Spec-ops Password Reset Enrollment and Usage

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## Upic announces new self service password tools!

Upic has formed a partnership with SpecOps Software who provides a highly robust, secure and easy way to manage your Upic Services password. SpecOps uReset is the name of the service being used to provide the ability to reset your password or unlock your account. Please use the following documentation to get started.

On Various UPIC logon pages such as webmail or CRM you will notice some new link options that allow you to unlock your account as well as reset/change your password. Here is an example of one of the new links to self service options as it appears on Upic's webmail log on screen.
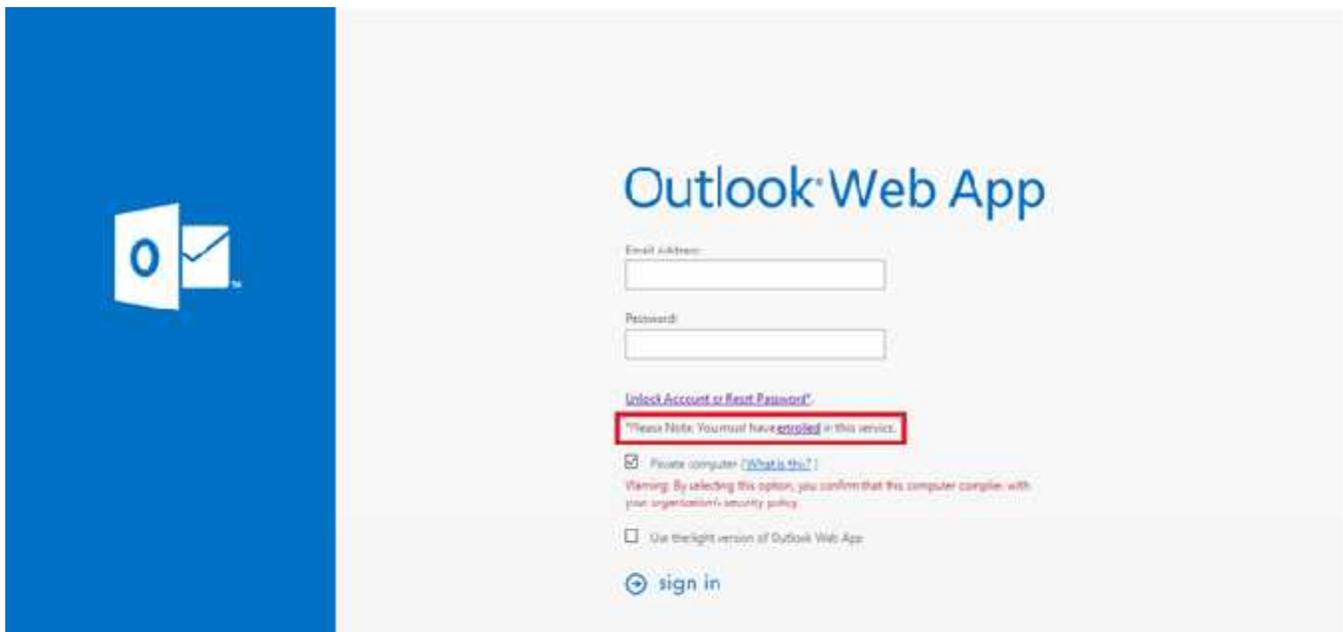
Directions for how to use these new self service features are below and can also be found on the Upic Website at http://www.upicsolutions.org/passwords.

Quick Links

- [Enroll in Service](#)
- [Reset Password or Unlock Account](#)
- [Change Password](#)

Best Practices

- Enrollment is highly suggested and must be completed in order to make use of the self-service password reset utility.
- Please note that if you reset your password while logged into Virtual Office you will need to successfully log out and back in. If this is not done services such as Outlook will begin prompting you for a username and password.
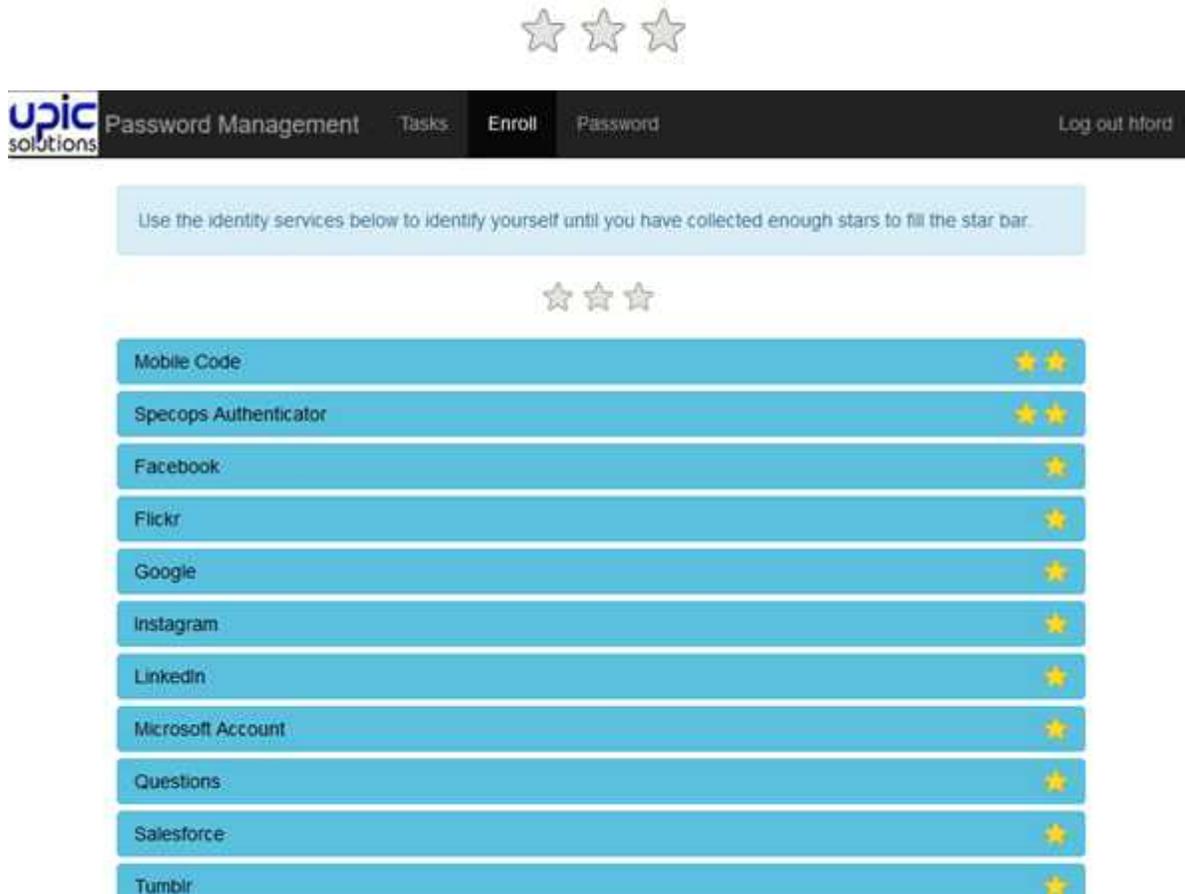
Enrolling

Before you can use the self-service password features, you must first complete a one time enrollment. You may enroll at https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/BasicLogin/Start?ReturnUrl=%2FuReset.Web%2Fupicsolutions.org%2FEnroll%2FStart. The enrollment process looks like

1. On the screen below, enter your email address and your UPIC password. If accessing from within Virtual Office, the username is typically filled in for you; otherwise please use your email address.
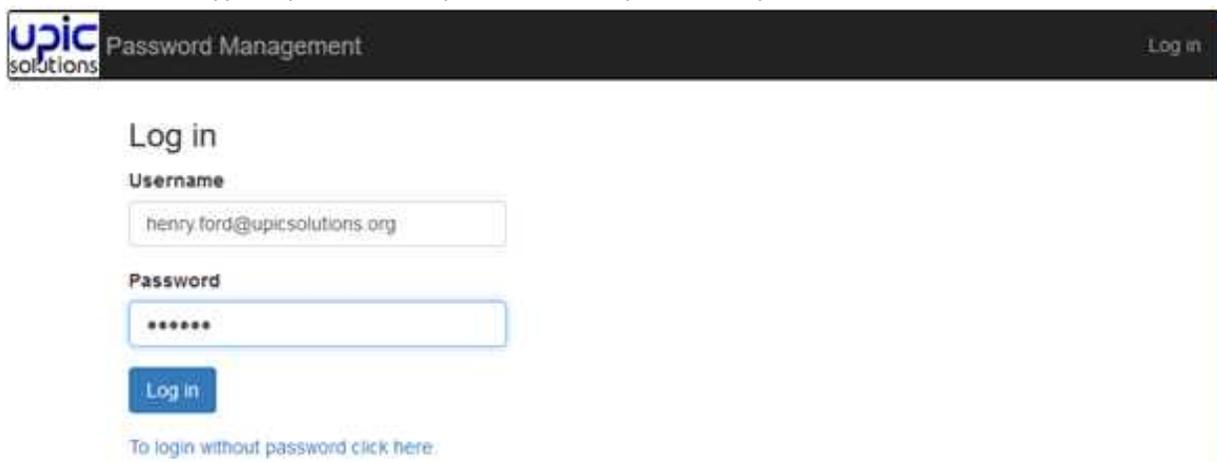
2. Now you will see a list of various identity services you will be able to authenticate against. Each identity service has an assigned star value. Please select enough identity services to fill the star bar.

Note: You may enroll in as many services as you would like to allow greater flexibility.

3. Once you have filled the star requirement select "I'm done" you will see the below completion message.
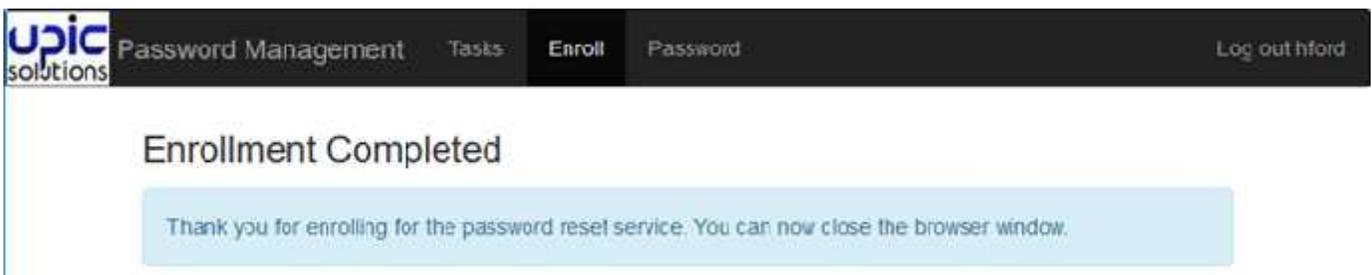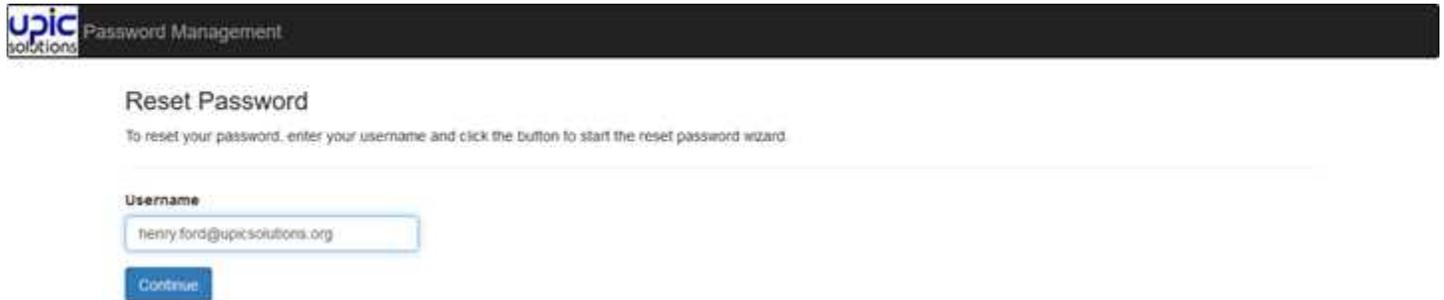
Unlock Account or Reset Password

On Upic's various service login pages you will be able to click a link that will take you the SpecOps uReset option to "Unlock Account or Reset Password." You can also access this page by going to http://www.upicsolutions.org/passwords or directly by going to https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/Wizard/Reset

Once at the reset password page you must first enter in your email address and select continue.

