



One Identity Password
Manager 5.7.1

User Guide

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Legend

 **WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.**

 **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Self-Service Site

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- [Connecting to Self-Service Site](#)
- [Creating and Updating Your Questions and Answers Profile](#)
- [Resetting User Passwords](#)
- [Changing Your Password](#)
- [Unlocking Your Account](#)
- [Configuring Your Notifications](#)
- [Changing User Interface Language](#)

Getting Started

To start using Password Manager, you must register with Password Manager by creating your personal Questions and Answers profile. For step-by-step procedure on how to create your private Questions and Answers (Q&A) profile, see [Creating and Updating Your Questions and Answers Profile on page 8](#).

The topics covered in this section will provide you the information you need to create your personal Q&A profile and perform password management tasks by using the Password Manager Self-Service site.

Connecting to Self-Service Site

You can connect to the Self-Service site either by using a Web browser or from the Windows logon screen, if the administrator has configured Password Manager to allow you to open the Self-Service site from the Windows logon screen.

Connecting to Self-Service Site with a Web Browser

You can open the Self-Service site by clicking the desktop or Start menu shortcut to the site. If there are no such shortcuts on your computer, you can open the site by entering the Self-Service site URL in your Web browser. You can obtain the URL path to the Self-Service site from your system administrator.

To connect to the Self-Service site using a Web browser

1. Connect to the Self-Service site by typing the Self-Service site URL in the address bar of your Web browser. By default, the URL is `http://<ComputerName>/PMUser/` (or `http://<ComputerName>/PMUserADLDS/` for Password Manager for AD LDS version), where `<ComputerName>` is the name of the computer on which Password Manager is installed.

You can obtain the computer name from your system administrator.

2. On the Self-Service site type in your user name or a part of your user name or your email in the displayed text box.

NOTE: When specifying your user account, you can use any of the following formats:

- `<user_name>`,
- `<domain>\<user_name>`, or
- `<user_name>@<domain>`,
- or any other value you use to log in.

3. Select your location from the **Location** list box.
4. This setting is optional and appears only if the administrator has configured it.
5. If more than one account is found, identify and select your account under **Search Results**.
6. By default, on the **Home** page, you can perform the following tasks:

Table 1:
Home page

Task	Reference
Register with Password Manager or update your personal Questions and Answers profile	Creating and Updating Your Questions and Answers Profile on page 8
Reset your forgotten passwords	Resetting Your Password on page 9
Change your passwords	Changing Your Password on page 10
Unlock your account	Unlocking User Account on page 15
Set up email notifications	Configuring Your Notifications on page 11

If you cannot find your account in the search results, follow the instructions on the screen.

If you enter a part of your account name, several matches may be found. In this case you will see a list of user names followed by descriptions. Select your account name from this list.

NOTE: You can change the user interface language. For more information see [Changing User Interface Language on page 11](#).

Connecting to Self-Service Site from the Logon Screen

If your account is locked, and if you forgot your user name or your password, you can access the Self-Service site from the Windows logon screen, provided that the administrator has configured Password Manager to allow you to open the Self-Service site from the Windows logon screen.

To connect to the Self-Service site from the Windows logon screen on a computer running Windows 7 operating system

1. Press **Ctrl+Alt+Delete**.
2. Select your user tile and click the **Forgot My Password** command link on the Windows logon screen.

To connect to the Self-Service site from the Windows logon screen on a computer running Windows 8 or later operating system

1. Press **Ctrl+Alt+Delete**.
2. Select your user tile on the Windows logon screen.
3. Click **Sign-in options** and select the Password Manager icon.

Creating and Updating Your Questions and Answers Profile

To register with Password Manager, you need to create your personal Questions and Answers profile. A Questions and Answers profile (Q&A profile) is a series of security questions to which you specify your private answers. Later, you will provide your answers to the security questions when using the Self-Service site to reset your forgotten passwords or unlock your account. When you create or update your Q&A profile, ensure that nobody knows the correct answers to the Q&A profile questions but you.

