



Spec-ops Password Reset Enrollment and Usage

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Index

Announcement Page 1

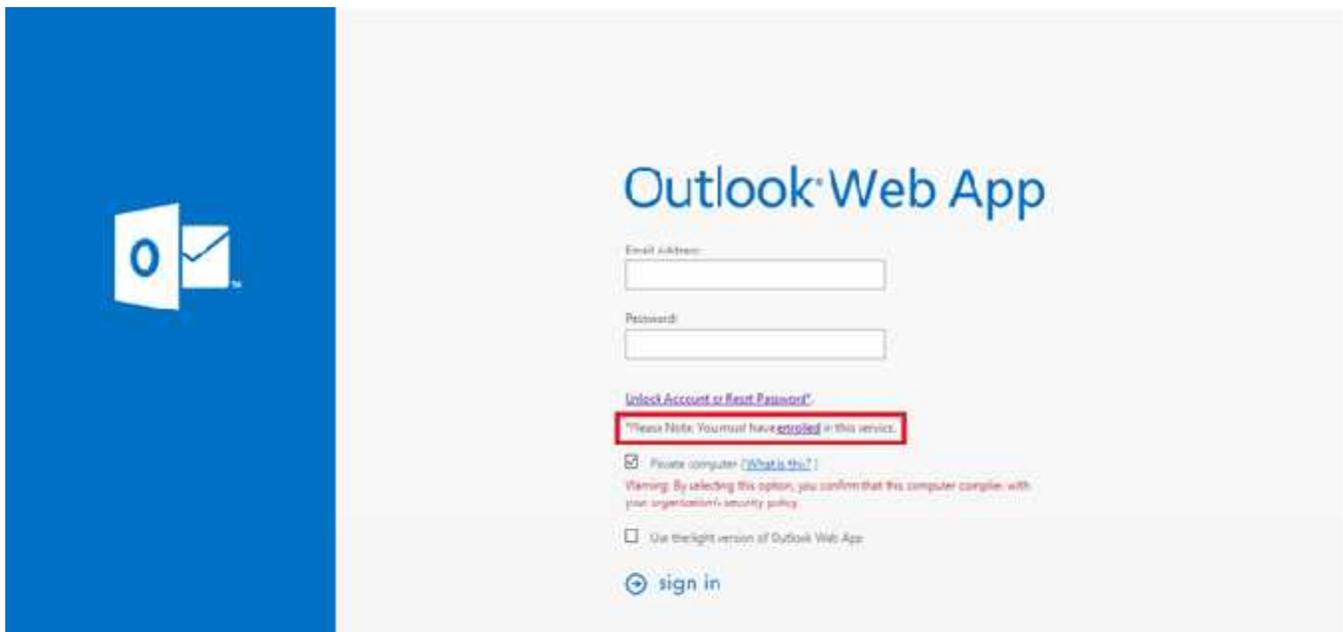
Quick Links, Best Practices, and Enrollment Page 2

Using the new self-service tools Page 4

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](#)

