.02 - Registering on the i-Police DEV Platform Password Management vV1

Context

To access the DEV platform and meet security requirements, we decided to put in place a password rotation (every 3 months) policy.

In this context, to ease the password management for the users and admins of the platform we built a web portal that will permit you 3 things in terms of password/user management:

- Reset your password (by answering 2 questions)
- Unlock your user
- Change your password

We named this web portal SSPR (Self-Service Password Reset).

In that regards, when you communicate with the P22 team, please use "SSPR" term to designate problems linked to your password management in this portal

Procedures

1. User enrollment
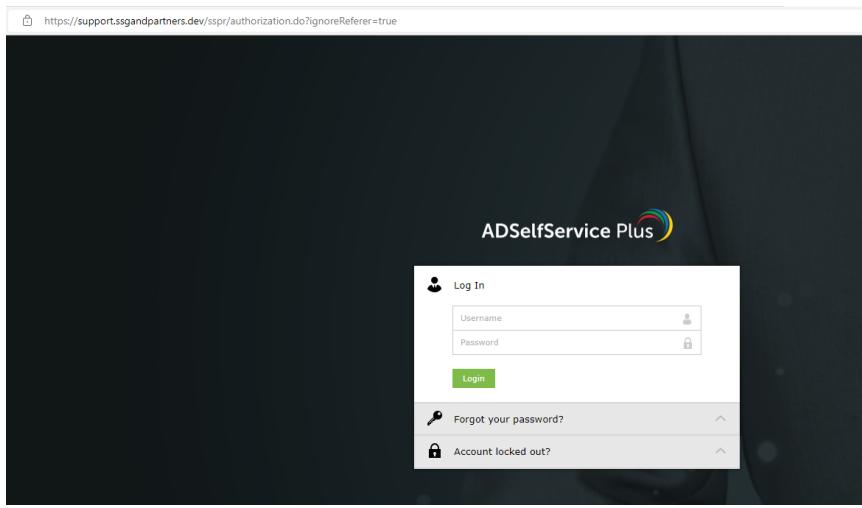
To benefit of the SSPR, you must first have a [valid access to the DEV Platform](), and then complete your profile as stated below (i.e. by configuring your secret questions).

That will allow the environment to confirm your identity and you'll be able to change autonomously your password when required

1.1 Registering
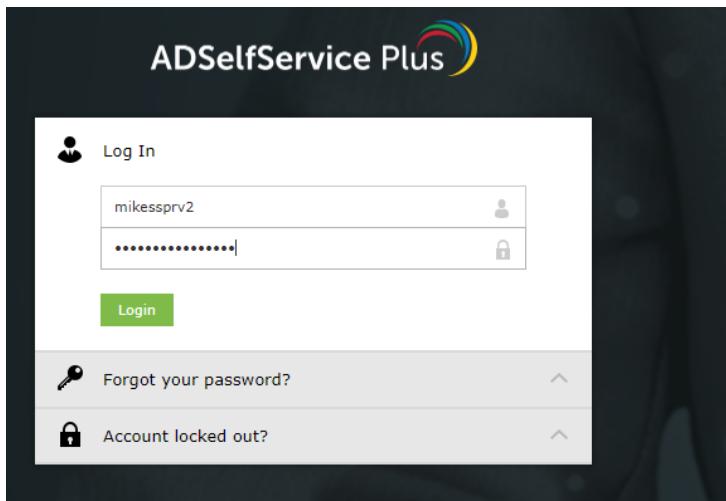
To register yourself, please follow this url: https://support.ssgandpartners.dev/sspr

You should arrive on the following page :

