

Wired Account Recovery/ Password Reset

Overview

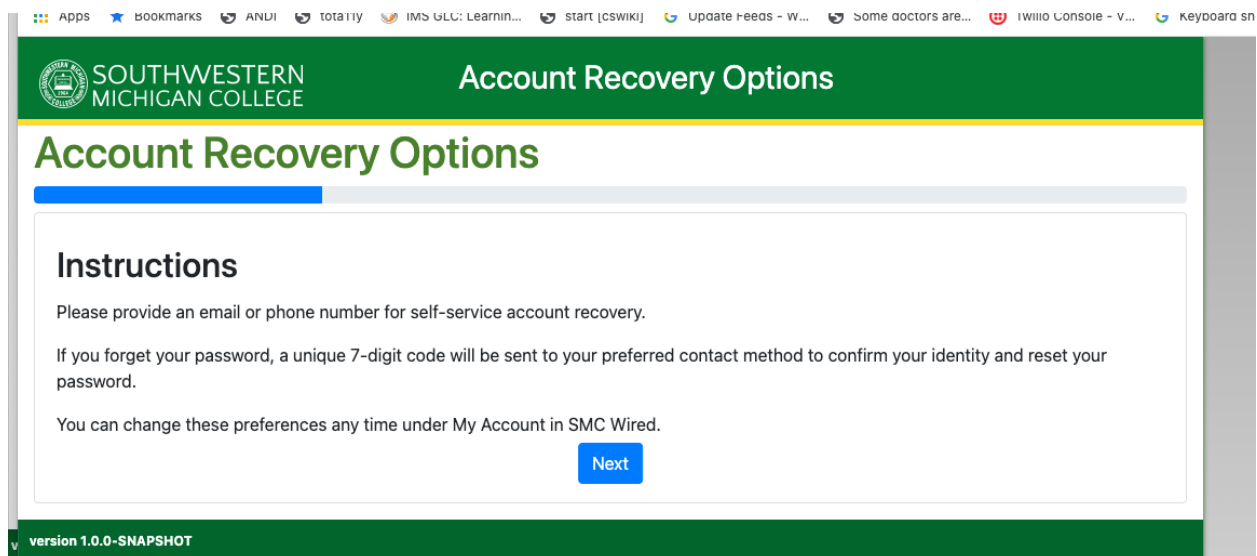
A new application that upgrades the “Change Password” functionality in Wired to allow users to reset their own Wired password without contacting the IT Help Desk. Users will need to set up a personal email address or phone number that can be used to receive a 7 digit code to verify their identity. This is similar to what a lot of consumer sites are doing currently.

Additional security measures:

- New Wired account will be prompted to change their password and set up account recovery on “first touch”.
- After an account password is reset by a staff member, the user will be prompted to reset it the next time they access Wired.
- Passwords will expire and users will need to reset them periodically.

Setting up your account recovery options

Your identity is verified by sending a 7 digit number to a personal email address or phone number of your choosing. When setting up your recovery option, a code will be sent and you will need to enter it in order to verify that you have access to the email address or phone number.



The screenshot shows a web browser window with a green header bar. On the left of the header is the Southwestern Michigan College logo and name. On the right is the title "Account Recovery Options". Below the header, the page title "Account Recovery Options" is displayed in green. A blue progress bar is partially filled. The main content area is titled "Instructions" and contains the following text: "Please provide an email or phone number for self-service account recovery.", "If you forget your password, a unique 7-digit code will be sent to your preferred contact method to confirm your identity and reset your password.", and "You can change these preferences any time under My Account in SMC Wired." A blue "Next" button is located at the bottom right of the instructions box. The footer of the page is green and contains the text "version 1.0.0-SNAPSHOT".

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SOUTHWESTERN MICHIGAN COLLEGE Account Recovery Options

Account Recovery Options

Instructions

Please provide an email or phone number for self-service account recovery.

If you forget your password, a unique 7-digit code will be sent to your preferred contact method to confirm your identity and reset your password.

You can change these preferences any time under My Account in SMC Wired.