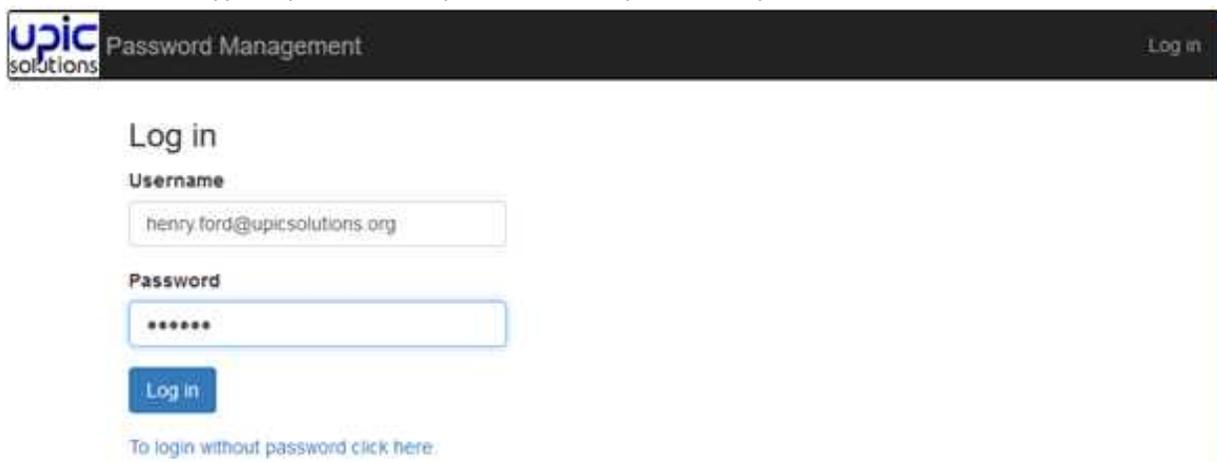
Best Practices

- 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

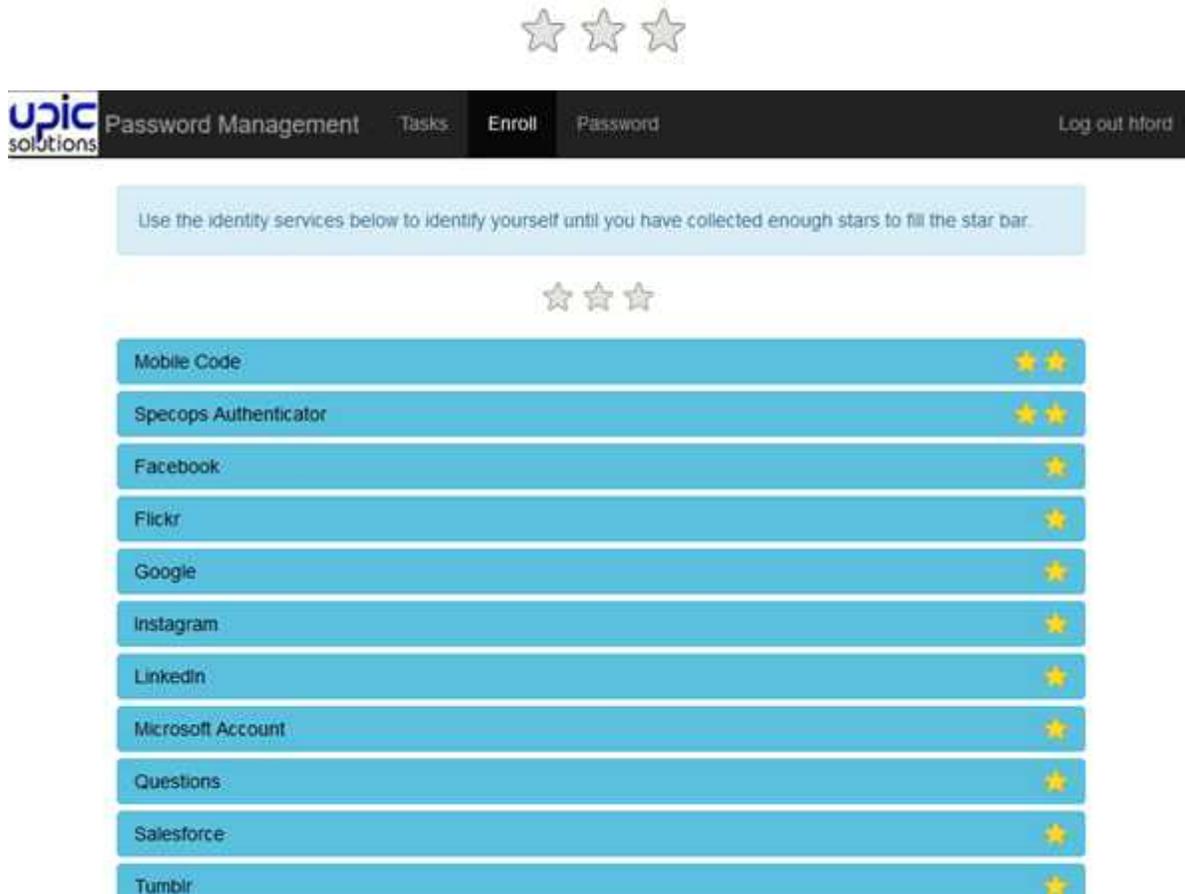
Before you can use the self-service password features, you must first complete a one time enrollment. You may enroll at <https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/BasicLogin/Start?ReturnUrl=%2FuReset.Web%2Fupicsolutions.org%2FEnroll%2FStart>. The enrollment process looks like

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.



The screenshot shows the UPIC Password Management login interface. At the top left is the UPIC solutions logo, and at the top right is a 'Log in' link. The main heading is 'Log in'. Below this, there are two input fields: 'Username' with the value 'henry.ford@upicsolutions.org' and 'Password' with six asterisks. A blue 'Log in' button is positioned below the password field. At the bottom, there is a link that says 'To login without password click here.'

