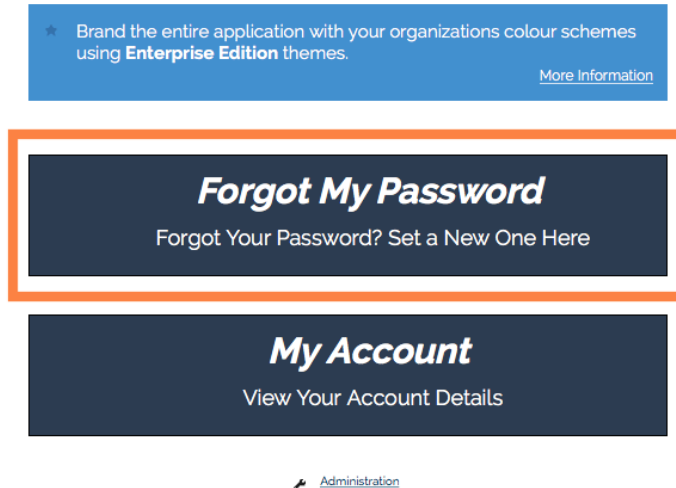
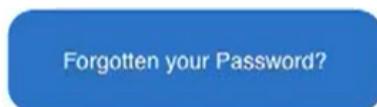


# 1. Select Password Reset Action

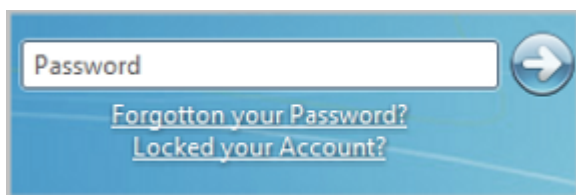
The password reset action can be found by selecting Forgot My Password from the web-portal:



From the Mobile app:

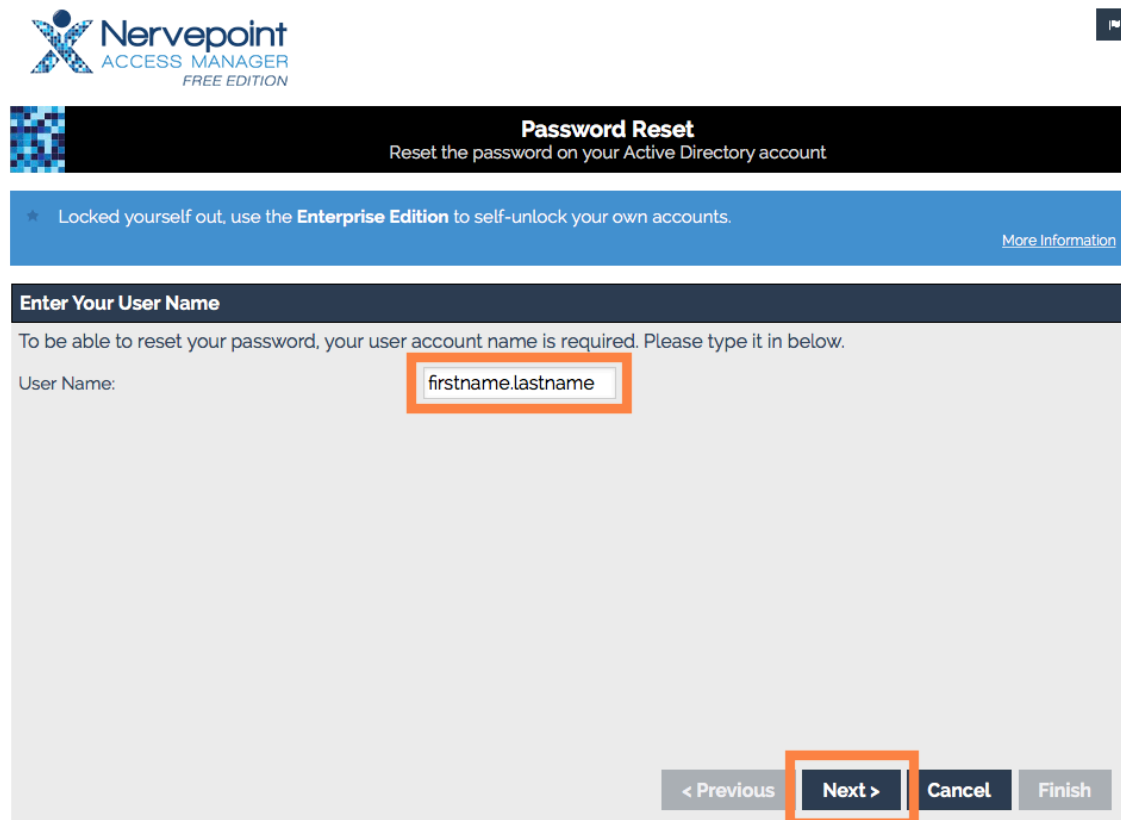


The first item from the Desktop component under the login prompt titled, Forgotten your Password?:



