

NewSolutions

## NSSC Passwords



---

### Share One, Inc.

2650 Thousand Oaks Blvd., Suite 1120  
Memphis, TN 38118  
800.888.0766  
[www.shareone.com](http://www.shareone.com)

## **NSSC Password Guide**

Copyright © 2018-2028 Share One, Inc. All rights reserved.

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable format without prior consent in writing from Share One, Inc., 2650 Thousand Oaks Blvd., Suite 1120; Memphis, TN 38118.

All examples with names, addresses, account numbers, social security numbers, and company names are fictitious and do not refer to any real person.

NewSolutions is a registered trademark of Share One, Inc.

References to any other products are assumed to be the registered trademarks of their respective companies.



## Contents

|  |   |
|--|---|
| NSSC Passwords: Changing, Resetting, Unlocking Account, and Creating a Profile ..... | 2 |
| Edit My Profile.....   | 3 |
| Reset My Password.....   | 4 |
| Change my Password .....   | 6 |
| Unlock My Account.....   | 7 |



# 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!

**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

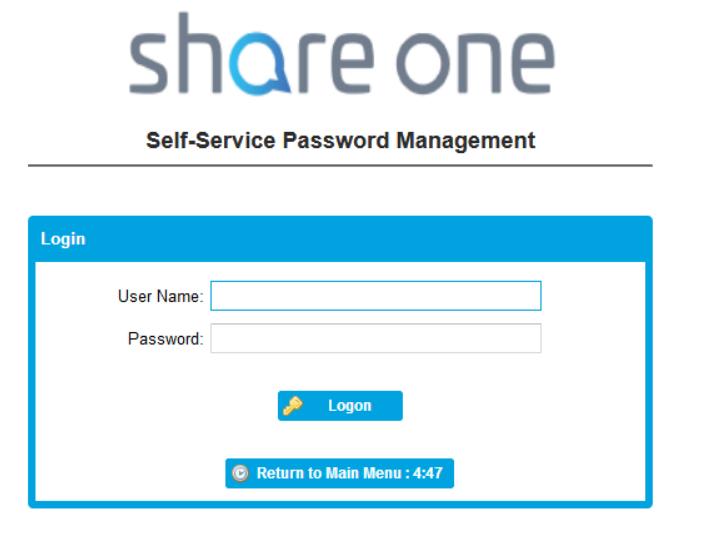
Before we get started, a couple of things: First, your NSSC password is different from your Share One password—in this document, it's all NSSC. Second, before you can actually perform any of the password-related actions we show you in this document, you have to set up your profile. So that's where we 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.

