Password Reset Step by Step Procedure

This section provides instructions and screen shots describing the typical functions that a department administrator may expect to encounter. In order to perform these tasks, the department administrator (DA for short), must have the following prerequisites:

1. an eToken issued to themselves by the ITS eToken administrator.
2. the desktop computer used to run the SafeNet Authentication Manager (SAM) must run a current Windows operating system.

The Internet Explorer web browser must be used to interact with SAM and must be configured as described in the Technical Information section.
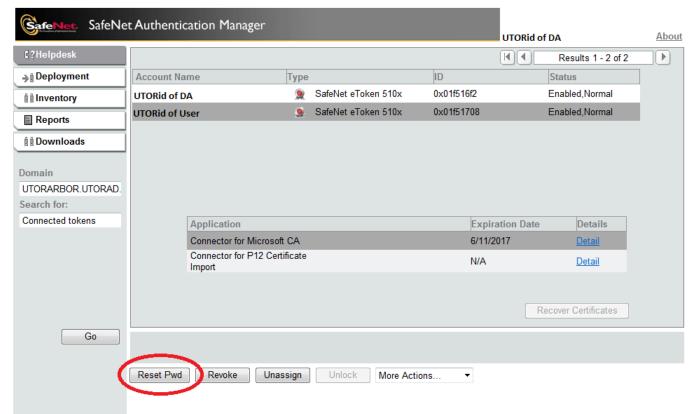
User Assistance Procedures
Users may occasionally forget their eToken passwords and will require a password reset. Any User requiring a password reset will have to request a reset from their Department Administrator and arrange a time where their token can be reset, users must be present at time of reset.
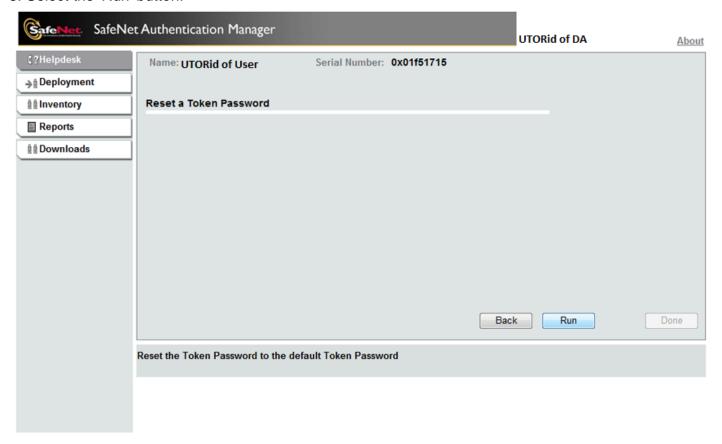
Password Reset

1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

https://ekey.utoronto.ca/sammanage

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. 'Search for': Connected tokens.
4. Highlight the account name of the user requesting a password reset. Select 'Reset Pwd'.

5. Select the 'Run' button.

6. Select 'Done'
7. The User's password has now been reset to the default setting
8. Have the User immediately select a new password consisting of at least 6 characters and must contain at least 3 of the following (a number, an uppercase, a lowercase, and/or symbol)