To create or update your personal Questions and Answers profile

1. Connect to the Self-Service site by using the procedure outlined in [Connecting to Self-Service Site on page 5](#).
2. On the **Home** page, click the **My Questions and Answers Profile** link.
3. Follow the steps in the wizard to complete the task.

Using a Passcode to Create or Update Your Questions and Answers Profile

If you have forgotten your password and, at the same time, are not registered with Password Manager or have forgotten your answers to security questions, you must obtain a temporary passcode from the help desk before you can create or update your Questions and Answers profile and reset your forgotten password.

To create or update your Q&A profile by using passcode

1. Connect to the Self-Service site by using the procedure outlined in [Connecting to Self-Service Site on page 5](#).
2. On the **Home** page, click **I Have a Passcode**.
3. Follow the steps in the wizard to complete the task.

Resetting Your Password

You can reset your forgotten password by using the Self-Service site, provided that you have the appropriate permissions to do so. Password Manager allows you to reset your password before you log on to the network (from the Windows logon screen), and when you are already logged on to the system.

Depending on the settings configured by your administrator, you can reset password in one or several systems, and provide either the same password or different passwords for selected systems.

To reset your password

1. Connect to the Self-Service site by using the procedures outlined in [Connecting to Self-Service Site on page 5](#).
2. On the **Home** page, click **Forgot My Password**.
3. Follow the steps in the wizard to complete the task.

Changing Your Password

You can change your password provided that you have the appropriate permissions to do so.

Depending on the settings configured by your administrator, you can change your password in one or several systems, and provide either the same password or different passwords for selected systems.

To change your password

1. Connect to the Self-Service site by using the procedures outlined in [Connecting to Self-Service Site on page 5](#).
2. On the **Home** page, click **Manage My Passwords**.
3. Follow the steps in the wizard to complete the task.

Unlocking Your Account

You can unlock your account when it is locked, such as when you exceed the allowed number of attempts to enter the correct password.

NOTE: You can unlock your account only if the administrator has configured Password Manager to allow you to do it.

To unlock your account

1. On the Windows logon screen, click the **Forgot My Password** button or command link to open the Self-Service Site.
2. On the **Enter Your User Name** page, type in your user name.
If you have entered only part of your user name, then you will be redirected to the Find Your Account page where you can select your account or search for it.
3. On the **Home** page, click **Unlock My Account**.
4. Follow the steps in the wizard to complete the task.

Configuring Your Notifications

You can configure the Self-Service site to automatically send you email notifications when specified events occur.

- 1 **NOTE:** You can change your notifications settings only if the administrator has configured Password Manager to allow you to do it.

To subscribe to event notifications

1. Open the Self-Service site by using the procedure outlined in [Configuring Your Notifications on page 11](#).
2. On the **Home** page, click **My Notifications**.
3. Follow the steps in the wizard to complete the task.

Changing User Interface Language

The user interface resources of Password Manager are fully localized. You can easily change the user interface language.

- 1 **NOTE:** This feature is available only in multilingual versions of Password Manager.

To change the user interface language

1. On the navigation bar, click **the language link**.
2. In the **Select Language** dialog box, select your preferred language.

Helpdesk Site

- [Connecting to Helpdesk Site](#)
- [Changing Managed User](#)
- [Verifying User Identity](#)
- [Assigning Temporary Passcodes](#)
- [Resetting User Passwords](#)
- [Unlocking User Account](#)
- [Unlocking User Questions and Answers Profile](#)
- [Enforcing Update of User's Questions and Answers Profile](#)

Connecting to Helpdesk Site

To connect to the Helpdesk site

- Connect to the Helpdesk site by typing the Helpdesk site URL in the address bar of your Web browser. By default, the URL is `http://<ComputerName>/PMHelpdesk/` (or `http://<ComputerName>/PMHelpdeskADLDS/` for Password Manager for AD LDS version), where `<ComputerName>` is the name of the computer on which Password Manager is installed. You can obtain the URL path to the Helpdesk site from your system administrator.
- On the logon page, enter your user name and password and click **Log on**.

