GSD. General - Password Reset for External Users

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Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',
'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/a9925c08c38a1a100acd3300150131f8',
'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

External User needs to reset their domain password.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

If the user needs a manual password reset, he needs to be authenticated

Solution:

The steps below are for external users (no Fresenius account) who need to reset their passwords.

Details:

Advise the user to open this Password Reset link

2. Ask them to enter their e-mail address and to click Submit.

3. A message window will appear informing the user that an email containing confirmation link was sent to their email address.

4. Advise the user to go to their Inbox, they will receive two emails. One for password reset verification and the other for Password reset confirmation (contains user's temporary password).First E-mail

5. Advise the user to click the link to verify password reset.

6. User will be directed to the page with message about password reset completion with information sent to their email address.

Second E-mail7. Advise the user to check the temporary password on the email then to click the link to login.

8. Instruct the user to enter their email address and the temporary password provided on the second email. Then, to click Sign in.

9. On the next page, user needs to re-enter the temporary password if prompted. On the third field, they need to enter their new password and retype it on the fourth field to confirm. Once done, they can click Submit.

10. Once successful, it will take user back to the login page. They can now log in now using the new password. Ask the user to click Sign in to complete the login process.

11. If the above-mentioned steps do not work, you can reset user's password manually.

User Authentication for manual reset: Ask the user for his manager and compare the data with the entered manager in Service Now. The password can only be reset manually if this detail match.

Details:

Way to reset the password:

Service Desk can be called if End User does not know their password, or it's already expired – SD will reset the password. For the manual reset you have to authenticate the user first, see steps above. Then reset the password manual using the AD console. The user wil get the first 4 letters of the new password via phone, the rest of the password will be send out of the GlobalServiceDesk mailbox via eMail to the manager of the user. It is not possible to reset the password on behalf of someone else.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A: