


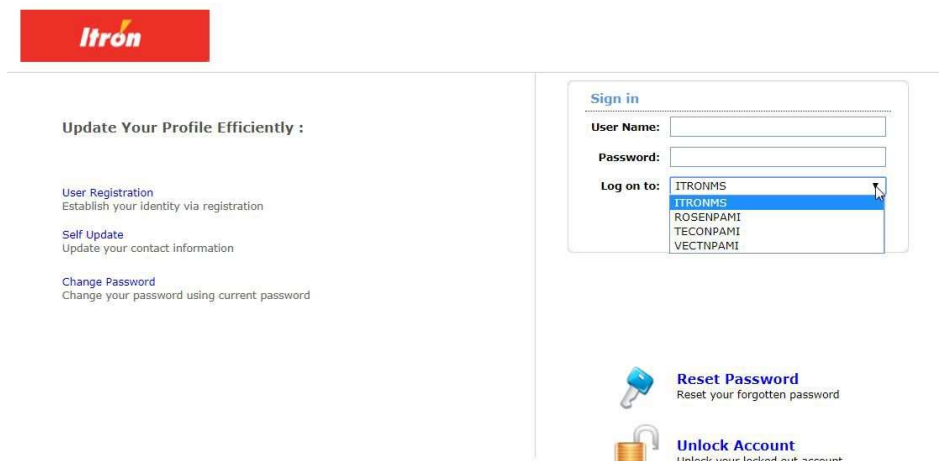


Self Service Portal Registration

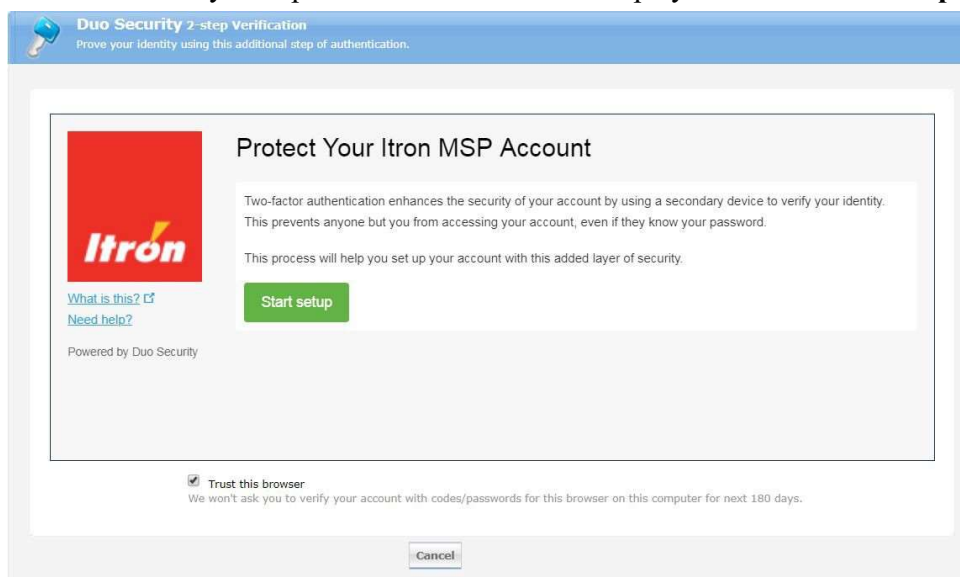
Follow the procedure below to register for the Itron Managed Services Self Service Portal.

1. From Itron's Managed Services main page, click the **Password Reset** link.
2. Enter your **User Name** and **Password**.
3.  **Note:** Select the **Trust this browser** check box if you do not want to be asked to trust your browser again for the next 180 days.

In the **Log on to** field, select your client site from the drop-down list.



4. The Duo Security 2-step verification window is displayed. Click **Start Setup**.





5. Select the radio button next to the type of device you are adding. Then click **Continue**.

The screenshot shows the 'Duo Security 2-step Verification' interface. At the top, a blue header bar contains the Duo Security logo and the text 'Prove your identity using this additional step of authentication.' Below this, the Itron logo is displayed on the left. The main content area is titled 'What type of device are you adding?' and contains four radio button options: 'Mobile phone' (marked as RECOMMENDED), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'Security Key (YubiKey, Feitian, etc.)'. A green 'Continue' button is positioned below these options. At the bottom of the form, there is a checkbox labeled 'Trust this browser' which is checked, with a note stating 'We won't ask you to verify your account with codes/passwords for this browser on this computer for next 180 days.' A 'Cancel' button is located at the very bottom of the interface.


6. Enter your phone number.


The screenshot shows the 'Duo Security 2-step Verification' interface for entering a phone number. The header bar is the same as in the previous step. The Itron logo is on the left. The main content area is titled 'Enter your phone number'. It features a dropdown menu for the country, currently set to 'United States'. Below this is a text input field with a green border, preceded by a '+1' sign. An example number '(201) 234-5678' is shown below the input field. At the bottom of the form, there are 'Back' and 'Continue' buttons. The 'Trust this browser' checkbox is also present and checked, with the same note as in the previous step. A 'Cancel' button is at the bottom of the interface.

7. After your enter your phone number, a message is displayed asking you to confirm this phone number is correct. Select the check box next to this message to confirm the number. Then click **Continue**.
8. Verify the ownership of the phone number.
- Select the **Call me** or **Text me** button.
 - Enter the 6 digit code that was sent to your device and click **Verify**.