To manage a user

1. Connect to the Helpdesk site by using the procedure outlined above.
2. On the **Find User Account** page, type either part of user's first and/or last name, or both.
3. Under **Search Results**, click the user account matching the search criteria.
4. On the **Home** page, by default, you can perform the following tasks:

NOTE: You can change the user interface language. For more information, see [Changing User Interface Language on page 11](#).

Table 2:

Task	Reference
Verify identity of the user	Verifying User Identity on page 14
Assign a temporary passcode to the user	Assigning Temporary Passcodes on page 14
Reset user's password	Resetting User Passwords on page 15
Unlock user's account	Unlocking User Account on page 15
Unlock user's Q & A profile	Unlocking User Questions and Answers Profile on page 16
Require the user to update his Q & A profile	Enforcing Update of User's Questions and Answers Profile on page 16

Changing Managed User

To change the managed user

1. Click the user name displayed next to the task name being performed.
2. Click the **Change user** link.
3. On the **Find User Account** page, type either part of user's first and/or last name, or both.
4. Under **Search Results**, click the user account matching the search criteria.

Verifying User Identity

Before performing any password management task, you must verify identity of the user.

To verify identity of a user

1. Open the **Home** page by using the procedure outlined in [Connecting to Helpdesk Site on page 12](#).
2. On the **Home** page, click **Verify User Identity**.
3. On the **Verify User Identity** page, do either of the following:
 - Ask the user to provide the answers to the authentication questions, and type the answers in the corresponding text boxes.
 - Ask the user to provide the answers to the authentication questions, and ensure that these answers exactly match the answers displayed in the corresponding text boxes.
 - Ask the user to provide you the characters in the numbered positions of their answers to the authentication questions, and type in the characters under the appropriate position numbers.
4. Click **Next** to review the results on the status page.

Assigning Temporary Passcodes

If a user has forgotten the password and, at the same time, has not yet registered with Password Manager, or has forgotten his answers to security questions, the user cannot create or update a personal Q&A profile, or otherwise use Password Manager. To register with Password Manager, and access its self-service functionality, the user must obtain a personal temporary passcode which must be used within the specified period to complete the registration procedure.

You can assign temporary passcodes to users provided that you have the appropriate permissions.

To assign a temporary passcode to a user

1. Open the **Home** page by using the procedure outlined in [Connecting to Helpdesk Site on page 12](#).
2. On the **Home** page, click **Assign Passcode**.
3. On the **Assign Passcode** page, read the temporary passcode to the user. Let the user know the passcode's expiration period.
4. Click **Next** to review the results on the status page.

NOTE: Passcode expiration time is a period within which a newly generated passcode is valid. Users must update or create their Q&A profiles by using this passcode within the specified period.

Resetting User Passwords

If a user has forgotten his password, you can reset the password for this user, provided that you have the appropriate permissions.

To reset user's password

1. Connect to the Helpdesk site by using the procedure outlined in [Connecting to Helpdesk Site on page 12](#).
2. On the **Home** page, click **Reset Password**.
3. Follow the steps in the wizard to complete the task.

Unlocking User Account

If user's account is locked out, you can unlock the account, provided that you have the appropriate permissions.

To unlock user's account

1. Open the **Home** page by using the procedure outlined in [Connecting to Helpdesk Site](#).
2. On the **Home** page, click **Unlock Account**.
3. Follow the steps in the wizard to complete the task.

Unlocking User Questions and Answers Profile

If user's Questions and Answers profile is locked, you can unlock the profile, provided that you have the appropriate permissions.

To unlock user's Questions and Answers profile

1. Open the **Home** page by using the procedure outlined in [Connecting to Helpdesk Site on page 12](#).
2. On the **Home** page, click **Unlock Q&A Profile**.
3. Follow the steps in the wizard to complete the task.

Enforcing Update of User's Questions and Answers Profile

If user's Questions and Answers profile does not comply with the current Q&A profile policy, you can require the user to update the Q&A profile, provided that you have the appropriate permissions.

To enforce update of user's Question and Answers profile

1. Open the **Home** page by using the procedure outlined in [Connecting to Helpdesk Site on page 12](#).
2. On the **Home** page, click **Enforce Update of Q&A Profile**.
3. Follow the steps in the wizard to complete the task.

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product