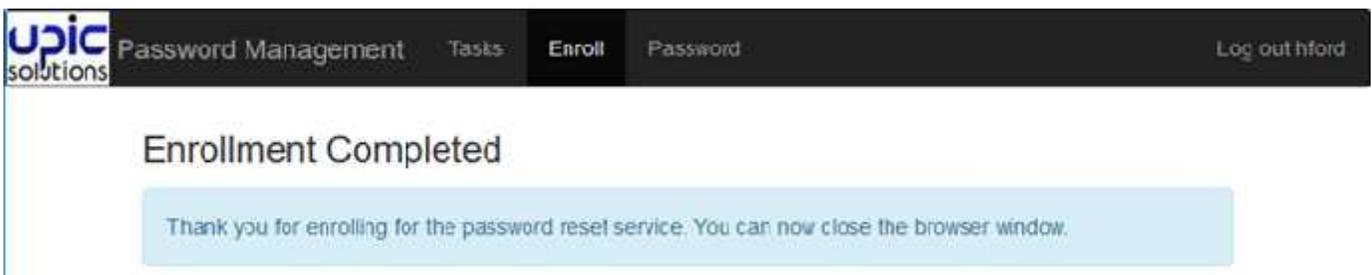
2. Now you will see a list of various identity services you will be able to authenticate against. Each identity service has an assigned star value. Please select enough identity services to fill the star bar.



The screenshot shows the UPIC Solutions enrollment interface. At the top, there is a navigation bar with the UPIC Solutions logo and tabs for Password Management, Tasks, Enroll, and Password. A Log out href link is also present. Below the navigation bar, a light blue box contains the instruction: "Use the identity services below to identify yourself until you have collected enough stars to fill the star bar." Below this instruction is a star bar consisting of three empty stars. A list of identity services is displayed, each with a corresponding number of stars: Mobile Code (2 stars), Specops Authenticator (2 stars), Facebook (1 star), Flickr (1 star), Google (1 star), Instagram (1 star), LinkedIn (1 star), Microsoft Account (1 star), Questions (1 star), Salesforce (1 star), and Tumblr (1 star).

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.

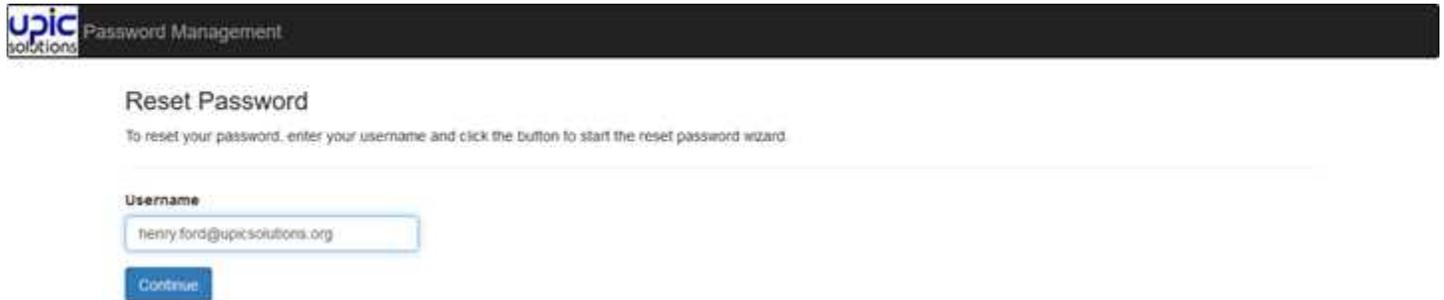


The screenshot shows the UPIC Solutions enrollment completion message. The navigation bar at the top is the same as in the previous screenshot. Below the navigation bar, the text "Enrollment Completed" is displayed in a large font. Below this text, a light blue box contains the message: "Thank you for enrolling for the password reset service. You can now close the browser window."

Unlock Account or Reset Password

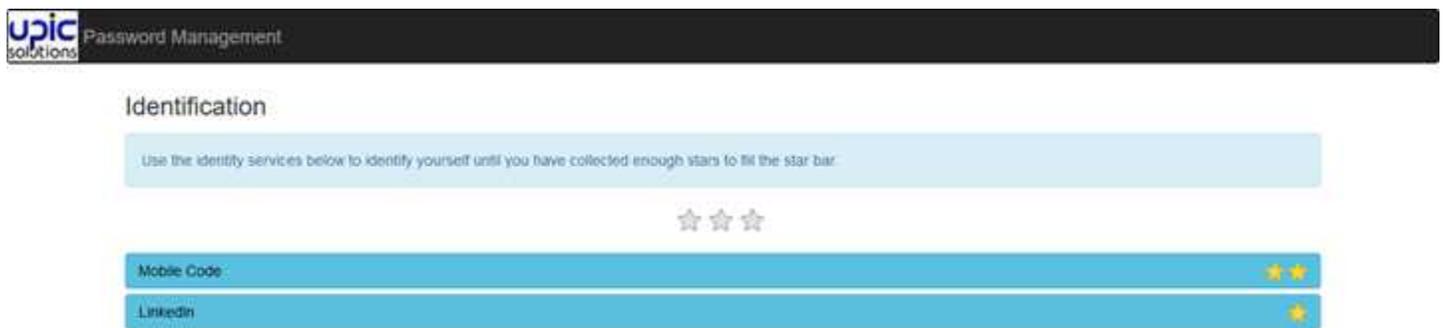
On Upic's various service login pages you will be able to click a link that will take you the SpecOps uReset option to "Unlock Account or Reset Password." You can also access this page by going to <http://www.upicsolutions.org/passwords> or directly by going to <https://ureset.upicsolutions.org/uReset.Web/upicsolutions.org/Wizard/Reset>

