SPECOPS SELF-SERVICE PASSWORD RESET INSTRUCTIONS

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INTRODUCTION

Specops uReset is an enterprise self-service password reset solution that enables users to securely reset their Windows passwords or unlock their Windows user account. This service is available to all users that have enrolled in NBRHC's Duo Multifactor Authentication (MFA) solution, which is required for remote access to the hospital through VDI.

VDI support: https://support.nbrhc.on.ca/vdi.html

MFA support: https://support.nbrhc.on.ca/mfa.html

ENROLLMENT

No additional steps are required to enroll in Specops Self-Service Password Reset if you have already completed your Duo Multifactor Authentication enrollment.

Look here for more information on Duo MFA enrollment: https://support.nbrhc.on.ca/mfa.html

If you haven't completed your Duo Multifactor Authentication enrollment, you will see this message:
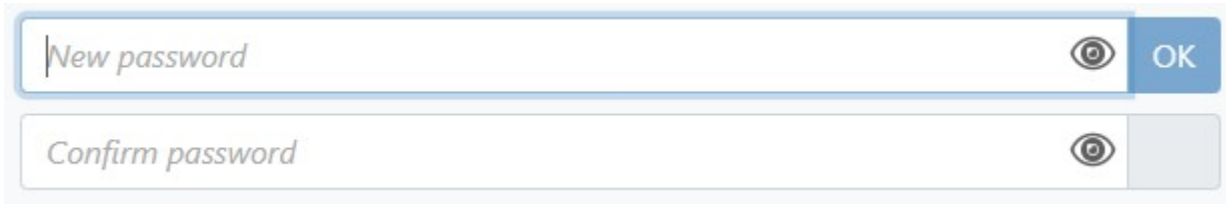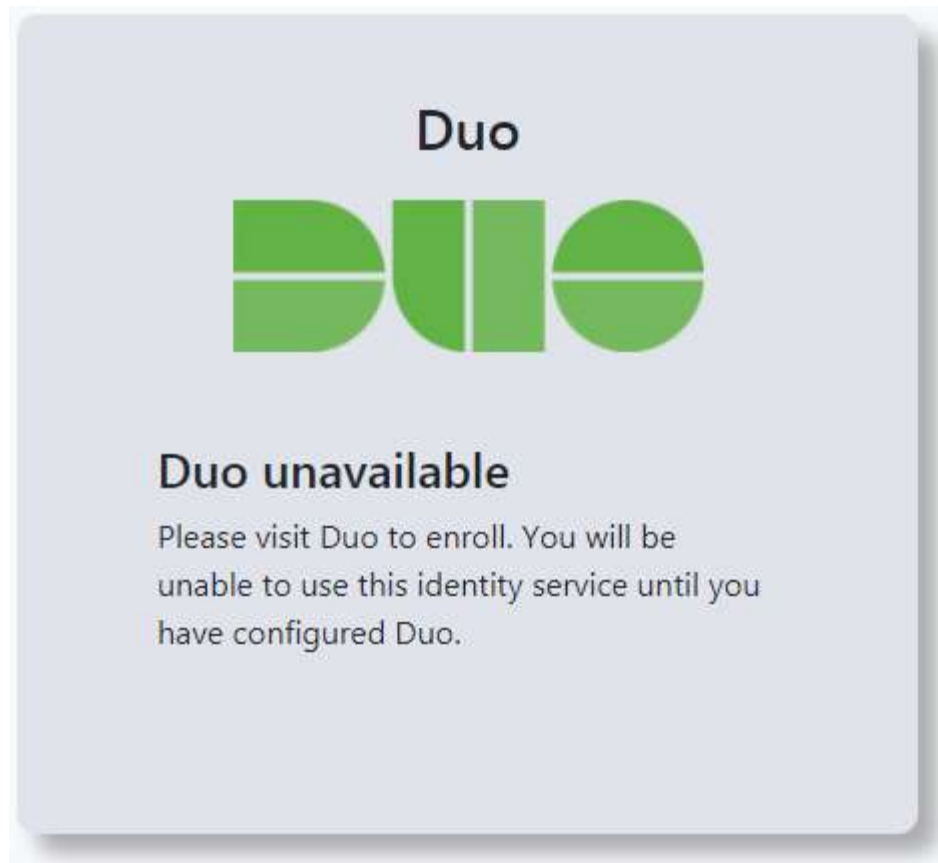
RECOVERY OPTIONS

RECOVERY START PAGE

The Specops SSPR recovery start page is where you can reset your password or unlock your account. It can be accessed via the link:

- https://support.nbrhc.on.ca/pass.html

RESET PASSWORD

This option will allow you to change your password after you identify yourself. This is typically used when you have forgotten your password and need to set a new one, but also can be used when you know your password and just want to change it.

1. Navigate to the Specops SSPR recovery start page.
2. Click either **I know my password** or **I forgot my password** depending on your situation.
3. Enter your Windows username and click **OK**.
    a. When you know your password:
        - Enter your Windows password and click **OK**.
    b. When you don't know your password:
        - Complete the requirements of the Duo MFA identity service.
4. Enter your new password in both the **New password** and **Confirm password** text boxes and click **OK** (The password requirements are listed at the bottom).

5. Your password has been changed.

Success

Your password has been changed! If using a Windows computer, it is recommended to sign-out and sign-in again with your new password. Also, don't forget to update to your new password in for example the email app on your phone, if necessary.

UNLOCK ACCOUNT

This option will allow you to unlock your account after you identify yourself. This can be used when your account has been locked and you know your password (Your account will also unlock automatically after 15 minutes).

1. Navigate to the Specops SSPR recovery start page.
2. Click **My account is locked out**.
3. Enter your Windows username and click **OK**.
4. Complete the requirements of the Duo MFA identity service.
5. Your account will now be unlocked.

Success

Your account has been unlocked!