## 2. Identification

Enter your username in the form of **firstname.lastname** and then click **Next**.



The screenshot shows the Nervepoint Access Manager Password Reset interface. At the top left is the Nervepoint Access Manager Free Edition logo. A black banner reads "Password Reset" and "Reset the password on your Active Directory account". Below this is a blue banner with a star icon and the text "Locked yourself out, use the Enterprise Edition to self-unlock your own accounts." with a "More Information" link. The main section is titled "Enter Your User Name" and contains the instruction: "To be able to reset your password, your user account name is required. Please type it in below." Below this is a text input field labeled "User Name:" containing the text "firstname.lastname". At the bottom right are four buttons: "< Previous", "Next >", "Cancel", and "Finish". The "Next >" button is highlighted with an orange border.

Nervepoint  
ACCESS MANAGER  
FREE EDITION

**Password Reset**  
Reset the password on your Active Directory account

★ Locked yourself out, use the **Enterprise Edition** to self-unlock your own accounts. [More Information](#)

**Enter Your User Name**

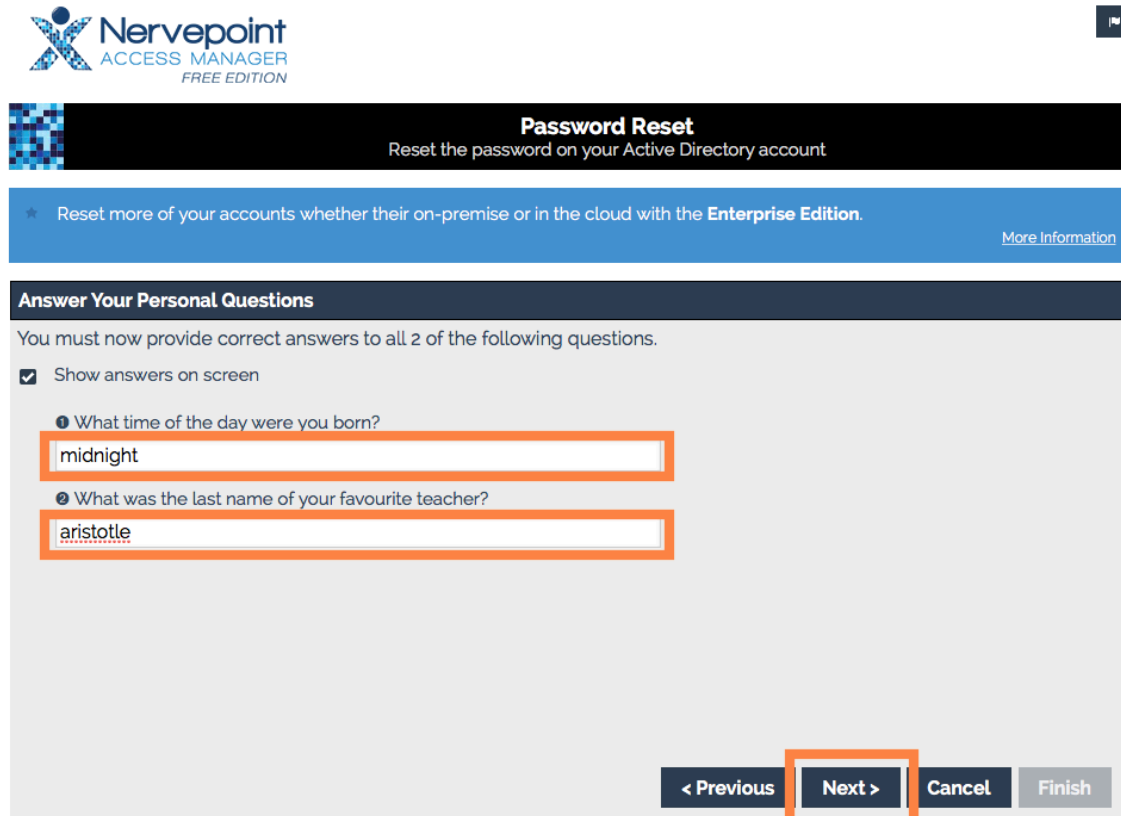
To be able to reset your password, your user account name is required. Please type it in below.