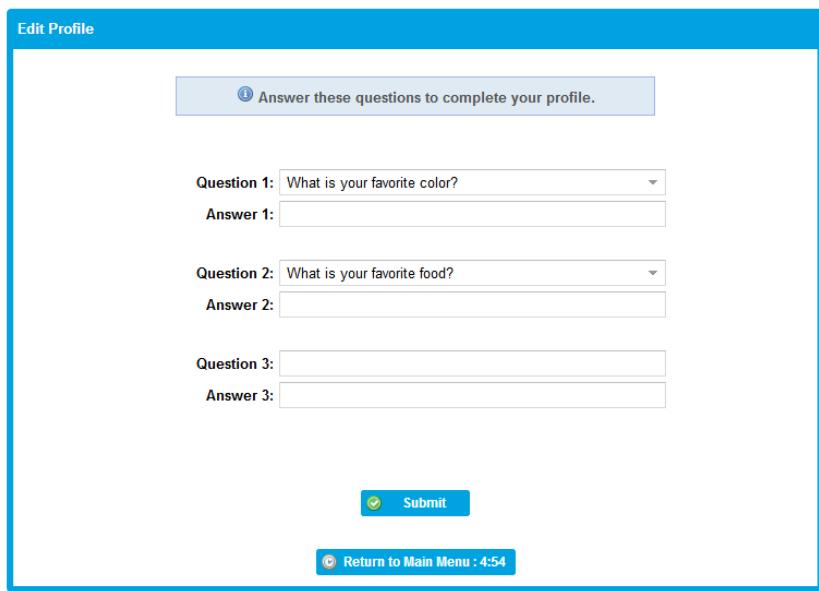
## Edit My Profile

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 image shows the 'Self-Service Password Management' login interface. It features a 'Login' header, two input fields for 'User Name' and 'Password', a 'Logon' button with a key icon, and a 'Return to Main Menu : 4:47' link at the bottom.

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 image shows the 'Edit Profile' screen. It includes a note to 'Answer these questions to complete your profile.', three sets of question and answer fields (Question 1: What is your favorite color?, Answer 1: [empty]; Question 2: What is your favorite food?, Answer 2: [empty]; Question 3: [empty], Answer 3: [empty]), and a 'Submit' button with a checkmark icon. A 'Return to Main Menu : 4:54' link is at the bottom.

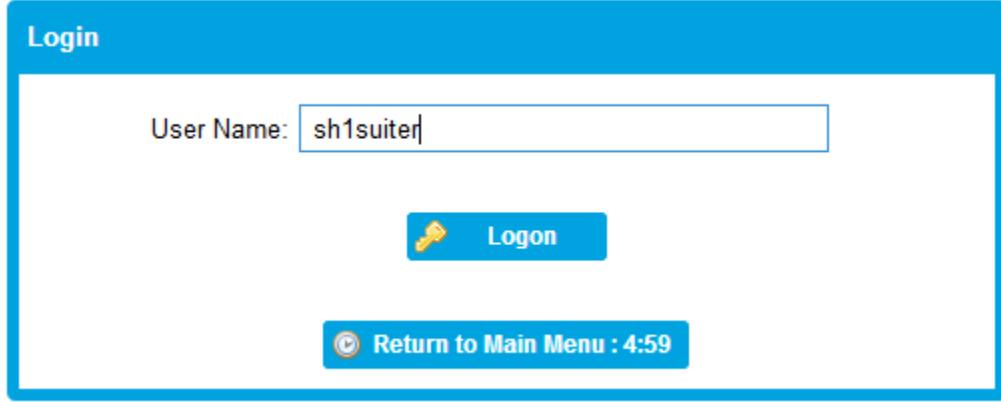
Once you submit, the profile is complete. Now let's check out the options available.



## Reset My Password

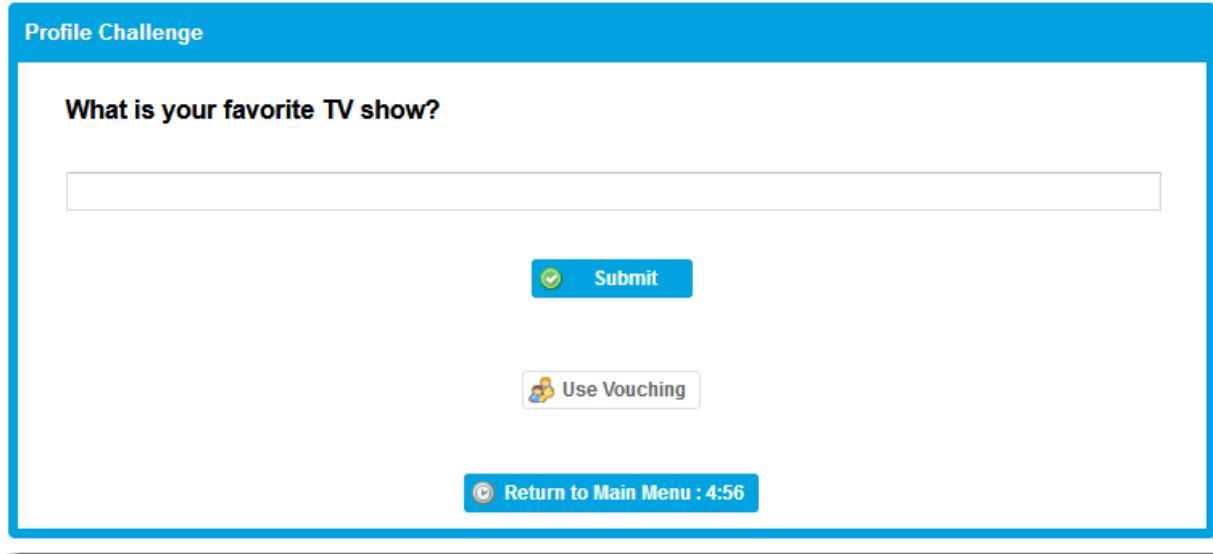
This option allows users to reset a password WITHOUT knowing their existing password, so it is typically where a user wants to go when they click the Forgot Password? link after failing to log in. This is where those security questions you create come in.

