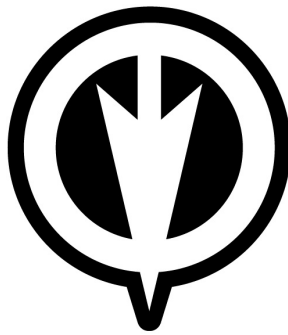


iResetMe

End-User's Guide

Version 3.01

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Introduction

iResetMe is a browser-based IBM i solution for resetting end user passwords when they have expired, been forgotten or become disabled. For most installations, this process is handled by a Help desk, but implementing iResetMe lets you reset your own password without having to contact the Help desk.

Overview

Before you can use iResetMe to reset your own password, your systems department security officer will have to enroll you in iResetMe. During this process, they will also determine the number of personal questions that you will need to answer in order to activate your user profile within iResetMe.

Once your profile has been enrolled, it must then be activated. The activation is done from a browser session. To be able to activate your enrollment, you must have a valid current password and your profile may not be disabled. The activation process will pose a series of personal questions which you must answer. The answers will be stored on your system.

Once you have been enrolled and activated, you can perform your own password resets. If your user profile becomes disabled or you have forgotten your password, all you need to do is start a browser session in iResetMe. The session will request your user profile and then lead you through entering the responses to the personal questions already provided. If all of the questions are answered exactly the same as when they were originally recorded, then you will be given the chance to enter a new password and your profile will then be reactivated. All new passwords must meet current system password requirements as controlled by system values.

If your password reset session fails, then the profile will be locked out from iResetMe and a manual reset process will be required. The number of attempts to failure is set by your systems department security officer. The default setting shipped with the software is three.

An optional feature allows your system to monitor for user profiles being disabled and automatically send an email prompting a password reset to the owner of the user profile. Using this feature is optional and must first be activated. Once it is active, new users being registered to iResetMe will be asked to provide their email address. Following this, a confirmation email with an imbedded link will be sent to the email address provided. You must then respond to this email within a short period of time, completing the email validation.

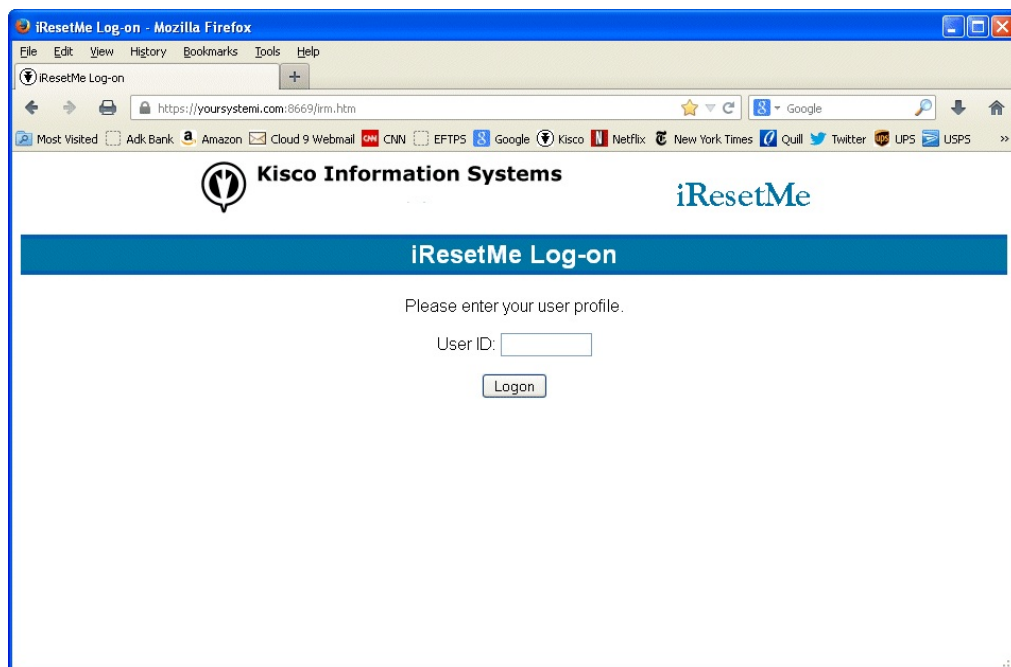
User Activation

To use iResetMe, your user profile must first be enrolled. This is done by your systems department security officer. Once your profile has been enrolled, then the you need to complete an activation process. This is done by going to the iResetMe browser session using the following web address:

