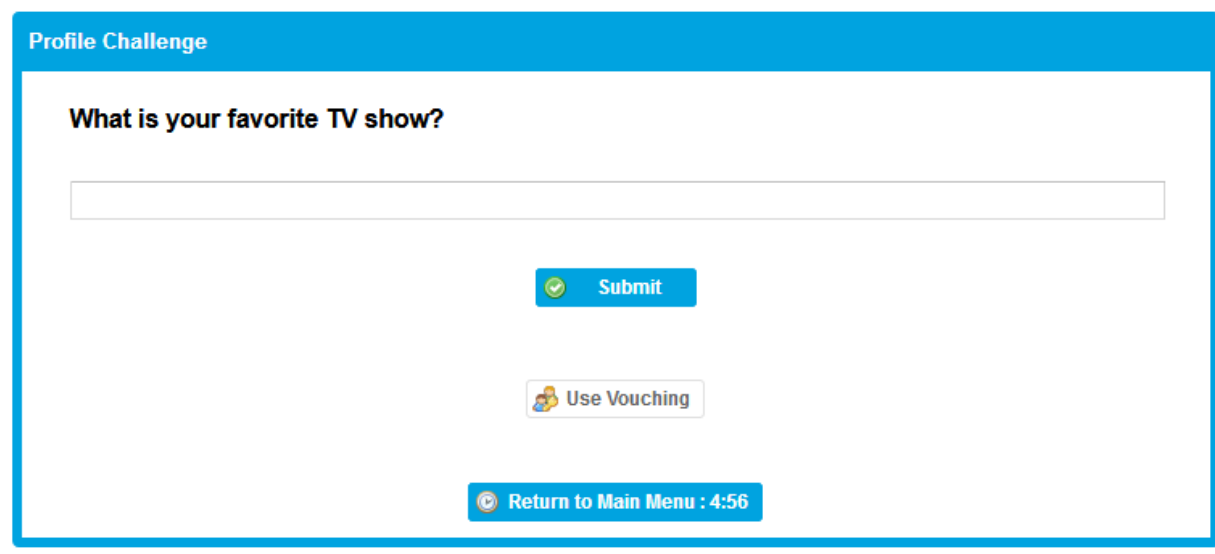
Reset My Password

This option allows users to reset a password **WITHOUT** knowing their existing password, so it is typically where a user wants to go when they click the [Forgot Password?](#) link after failing to log in. This is where those security questions you create come in.

Click Reset My Password, enter your User Name, and click Logon.

A screenshot of a web application's login interface. At the top, there is a blue header bar with the word "Login" in white. Below the header, the text "User Name:" is followed by a text input field containing the text "sh1suiter". Below the input field is a blue button with a yellow key icon and the text "Logon". At the bottom of the form area is a blue button with a clock icon and the text "Return to Main Menu : 4:59".

You are then prompted with your security questions on-by-one. I'll show one as an example:

A screenshot of a web application's "Profile Challenge" screen. At the top, there is a blue header bar with the text "Profile Challenge" in white. Below the header, the text "What is your favorite TV show?" is displayed. Below this text is a large, empty text input field. Below the input field is a blue button with a green checkmark icon and the text "Submit". Below the "Submit" button is a button with a yellow icon of two people and the text "Use Vouching". At the bottom of the form area is a blue button with a clock icon and the text "Return to Main Menu : 4:56".

Answer and click **Submit**. Note that there is a timeout function counting down from 5 minutes. If you take too long, you are returned to the main menu.

Also note the **Use Vouching** button. This allows another user with credentials to vouch for the initial user's identity. The vouching user enters their own credentials and clicks Voucher, taking them to the Password Reset screen where the user who needs to reset can do so.

Assuming there is no voucher, enter your answer here and click Submit. Two more questions must be answered, then you are taken to the Reset screen.

The screenshot shows the 'Reset Password' interface. On the left, under 'Mode:', the 'Enter Password' radio button is selected, and the 'Generate' radio button is unselected. The main area contains three input fields: 'Password:', 'Confirm:', and 'Generated:'. The 'Generated:' field has a 'Generate' button with a key icon to its right. Below these fields is a four-panel security strength indicator, currently showing four empty grey panels. At the bottom, there is a green 'Submit' button with a checkmark icon and a blue 'Return to Main Menu : 4:29' button.

Mode:

- **Enter Password** – This is the default radio button, and it indicates that you are going to create your own new password.
- **Generate** – Select this radio button to have the system generate a new password for you.

If creating your own new password, type it into the **Password** field and type it again into the **Confirm** field. The password's security strength is indicated by the four-panel bar in the middle of the screen (which you'll see at work in the next screenshot).

If you want the system to generate a new password for you, select the **Generate** radio button and then click the **Generate** button.

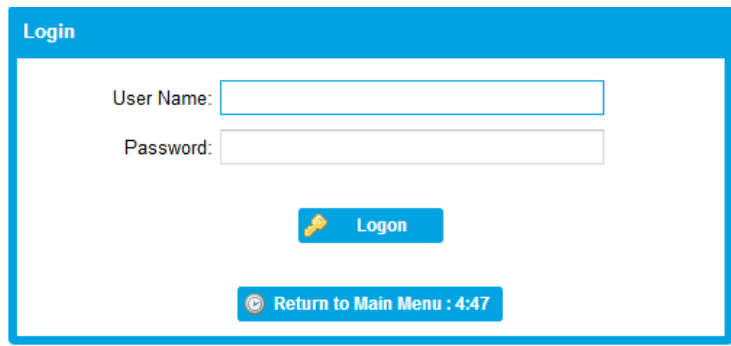
The screenshot shows the 'Reset Password' interface with the 'Generate' radio button selected. The 'Password:' and 'Confirm:' fields are filled with eight dots. The 'Generated:' field displays the password '1/*&sTAGE' and has a 'Generate' button with a key icon to its right. Below these fields is a four-panel security strength indicator, now showing four solid green panels with the word 'Excellent' to the right. At the bottom, there is a green 'Submit' button with a checkmark icon and a blue 'Return to Main Menu : 4:46' button.

In either case, click Submit to complete the process. Now you can login with your new password.

Change my Password

Select the Change My Password option if you want or need to change an existing password on a particular time schedule (every six weeks, for example).


Click Change My Password and enter your credentials:


A screenshot of a login screen with a blue header bar labeled "Login". Below the header, there are two input fields: "User Name:" and "Password:". Below the password field is a blue button with a key icon and the text "Ligon". At the bottom of the form is a blue button with a clock icon and the text "Return to Main Menu : 4:47".

Login

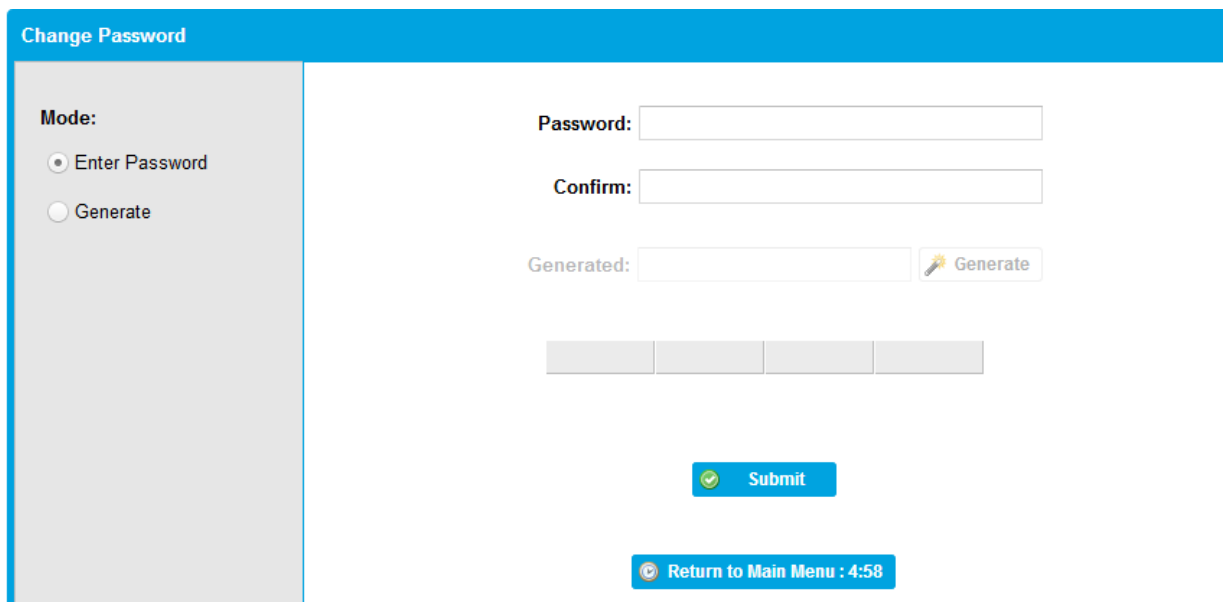
User Name:

Password:

 Ligon

 Return to Main Menu : 4:47

You are taken to a page that looks and works just like the Reset Password screen detailed above. Change and submit your password.

A screenshot of a "Change Password" screen. It has a blue header bar labeled "Change Password". On the left side, there is a grey sidebar with the label "Mode:" and two radio buttons: "Enter Password" (selected) and "Generate". The main area contains two input fields labeled "Password:" and "Confirm:". Below these is a "Generated:" label followed by an input field and a button with a key icon and the text "Generate". Below the input fields is a row of four empty boxes. At the bottom is a blue button with a checkmark icon and the text "Submit". At the very bottom is a blue button with a clock icon and the text "Return to Main Menu : 4:58".

Change Password


Mode:


☒ Enter Password


☐ Generate

Password:

Confirm:

Generated:  Generate

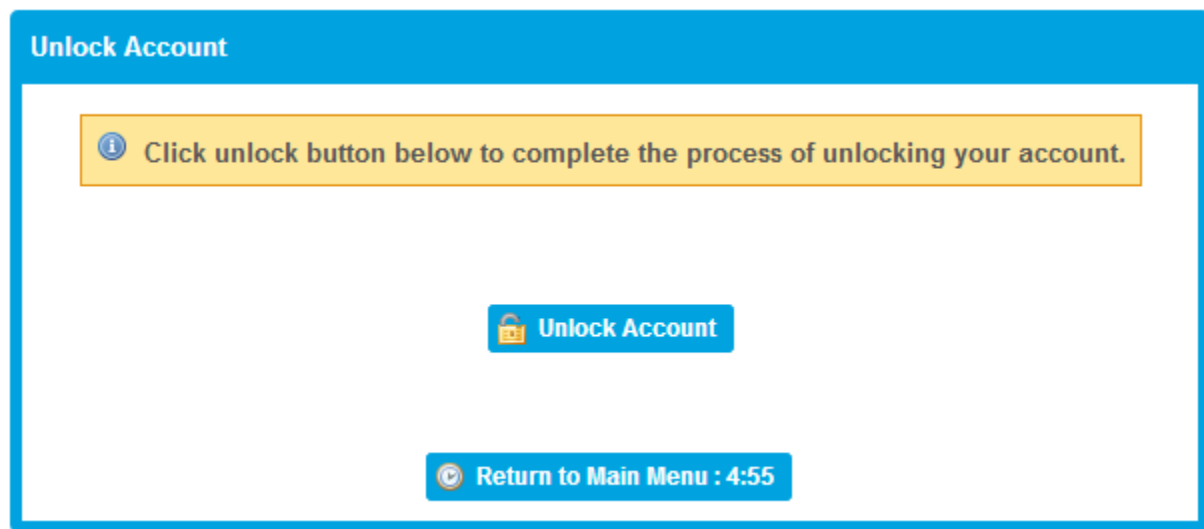
 Submit

 Return to Main Menu : 4:58

Unlock My Account

If you have too many failed attempts at logging in, your account will be locked. You can come to the Self-Service Password Management screen, but you will not be able to change or reset your password when your account is locked. Instead, select Unlock My Account, and enter your username to begin the process.

You'll be asked your security questions. If you answer them correctly, you reach an Unlock Account screen like the one below. Click **Unlock Account**.



Now your account is unlocked and you can reset your password using the steps outlined earlier.