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



The image shows a 'Login' screen with a blue header. The 'User Name:' field contains 'sh1suiter'. Below it is a 'Logon' button with a key icon. At the bottom, a button says 'Return to Main Menu : 4:59'.

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



The image shows a 'Profile Challenge' screen with a blue header. The question 'What is your favorite TV show?' is displayed. Below it is a text input field. A 'Submit' button with a checkmark icon is visible. At the bottom, a button says 'Return to Main Menu : 4:56'. There is also a 'Use Vouching' button with a person icon.

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:

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.

Reset Password

Mode:

Enter Password

Generate

Password:

Confirm:

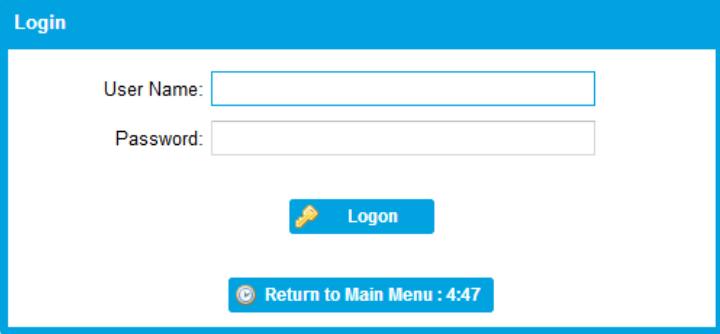
Generated:

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

## Change my Password

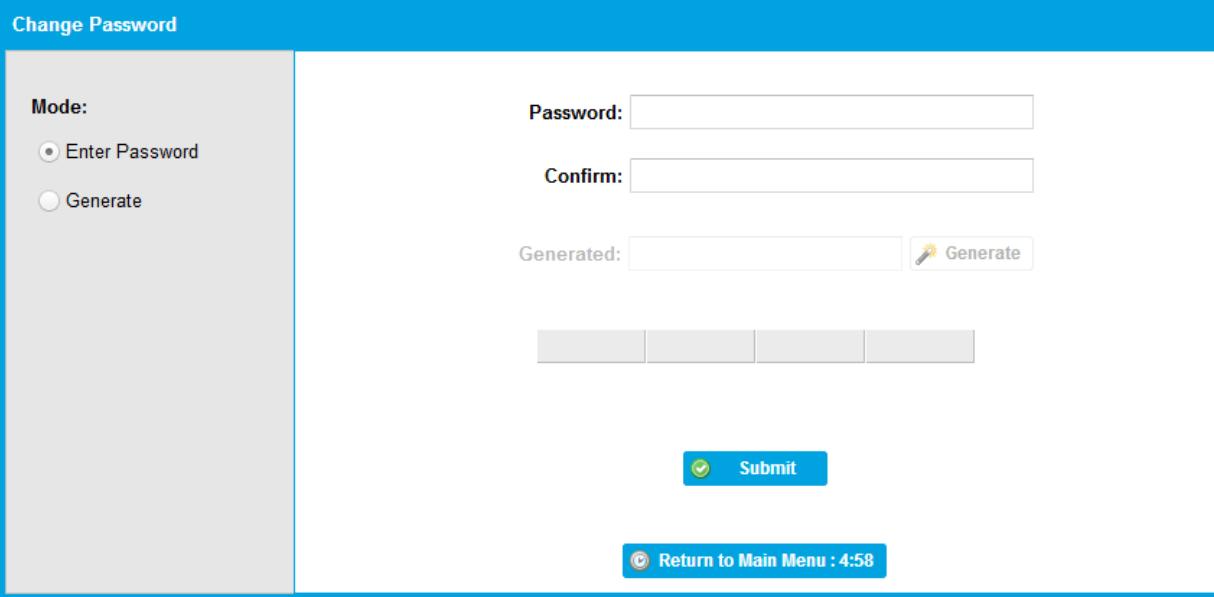
Select the Change My Password option if you want or need to change an existing password on a particular time schedule (every six weeks, for example).