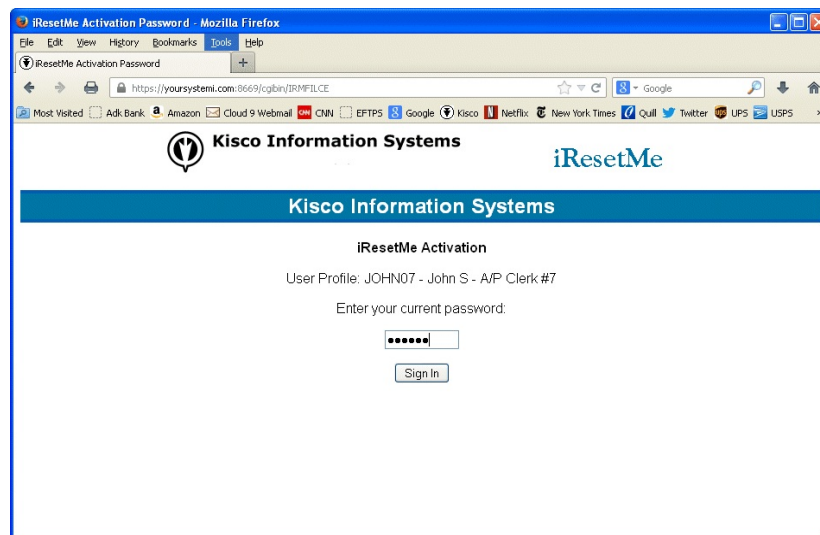
<https://yoursystemi.com:8669/irm.htm>

Replace the *yoursystemi.com* with the address of your IBM i server.

This will display the following page:



You must enter your IBM i user profile in the box provided, then click on the Logon button. Your current password will then be requested as follows:



Once the signon has been completed, then the activation panel is presented as follows:

The screenshot shows a web browser window with the URL <https://ResetMe.kisco.com/8669/cgbin/IRPFILAA>. The page header includes the Kisco Information Systems logo and the iResetMe logo. The main heading is "iResetMe Activation". Below this, the user profile is listed as "User Profile : JOHN08 - John X - A/P Clerk #8". Instructions state: "Select a question and enter your unique answer", "Minimum response length is 6 characters", and "Remember, responses are case sensitive". A table with two columns, "Question" and "Response", contains three rows of questions, all of which are "What was your childhood nickname?". Below the table, an optional field for an email address is shown with the placeholder text "Optional: If you want iResetMe to send you an Email alert when your user profile has been disabled, enter your email address here". The email field contains the text "NONE". There are "Post" and "Start Over" buttons at the bottom.

This panel will display from 1 to 5 personal challenge questions. As shipped, the default is for three questions as shown here. You must select three different questions and provide unique personal responses for each. When you click on the down arrow, you will see the entire list of questions that are available, like this:

This screenshot shows the same iResetMe Activation panel, but with the "Question" dropdown menu open. The dropdown list displays a variety of personal challenge questions, including: "What was your childhood nickname?", "What was your childhood pet's name?", "What school did you attend for sixth grade?", "What is the name of your favorite stuffed animal?", "In what city does your nearest relative live?", "What is your mother's maiden name?", "What is the name of the company of your first job?", "Who was your childhood hero?", "What was the name of your high school mascot?", "What was the make of your first car?", and "Name your all time favorite book/movie". The "Response" column remains empty. The "Post" and "Start Over" buttons are still visible at the bottom.

All questions must be selected and responded to before the Post button is selected. You must keep track of the exact responses. They are case sensitive. If a response is entered in all lower case, then the validation process during a password reset will look for the response being in all lower case too.

When all questions have been selected and the associated responses entered, use the Post button to complete the activation process. A confirmation process will advise you that the activate has been completed successfully. At this point, you have been activated and can use the iResetMe password reset process when your password becomes disabled.

If your system is configured for automatic email notification, then the activation display will look a little different. In addition to the question responses, one additional field will be included for your email address.

Kisco Information Systems **iResetMe**

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iResetMe Activation

User Profile: JOHN08 - John X - A/P Clerk #8

Select a question and enter your unique answer

Remember, responses are case sensitive

Question	Response
What was your childhood nickname?	
What was your childhood nickname?	
What was your childhood nickname?	

Optional: If you want iResetMe to send you an Email alert when your user profile has been disabled, enter your email address here

*NONE

Post

Start Over

If you do not want to use the email notification feature, the additional field for email address can be left as *NONE. To use the email notification feature, however, you must replace the *NONE value with a current valid email address.

After posting the question responses with the email address, iResetMe will send an email to the recorded email address asking for email address confirmation. To complete activation of the email notification feature, that email must be opened and the link in the email address must be followed using the same client computer where the browser registration has been completed. This must be completed within an hour of the initial registration.