On the next page you will see a list of the services you enrolled in when you completed the enrollment. Select and complete any steps needed in the process. Each time you authenticate against an identity service the star bar will change to gold.
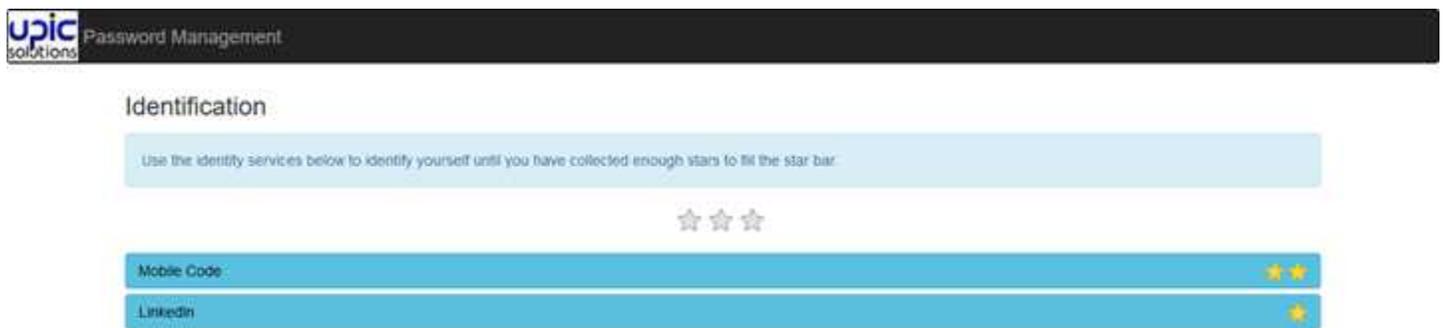
On the next page you will create a new password. You will only see a "unlock" option if your account is currently locked out.
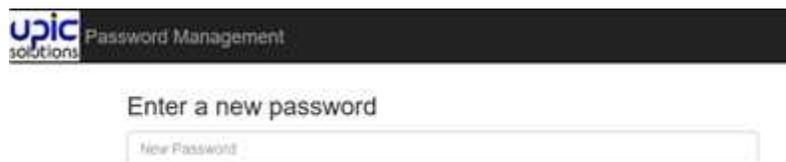
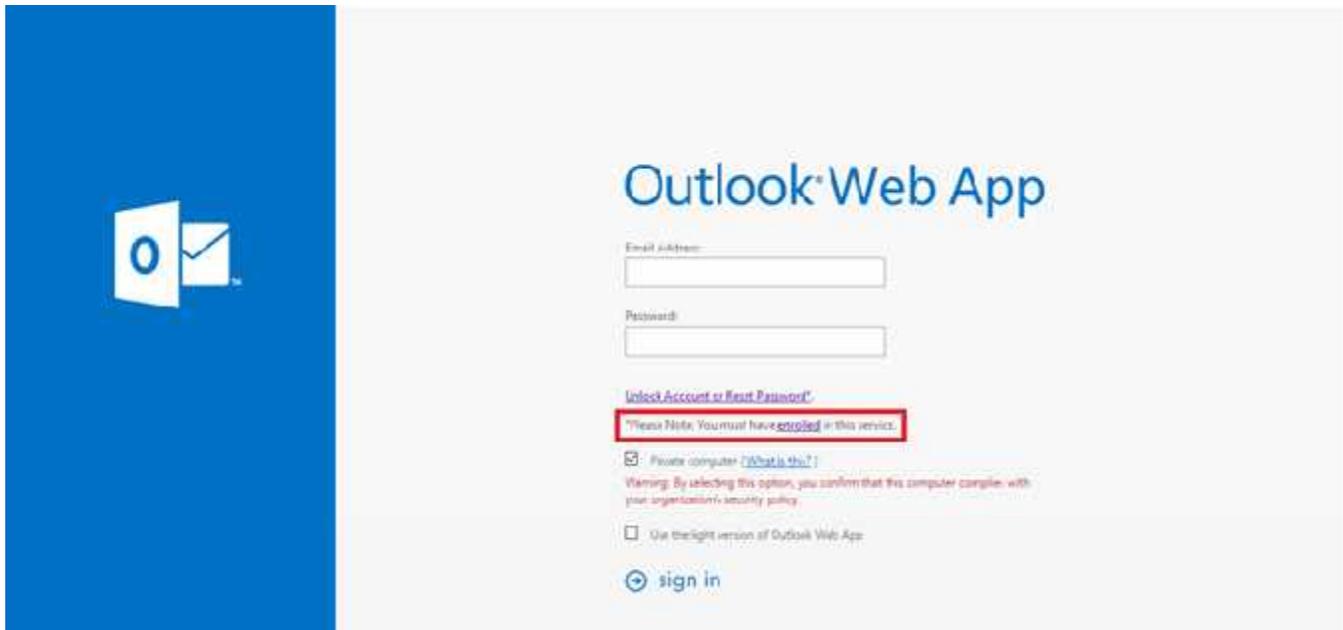Once you enter a password that meets all the requirements and click the arrow you will get the below message.

Changing Password

Here is an example of one of the new links to access these options from Upic's webmail log on screen.

You can also change your password by going to
https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/Wizard/Change. When this option is used you will need to make sure any connections to UPIC Services is logged out such as locally installed Outlook and Virtual Office. If this is not done ahead of time you may receive login prompts that can only be resolved by logging out and back in. Don't forget to update any device making a connection to Upic as well.

Troubleshooting

I changed my password by using https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/Wizard/Change and now I'm being prompted to log in.

- This is to be expected and in order to correct the issue please log out and back in of the effected service.

Training

Contact Member Services 1-877-459-5489

Support Contacts

Upic Member Services