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NewSolutions

NSSC Passwords

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NSSC Password Guide

Contents

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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!

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

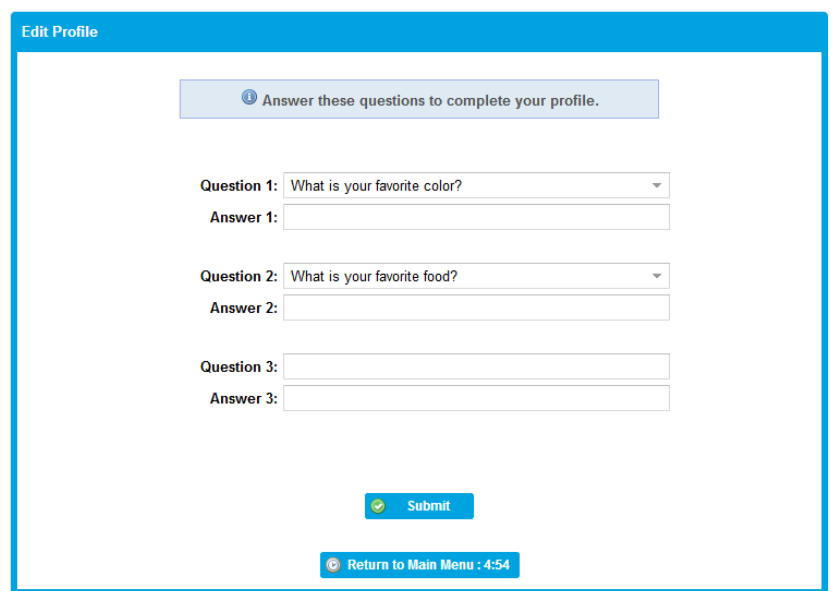Upon clicking this option, you're asked to enter a username and password. Remember, ideally you are taking this step BEFORE you've forgotten your password, or it has expired. The credentials will be your NSSC credentials.

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.
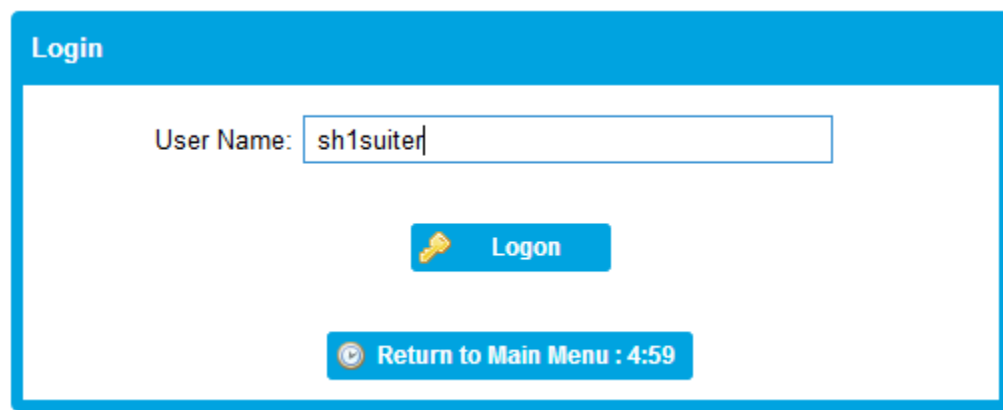