The email to the end user should look like this:

From: Support Center <support@kisco.com>

Subject: **iResetMe Email Enrollment Confirmation**

To: Alert notice <support@kisco.com>

This email address has been used for user profile TESTUSER for notification purposes.

Please follow the link below to confirm this email enrollment:

https://yoursystem1.com:8669/cgi-bin/irmfile1?USRPRF=IQ4H75B8WZ&PSWD=*ECNF

iResetMe Administration

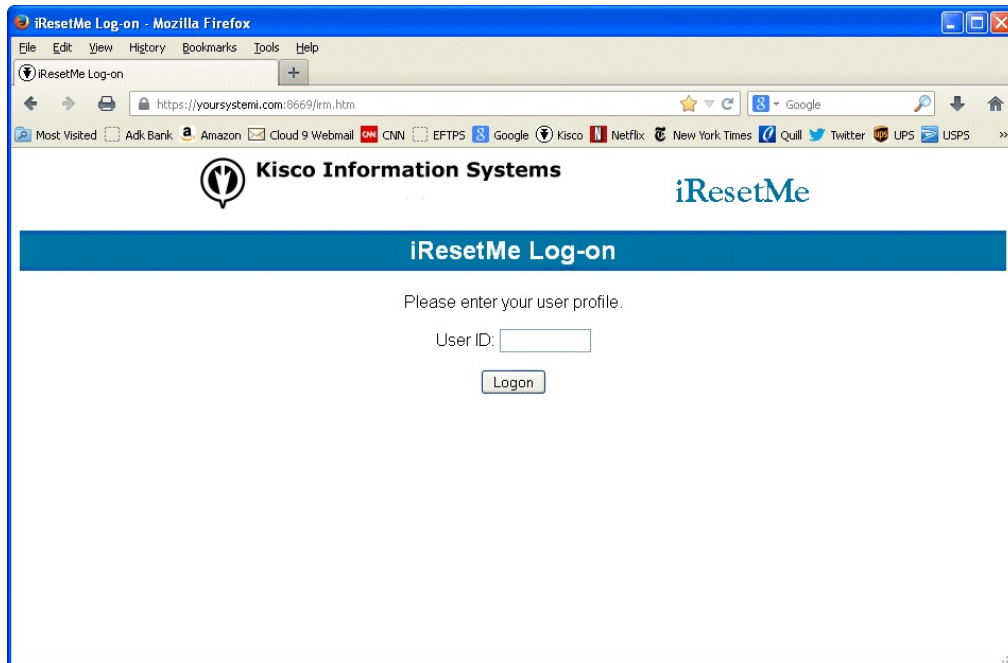
Following the link will confirm the email address registration.

Password Reset Process

When your user profile becomes disabled due to incorrect logon attempts or it expires, then you can reset your own password using the iResetMe Password Reset process from a browser session. To start the process, you must go to their web browser and type in the following address:

<https://yoursystemi.com:8669/irm.htm>

This will display the following page:

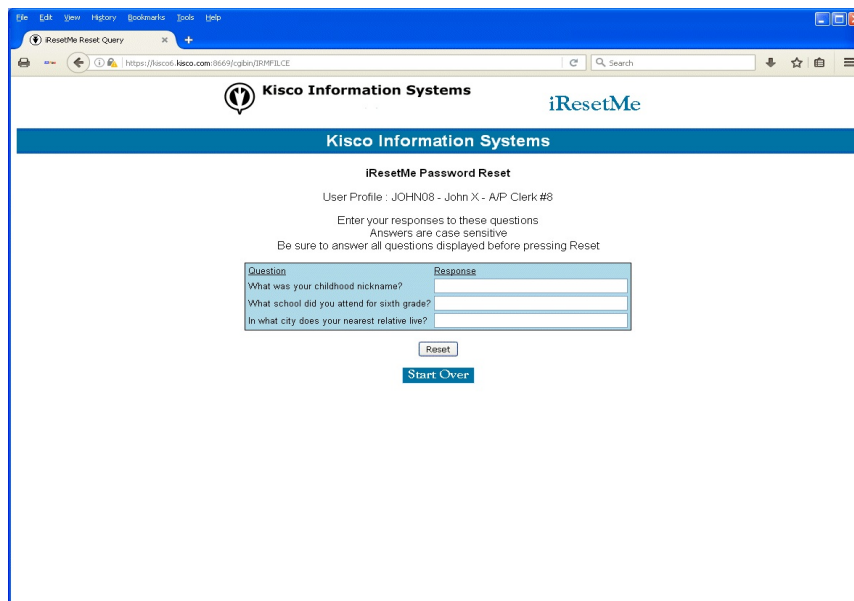


iResetMe Log-on

Please enter your user profile.