ADSelfService Plus

Log In

| Username | |
| Password | |

Login

Forgot your password? ∧

Account locked out? ∧
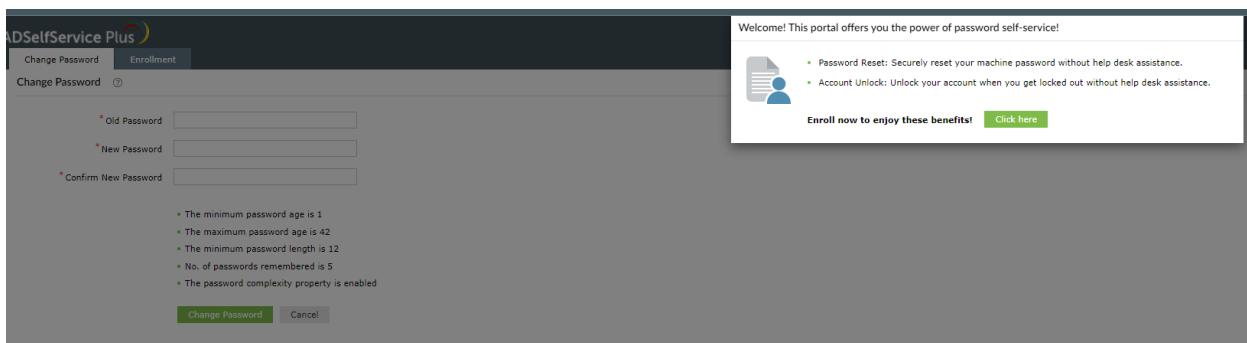
1.2 Login

Login to webportal by typing your current and valid username and password

ADSelfService Plus

Log In

mikessprv2

••••••••••••••••

Login

Forgot your password? ∧

Account locked out? ∧

If successful, you should arrive on the following landing page:

ADSelfService Plus

Change Password   Enrollment

Change Password ⓘ

*Old Password	
*New Password	
*Confirm New Password	

- The minimum password age is 1
- The maximum password age is 42
- The minimum password length is 12
- No. of passwords remembered is 5
- The password complexity property is enabled

Change Password   Cancel

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.

Enroll now to enjoy these benefits!   Click here

1.3 Enrolling yourself

Enroll yourself by clicking on the following button

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.

Enroll now to enjoy these benefits! **Click here**

1.4 Configuring the secret questions

Configure your questions/answers to confirm your identity against the platform

After clicking on the enrollment button, you will arrive on a page where you need to define 2 questions of your choice and their corresponding answers.

You need to choose your questions in a predefined list. It's important to choose them in a way where no doubt is possible for you only.

2 TIPS regarding your answers: No more than 255 characters and the case is insensitive

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : What is your mother's maiden name?

Answer   Confirm Answer

Question : The country you always dreamt of vacationing in?

-- Please Select a Question --
What is the name of your favourite cousin?
The country you always dreamt of vacationing in?
What is your favourite colour?
Who is your childhood hero?
What was the name of your elementary / primary school?

Hide Ans

- The minim   wed is 255 characters

To ease the process (if you're in a secure environment => no one is able to read your screen) you can untick "Hide Answers"

Hide Answer(s)

When you're sure of your answers, please, click on "Next" button as shown here under

TIP: In the case, you've let ticked the "Hide Answers" option, don't forget to re-type your answer a second time

If the operation is successful you should see the following page:

When done, you're fine to signout - You've completed the enrollment procedure:

2. OPTIONAL PROCEDURE - Getting the App on your Mobile Phone

This step is not mandatory but is recommended.

To help the users of the platform, in their password management, the solution includes a mobile application available on Google Play Store and Apple Store.

This application is the easiest and fastest way to reset or change your password or unlock your account.

Apple Store:

The application is identified and available here

https://apps.apple.com/us/app/manageengine-adselfserviceplus/id731391592

Google Play Store:

The application is identified and available here

https://play.google.com/store/apps/details?id=com.manageengine.adssp.passwordselfservice&gl=BE