Click Change My Password and enter your credentials:



The image shows a 'Login' screen with a blue header. It contains two text input fields: 'User Name:' and 'Password:', both with placeholder text. Below these is a blue 'Logon' button with a key icon. At the bottom is a link '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.

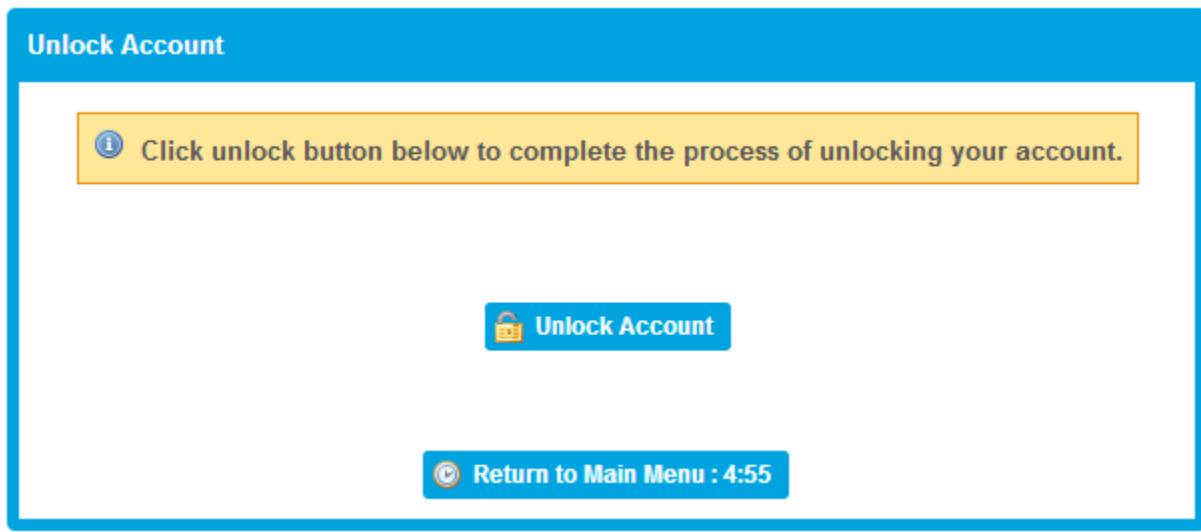


The image shows a 'Change Password' screen with a blue header. On the left, a 'Mode:' section has two radio buttons: 'Enter Password' (selected) and 'Generate'. On the right, there are three text input fields: 'Password:', 'Confirm:', and 'Generated:'. Below the 'Generated:' field is a 'Generate' button with a lightning bolt icon. At the bottom is a 'Submit' button with a checkmark icon. A 'Return to Main Menu : 4:58' link is at the bottom.

## 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.