

How To Change / Reset a password If the user is in Office connected to Prodapt Network –

- press “Ctrl + Alt + Del” to open the windows security screen
- select “Change a password” option
- After changing your password, forget the corporate Wi-Fi (Prodapt-IN) and reconnect with the new password.
- Make sure to connect laptop to the network for at least 20 minutes to ensure the password is updated in Trellix Drive Encryption and other SSO apps

How To Change / Reset a password If the user is working remotely –

- Access the Microsoft link - <https://mysignins.microsoft.com/security-info/password/change>
- If you have a Prodapt laptop with VPN access- make sure to connect the laptop to VPN with new password for at least 20 minutes to ensure the password is updated in Trellix Drive Encryption and other SSO apps

Forgot Password:

If the user Forgot their password or don't remember password-

- Access the Microsoft link - <https://passwordreset.microsoftonline.com/>
- Enter your Prodapt mail ID and Captcha shown
- Select the option 'Forgot password'
- Choose either of the methods shown to get the verification done
- You should be able to set a new password upon entering the verification code

Password Policy requirement while setting up new password:

- Minimum length should be at least 8 characters
- Must contain at least 1 special character(s)
- Must contain at least 1 upper case character(s)
- Must contain at least 1 numeral(s)
- Must contain at least 1 lower case character(s)
- Should not contain parts of first or last name
- Cannot reuse any of last 24 passwords

Account Locked out: Account can get locked out when the user tries signing with an incorrect password too many times. To unlock the account user needs to

- Access the Microsoft link - <https://passwordreset.microsoftonline.com/>
- Enter your Prodapt mail ID and Captcha shown
- Select the option 'I know my password but still can't sign in'
- Choose either of the methods shown to get the verification done
- Account will be unlocked upon entering the verification code

Expired Password:

- Expired password can only be changed through this Microsoft link - <https://mysignins.microsoft.com/security-info/password/change>
- After changing the password make sure to connect to VPN / Prodapt WiFi network for at least 20 minutes to ensure the password is updated in Trellix Drive Encryption and other SSO apps
- Usually, users get mail notification when their password is about to expire, if the password is not changed within this time window, then the password will be expired.

How to enroll in Prodapt Self Service Portal:

Prodapt Self Service authenticates your identity using Microsoft Authenticator applications. Enrollment is mandatory to reset your password or unlock your account using Self Service Portal.

1. First have the Microsoft Authenticator application downloaded on your mobile device.
2. Then login to <https://key.prodapt.com> with Prodapt Credentials.
3. Go to Enrollment and select Microsoft Authenticator- QR code will be displayed.
4. Open your Microsoft Authenticator and select Scan QR option in the bottom right corner.
5. Scan the QR code and your account will be added.
6. Now go to the self-service portal and enter the 6-digit code under your account in the authenticator app.
7. Click verify code.

If the user are still facing issues, they can contact the IT support team by sending a mail to it.support@prodapt.com , reach via WhatsApp at +91 98400 03012 or contact the toll-free number 1800 889 2719