2.1 Configure the app on your mobile device
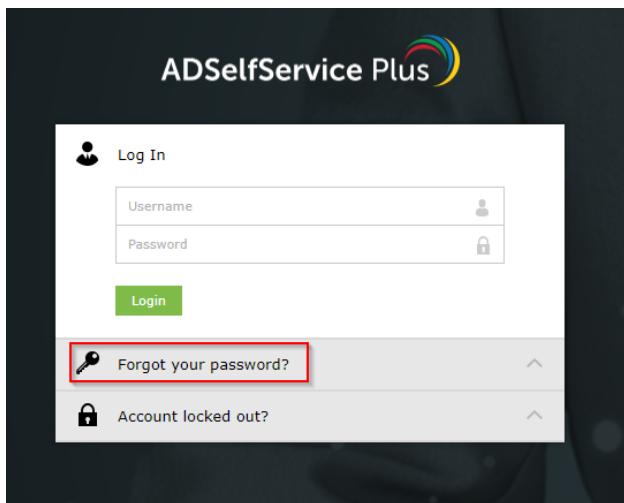
3. How to reset your password from the web portal

3.1 Accessing the portal
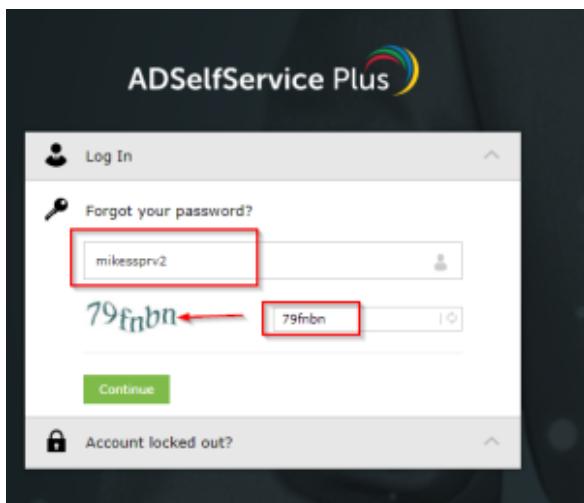
Go to the web portal on the following address: https://support.ssgandpartners.dev/sspr

3.2 Initiating the reset

Click on the button "Forgot Your Password ?"

Then fill the required fields (username + captcha code)

Secret questions

Answer the questions you defined in your enrollment procedure and type the captcha code as well

Please answer the following question(s) to reset your password

Question: What is your favourite colour?
••••••

Question: What was your favourite cartoon character during your childhood?
••••••••••

Type the characters you see in the picture below.

oo85d6

oo85d6 | ↻

Having trouble? Use backup code. ⑦

Cancel | Continue

3.3 Setting a new password

Reset your password by typing a new one following the password policy + captcha code

Reset Password

* New Password ••••••••••••••••

* Confirm New Password ••••••••••••••••

- The minimum password age is 1
- The maximum password age is 42
- The minimum password length is 12
- No. of passwords remembered is 5
- The password complexity property is enabled

Password Policy

Type the characters you see in the picture below.
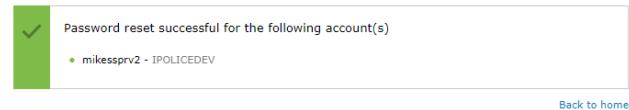
jqd6hb

jqd6hb | ↻

Cancel | Reset Password

Click on the "Reset Password" button
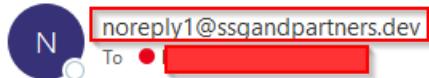
3.4 Receiving server and mail confirmation

You will receive a confirmation from the server that you successfully changed your password

A mail is also sent to your registered mailbox to warn you about the recent change on your account

I-Police Password Reset Acknowledgement

noreply1@ssgandpartners.dev

To ●

You don't often get email from noreply1@ssgandpartners.dev. Learn why this is important

Dear mike testsspr,

You have successfully reset your password for Active Directory account(s) using ADSelfService Plus.

Your password is

Regards,
Administrator

This mail confirms the procedure was successful and you're done with the "Reset Password from the web portal" process

3.5 Manually updating Enterprise Architect password

After a password update on the SSPR service and if you have access to Sparx Enterprise Architect DBMS, you will have to manually update your Windows Credentials, as described in the linked Enterprise Architect documentation.

Thanks VAN DEN BERGHE Katia for the input on that matter 😉