User ID:

You must enter your IBM i user profile in the box provided, then click on the Logon button. Since your profile is now disabled or expired, iResetMe will take you to the following challenge/response question page:



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iResetMe Password Reset

User Profile : JOHN08 - John X - A/P Clerk #8

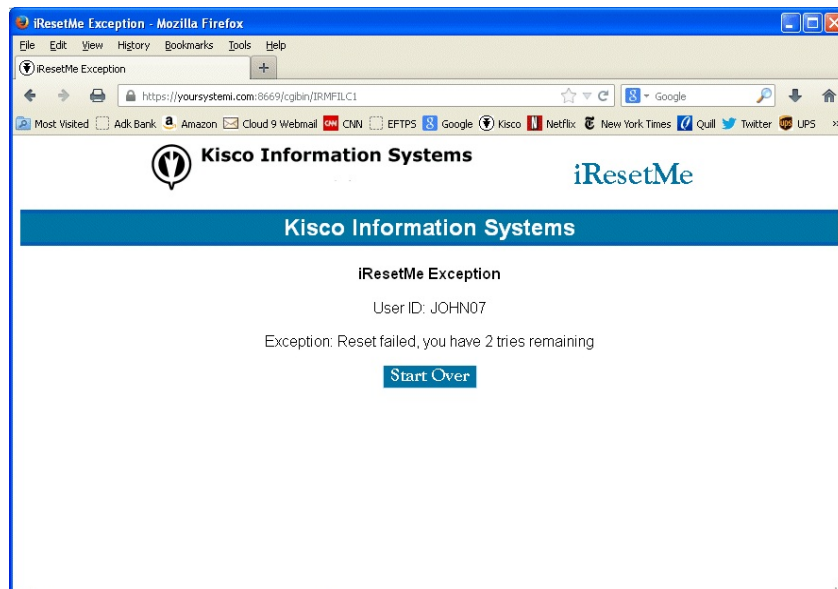
Enter your responses to these questions
Answers are case sensitive

Be sure to answer all questions displayed before pressing Reset

Question	Response
What was your childhood nickname?	<input type="text"/>
What school did you attend for sixth grade?	<input type="text"/>
In what city does your nearest relative live?	<input type="text"/>

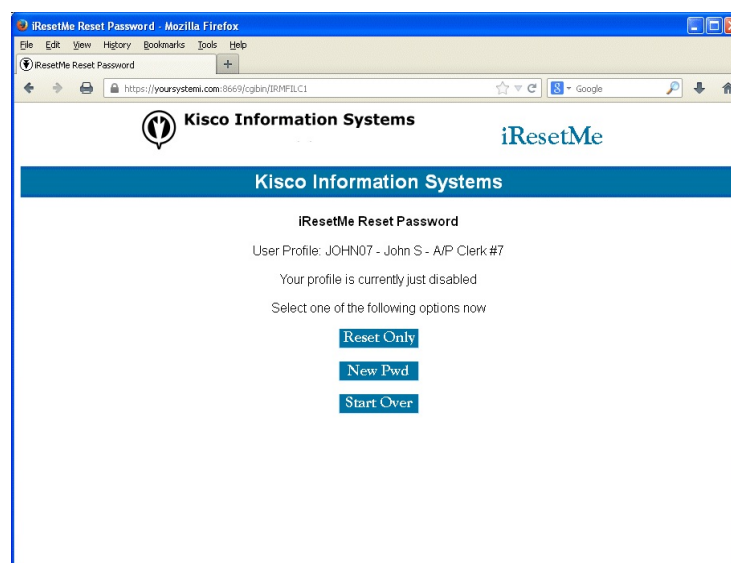
The challenge questions that were answered during your activation process will be shown along with entry boxes where the correct answers must now be entered. Remember that the responses are case sensitive and must be typed exactly the way they were answered during activation. When typing the responses, the actual characters being entered will not be shown on the display for security reasons. Make sure that all of the questions are answered before pressing the Reset button.

If any of the answers are wrong, an exception panel will be displayed like the following:



Note that the display will show the number of remaining tries that are available. If the questions are not answered correctly in the given number of tries, then iResetMe will issue a lockout on your user profile and a security officer or help desk technician will have to perform a manual reset for the profile.