User Name:

< Previous **Next >** Cancel Finish

### 3. Authentication

With the username entered the next step requires the user validate that they are the owner of the identity with security questions. Complete the answers you created for the questions when you setup your account. Click **Next**.



The screenshot shows the Nervepoint Access Manager Password Reset interface. At the top, the Nervepoint logo and 'ACCESS MANAGER FREE EDITION' are displayed. Below this is a black header with the title 'Password Reset' and the subtitle 'Reset the password on your Active Directory account'. A blue banner below the header contains a star icon, the text 'Reset more of your accounts whether their on-premise or in the cloud with the Enterprise Edition.', and a 'More Information' link. The main section is titled 'Answer Your Personal Questions' and instructs the user to provide correct answers to all 2 of the following questions. A checkbox labeled 'Show answers on screen' is checked. Two questions are listed: '1 What time of the day were you born?' with the answer 'midnight' and '2 What was the last name of your favourite teacher?' with the answer 'aristotle'. At the bottom right, there are four buttons: '< Previous', 'Next >', 'Cancel', and 'Finish'. The 'Next >' button is highlighted with an orange border.

Nervepoint  
ACCESS MANAGER  
FREE EDITION

**Password Reset**  
Reset the password on your Active Directory account

★ Reset more of your accounts whether their on-premise or in the cloud with the **Enterprise Edition**. [More Information](#)

**Answer Your Personal Questions**  
You must now provide correct answers to all 2 of the following questions.

☒ Show answers on screen



1 What time of the day were you born?  
midnight


2 What was the last name of your favourite teacher?  
aristotle

< Previous **Next >** Cancel Finish

## 4. Set New Password

With authentication successful the final step is to define a new password. Please ensure you follow the password restrictions on the right. Click **Finish**.





### Password Reset

Reset the password on your Active Directory account

★ Reset more of your accounts whether their on-premise or in the cloud with the **Enterprise Edition**. [More Information](#)

#### Your New Password

Please choose your new password. It must match

New Password

Confirm New Password

.....

.....

#### Password Rules

Minimum length:7  
Maximum length:127  
Dictionary words are allowed  
May not contain your username

And must comply with at least 3 of the following rules :-

Digits required:1  
Minimum lower case:1  
Minimum upper case:1  
Symbols required:1

< Previous

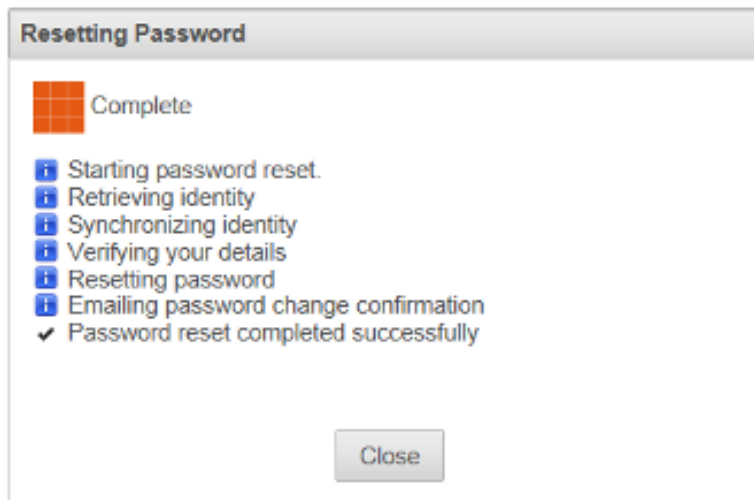
Next >

Cancel

Finish

## 5. Password Changed with Notification

With the new password set Nervepoint Access Manager notifies success on the final line. If at any stage Nervepoint Access Manager finds an issue it will be highlighted in the summary.



A successful password reset via Desktop does not provide a summary instead a dialog is visible on success or failure as shown below.