[Next](#)

version 1.0.0-SNAPSHOT

Select a communication method - either to a personal email address, a text message, or voice phone call.

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Account Recovery Options

Account Recovery Options

Select a communication method

When you can not access your Wired account and need to reset your password, how would you prefer to receive the identity verification code?

Email

Voice

☒ Text

Back

Next

Apps

Bookmarks

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Account Recovery Options

Account Recovery Options

SMS Message

The one-time use identity verification code will be delivered by text (SMS). The phone number should be in the format of 111-222-3333.

Please note that depending on your carrier, charges may incur.

Text (SMS) Number:

Back

Next

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Account Recovery Options

Account Recovery Options

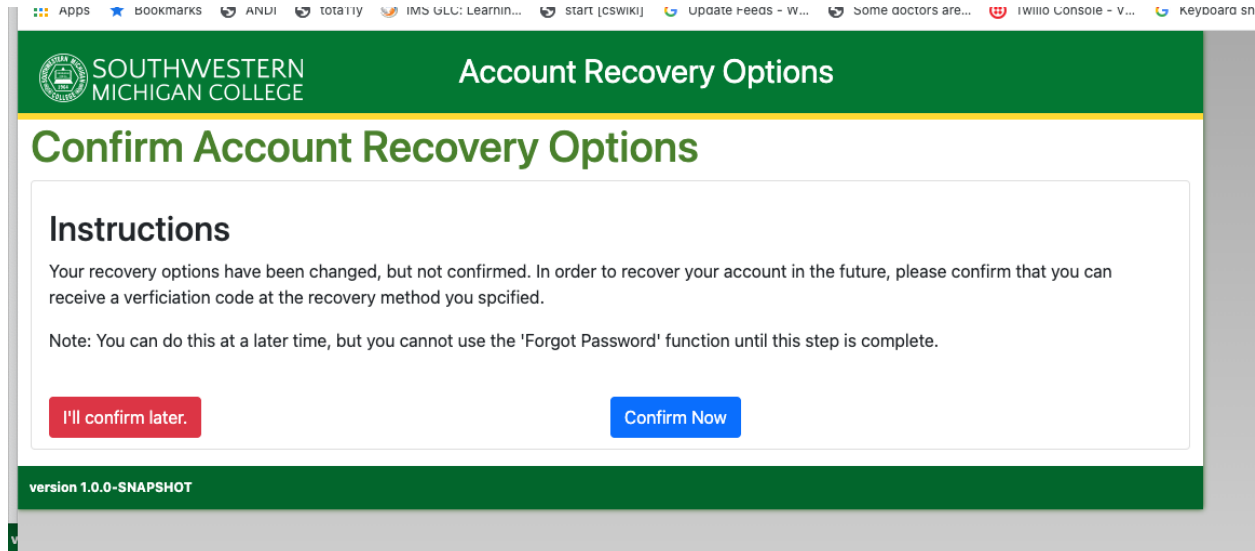
Success!

Your account recovery options have been saved. Click 'Continue' to confirm your preferences.

Continue

version 1.0.0-SNAPSHOT

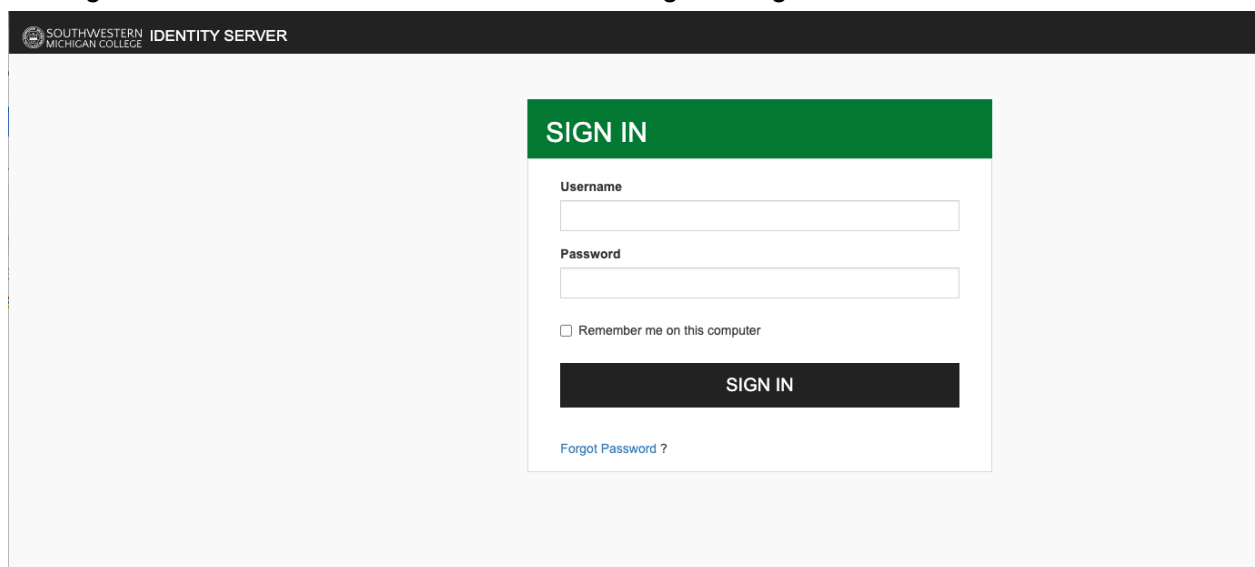
Any time you change your recovery options, you'll need to verify that you are able to receive messages at the email address or phone number. You will not be able to use "Forgot Password" feature until your recovery options have been confirmed.



The screenshot shows a web browser window with the Southwestern Michigan College logo and the title "Account Recovery Options". The main heading is "Confirm Account Recovery Options". Below this, there is a section titled "Instructions" which states: "Your recovery options have been changed, but not confirmed. In order to recover your account in the future, please confirm that you can receive a verification code at the recovery method you specified." A note follows: "Note: You can do this at a later time, but you cannot use the 'Forgot Password' function until this step is complete." At the bottom of the instructions section, there are two buttons: "I'll confirm later." (red) and "Confirm Now" (blue). The footer of the page indicates "version 1.0.0-SNAPSHOT".


Recovering your account if you forget your password

A "Forgot Password" link will be available on the Sign-in Page.



The screenshot shows the "SIGN IN" page of the Southwestern Michigan College Identity Server. The page has a dark header with the college logo and the text "IDENTITY SERVER". The main content area is white and contains a sign-in form. The form has a green header with the text "SIGN IN". Below this, there are two input fields: "Username" and "Password". Below the password field, there is a checkbox labeled "Remember me on this computer". At the bottom of the form, there is a black button with the text "SIGN IN". Below the button, there is a link that says "Forgot Password ?".

Enter your Wired ID and a 7 digit code will be sent to you.

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Forgot Password

Instructions

Enter your Wired ID below.

Wired ID: *


Please enter your Wired ID

Note: Required fields are designated with *

Lookup Wired ID

version 1.0.0-SNAPSHOT

Once you receive the code, enter it and you'll be prompted to reset your password. The code is valid for 10 minutes.

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Forgot Password

Instructions

A text message was sent to the phone number you set up for account recovery.

Enter the code below. The code is valid for 10 minutes.

Verification Code: *

Note: Required fields are designated with *

Verify Code

version 1.0.0-SNAPSHOT

Select a new password that matches the criteria. You'll be able to use it the next time you access Wired.



Enter your new wired password below. It will need to follow the following requirements

- At least 10 characters long.
- At least 2 alphabetic characters.
- No symbols. It causes issues with some of the integrated systems.
- At least 1 uppercase characters.
- At least 1 lowercase character.
- At least 2 numeric characters.

New Password *

New Password

(again for confirmation) *

Note: Required fields are designated with *

[Change Password](#)

Changing your password or recovery options

When logged in to Wired, options to change your recovery options, or change your existing Wired password can be found under the “My Account” from the menu when clicking on your name in the upper right hand corner of Wired.