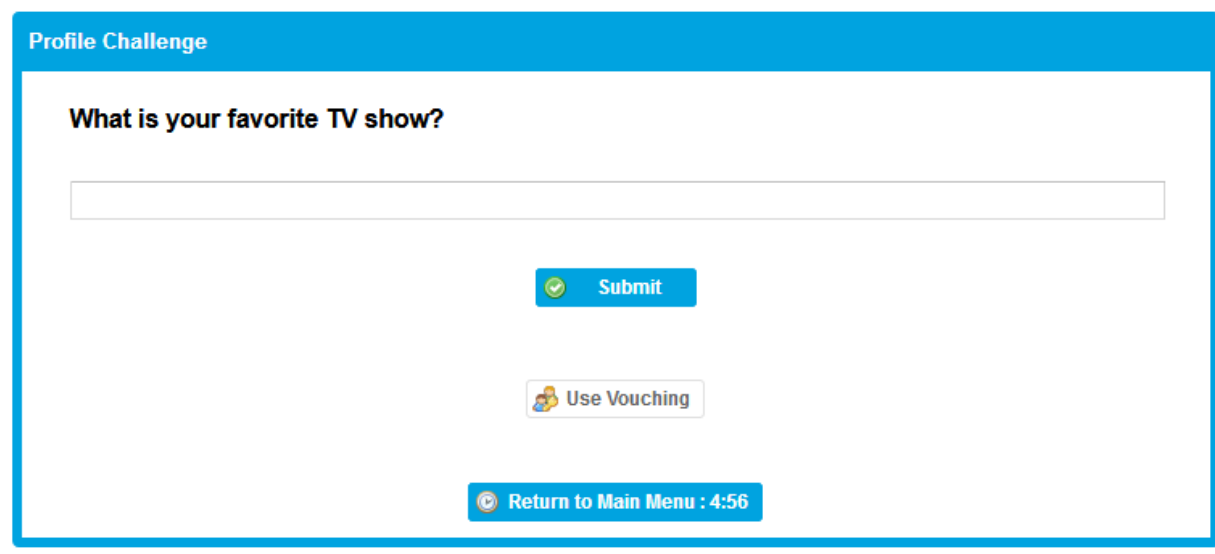Once you submit, the profile is complete. Now let's check out the options available.

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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.

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

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.

Reset Password

Mode:

◉ Enter Password
○ Generate

Password: [   ]
Confirm: [   ]
Generated: [   ] 🔧 Generate

[   ][   ][   ][   ]

✓ Submit

◎ Return to Main Menu : 4:29

Mode:

- *En*te*r 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.
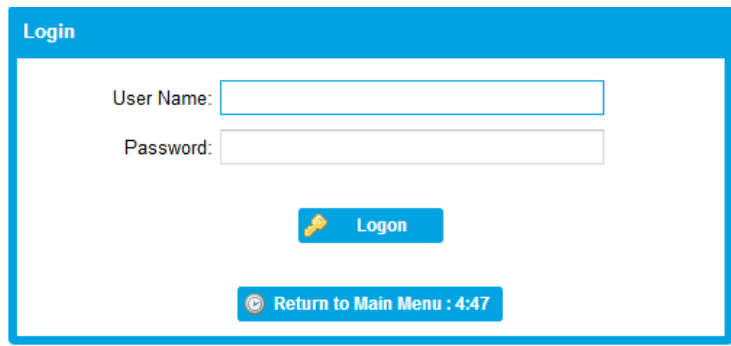
Reset Password

Mode:

○ Enter Password
◉ Generate

Password: [••••••••••]
Confirm: [••••••••••]
Generated: [1/*&sTAGE] 🔧 Generate

[   ][   ][   ][Excellent]