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



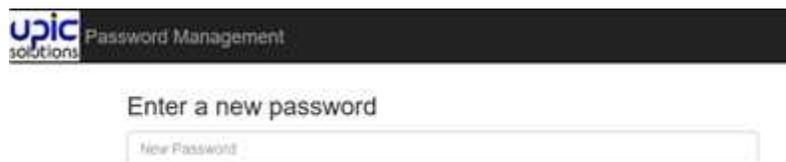
The screenshot shows the 'Reset Password' page. At the top left is the 'upic solutions Password Management' logo. The main heading is 'Reset Password'. Below it is a sub-heading: 'To reset your password, enter your username and click the button to start the reset password wizard.' There is a text input field labeled 'Username' containing the email address 'henry.ford@upicsolutions.org'. Below the input field is a blue button labeled '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.



The screenshot shows the 'Identification' page. At the top left is the 'upic solutions Password Management' logo. The main heading is 'Identification'. Below it is a light blue box with the text: 'Use the identity services below to identify yourself until you have collected enough stars to fill the star bar.' In the center, there are three grey stars. Below this are two blue bars representing identity services. The first bar is labeled 'Mobile Code' and has two yellow stars. The second bar is labeled 'LinkedIn' and has one yellow star.

On the next page you will create a new password. You will only see a "unlock" option if your account is currently locked out.



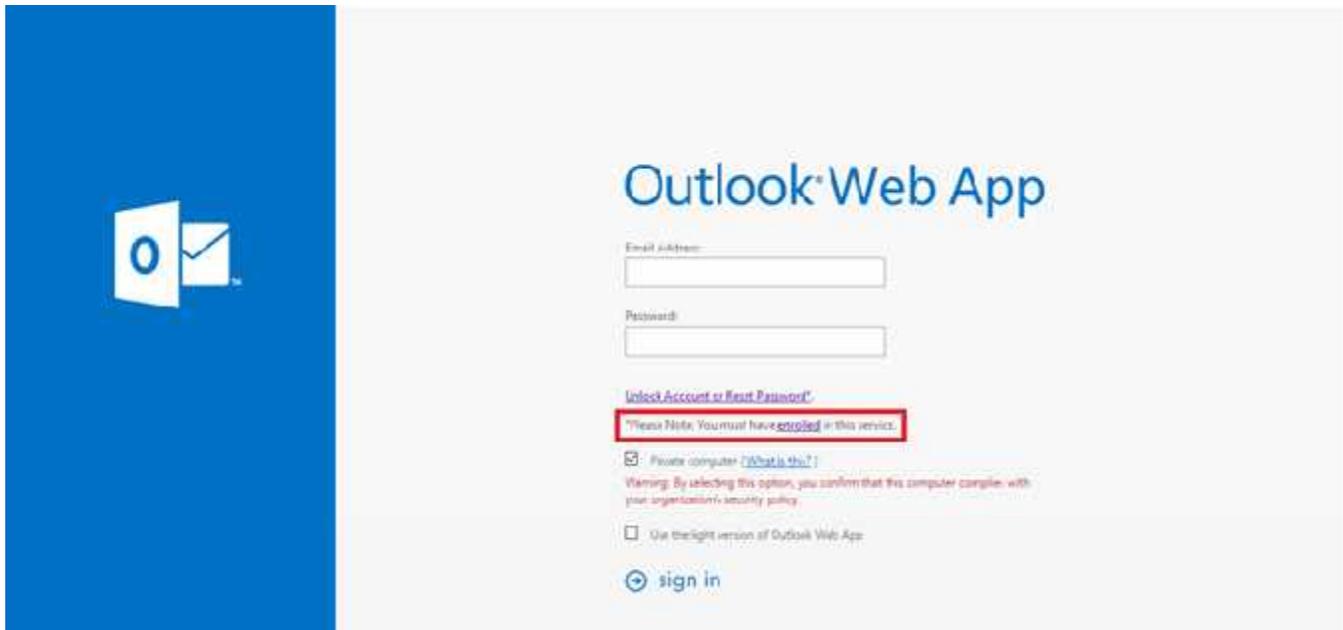
The screenshot shows the 'Enter a new password' page. At the top left is the 'upic solutions Password Management' logo. The main heading is 'Enter a new password'. Below it is a text input field labeled 'New Password'.

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