Duo Security 2-step Verification
Prove your identity using this additional step of authentication.



[What is this?](#) 
[Need help?](#)
Powered by Duo Security

Verify Ownership of 252-673-2061

1. We can call or text you with a verification code.


or


2. Enter your 6-digit code:

☒ **Trust this browser**
We won't ask you to verify your account with codes/passwords for this browser on this computer for next 180 days.

9. Select the radio button next to the type of phone your phone number belongs to. Click **Continue**.

Duo Security 2-step Verification
Prove your identity using this additional step of authentication.



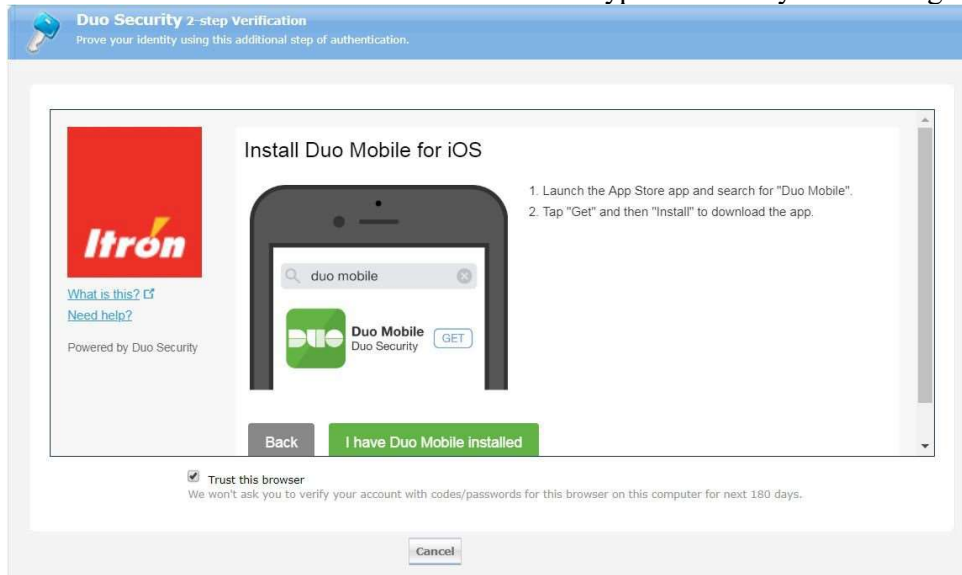
[What is this?](#) 
[Need help?](#)
Powered by Duo Security

What type of phone is 503-734-5242?

☒ iPhone
☐ Android
☐ Windows Phone
☐ Other (and cell phones)

☒ **Trust this browser**
We won't ask you to verify your account with codes/passwords for this browser on this computer for next 180 days.

10. You will be asked to Install Duo Mobile for the type of device you are using.



If you are using an iOS device, you must launch the App Store and search for the Duo Mobile application.

- a. Tap the **Get** link.
- b. Then tap the **Install** link to download the Duo Mobile app to your device.

11. After the Duo Mobile app is installed, an Activate Duo Mobile for iOS QR code is displayed.



To complete the activation process you must:

- a. Open Duo Mobile
- b. Tap the + button
- c. Scan the QR code displayed on your computer screen with your mobile device.
- d. Then click **Continue**.

12. The My Settings & Devices window is displayed and lists the device(s) and phone number(s) you have added.



Duo Security 2-step Verification
Prove your identity using this additional step of authentication.

My Settings & Devices

IOS 503-734-5242 JUST ADDED [Device Options](#)

[+ Add another device](#)

Default Device: **IOS 503-734-5242**

When I log in: **Ask me to choose an authentication method**

[What is this?](#) [Need help?](#)

Powered by Duo Security

[Saved](#) [Continue to Login](#)

☒ **Trust this browser**
We won't ask you to verify your account with codes/passwords for this browser on this computer for next 180 days.

[Cancel](#)

Click **Device Options** if you need to change the type of device associated with this number (for example, you are using Android and not iOS).

- Select + to add another device.
- Accept the default for the **When I log in** field.
- If you accept the defaults click **Continue to Login**.

Note: If you do not accept the defaults and have made any change to device options or log in options you must click **Save**.

13. Choose an authentication method to use when verifying this device. **Note:** Duo Push is the recommended default. Click **Send Me a Push**.

Duo Security 2-step Verification
Prove your identity using this additional step of authentication.

Choose an authentication method

Duo Push RECOMMENDED [Send Me a Push](#)

Call Me [Call Me](#)

Passcode [Enter a Passcode](#)

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

☒ **Trust this browser**
We won't ask you to verify your account with codes/passwords for this browser on this computer for next 180 days.

[Cancel](#)



14. The change Password window is displayed. Change your current domain password using the **Old Password**, **New Password** and **Confirm New Password** fields.

Change Password
Change your current domain password.

Old Password :

New Password :

Confirm New Password :

- Minimum length should be at least "8"
- Number of special characters to include "1"
- Must contain both upper and lowercase characters
- Number of numerals to include "1"
- Must not be a palindrome
- Must not contain any character more than twice consecutively
- Must not have 5 consecutive characters from username
- Must not contain 5 consecutive characters from your old password
- Must not contain restricted patterns [List](#)

Change Password

Cancel