✓ Submit

◎ Return to Main Menu : 4:46

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:
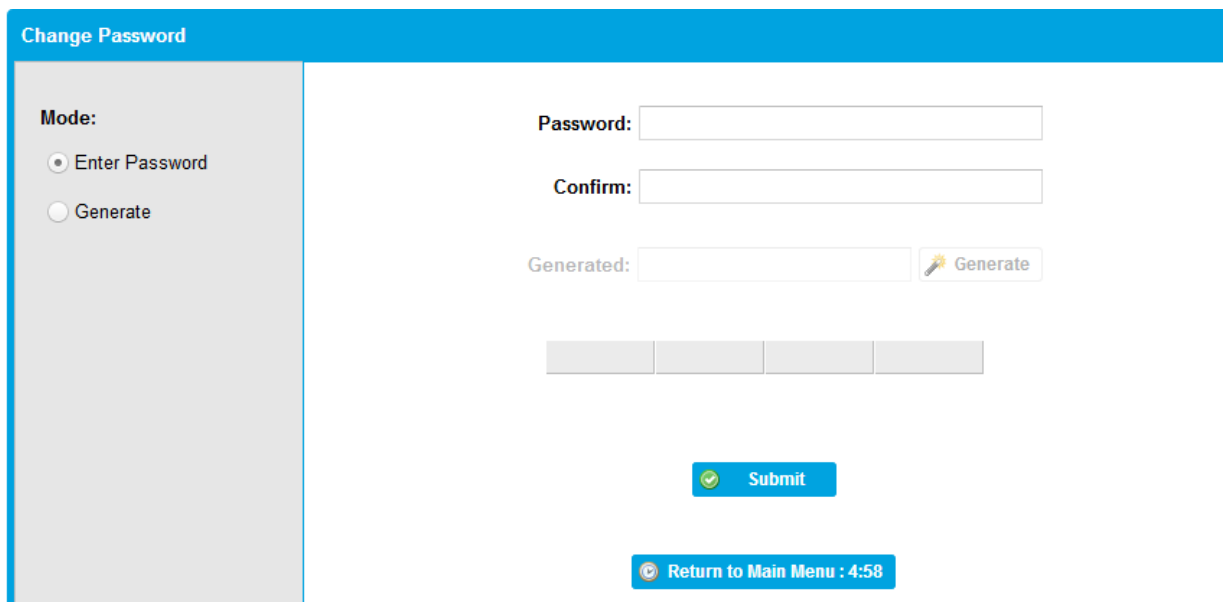
Login

User Name:	
Password:	

🔑 **Logon**

🔄 **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.

Change Password

Mode:

⦿ Enter Password

◯ Generate

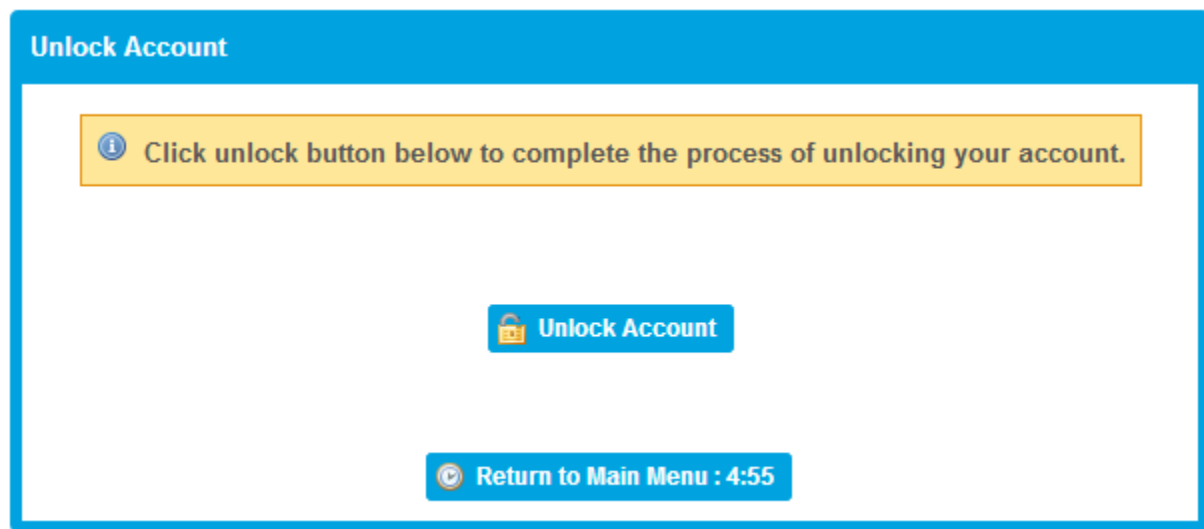Password:

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.