If your user profile is just disabled and you don't need a new password, you may see the following next:



In this case, if you just want to enable your profile without a new password, select the “Reset Only” box. Otherwise, select the “New Pwd” box and the following reset display will appear:

The screenshot shows a Mozilla Firefox browser window titled "iResetMe Reset Password". The address bar displays the URL "https://yoursystemi.com:8669/cgi-bin/IRMFILC1". The browser's toolbar includes a search bar with "Google" and a list of bookmarks such as "Adk Bank", "Amazon", "Cloud 9 Webmail", "CNN", "EFTPS", "Google", "Kisco", "Netflix", "New York Times", "Quill", "Twitter", and "UPS". The main content area features the "Kisco Information Systems" logo and the "iResetMe" logo. Below these is a blue header bar with the text "Kisco Information Systems". The main heading is "iResetMe Reset Password". The user profile is listed as "User Profile: JOHN07 - John S - A/P Clerk #7". The instruction "Enter your new password:" is followed by a text input field and an "Update" button.

At this point, the new password that you want to use must be entered. As the password is typed, the characters will be hidden on the display. Remember that all system password rules that are in effect for your IBM i shop must be adhered to including things like not repeating previous passwords. Check with your IBM i security officer for a list of password rules that are in effect. They can be very different for each installation.

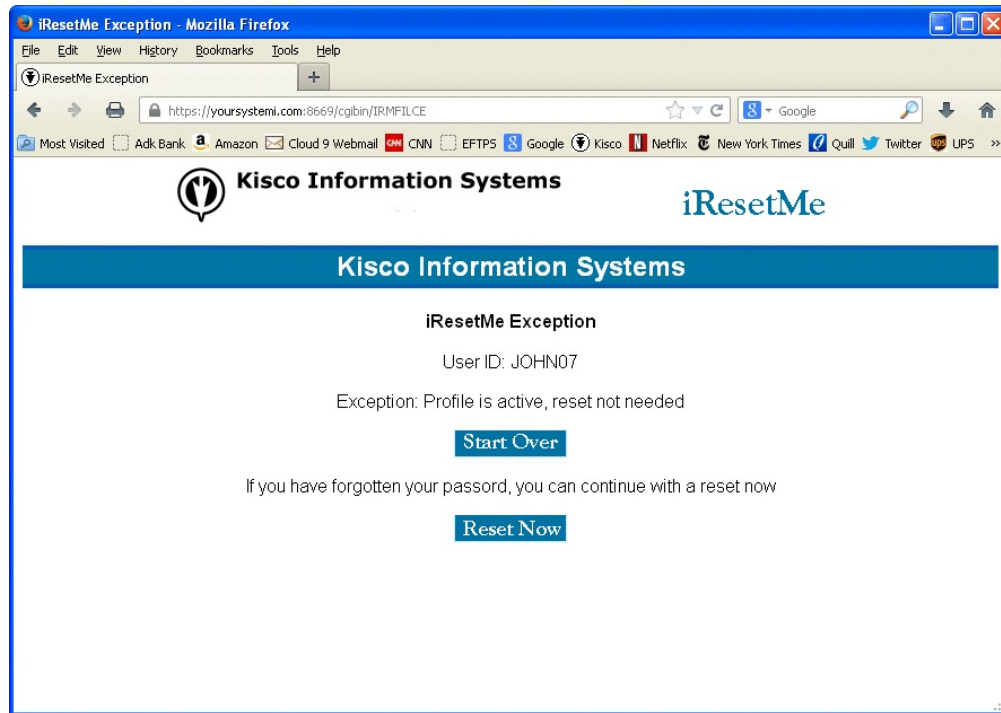
Your installation may have some options activated in iResetMe which will change the way this panel looks. On some systems, a list of password rules may be shown to help you determine a valid new password. Some systems may decide to require that your password be entered twice for verification purposes. If that is the case, two password fields will be shown.

If a password reset fails, this same display will be repeated but with an exception message shown that describes why the password failed. A new password can then be entered again until the system reacts with a system level lockout of the user profile.

Once the new password has been accepted, a reset confirmation will be displayed and your user profile will be available for use on the system again. The browser session can then be ended.

Forgotten Password Reset

If you forget your password, but your profile is still active (enabled), you can still use iResetMe to specify a new password for your profile. This process start with the same page as the previously described password reset process. After keying in their user profile, the following exception information will be displayed:



You will be advised that your profile is still active. If you want to continue to attempt to use the currently active password, you can exit here by selecting the Start Over button. If you want to continue with a password reset process, you just need to select the Reset Now button. When the Reset Now button is used, iResetMe will bring up the challenge questions for Your profile and the reset will proceed as documented.