

iResetMe

End-User's Guide

Version 4.07

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Introduction

iResetMe is a browser-based IBM i solution for resetting end user passwords when they have expired, been forgotten or become disabled. For most installations, this process is handled by a Help desk, but implementing iResetMe lets you reset your own password without having to contact the Help desk.

Overview

Before you can use iResetMe to reset your own password, your systems department security officer will have to enroll you in iResetMe. During this process, they will also determine the number of personal questions that you will need to answer in order to activate your user profile within iResetMe.

Once your profile has been enrolled, it must then be activated. The activation is done from a browser session. To be able to activate your enrollment, you must have a valid current password and your profile may not be disabled. The activation process will pose a series of personal questions which you must answer. The answers will be stored on your system.

Once you have been enrolled and activated, you can perform your own password resets. If your user profile becomes disabled or you have forgotten your password, all you need to do is start a browser session in iResetMe. The session will request your user profile and then lead you through entering the responses to the personal questions already provided. If all of the questions are answered exactly the same as when they were originally recorded, then you will be given the chance to enter a new password and your profile will then be reactivated. All new passwords must meet current system password requirements as controlled by system values.

If your password reset session fails, then the profile will be locked out from iResetMe and a manual reset process will be required. The number of attempts to failure is set by your systems department security officer. The default setting shipped with the software is three.

An optional feature allows your system to monitor for user profiles being disabled and automatically send an email prompting a password reset to the owner of the user profile. Using this feature is optional and must first be activated. Once it is active, new users being registered to iResetMe will be asked to provide their email address. Following this, a confirmation email with an imbedded link will be sent to the email address provided. You must then respond to this email within a short period of time, completing the email validation.

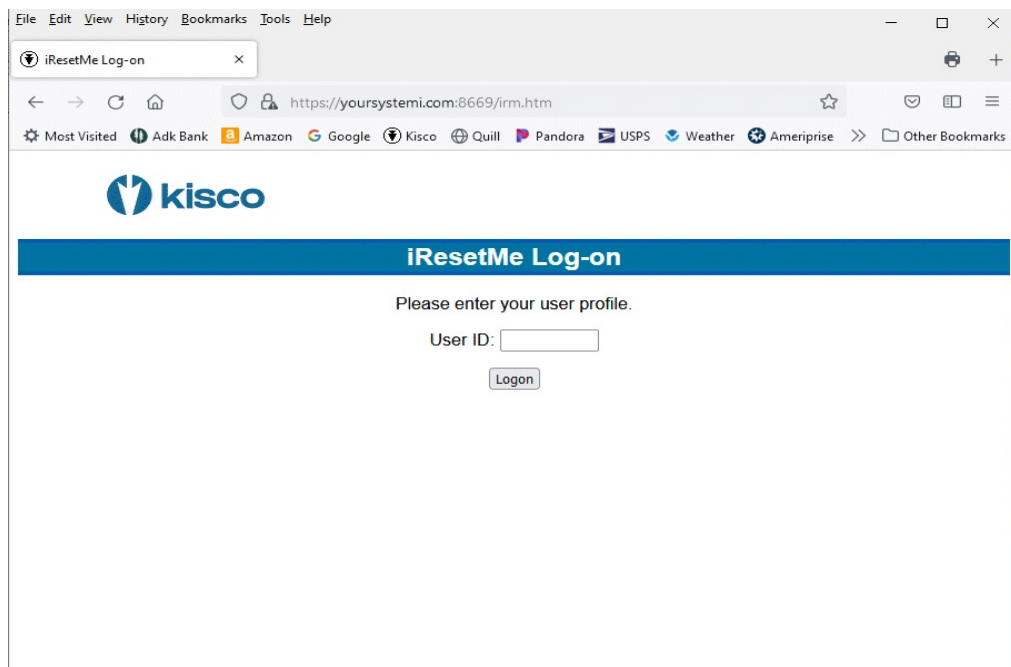
User Activation

To use iResetMe, your user profile must first be enrolled. This is done by your systems department security officer. Once your profile has been enrolled, then you need to complete an activation process. This is done by going to the iResetMe browser session using the following web address:

<https://yoursystemi.com:8669/irm.htm>

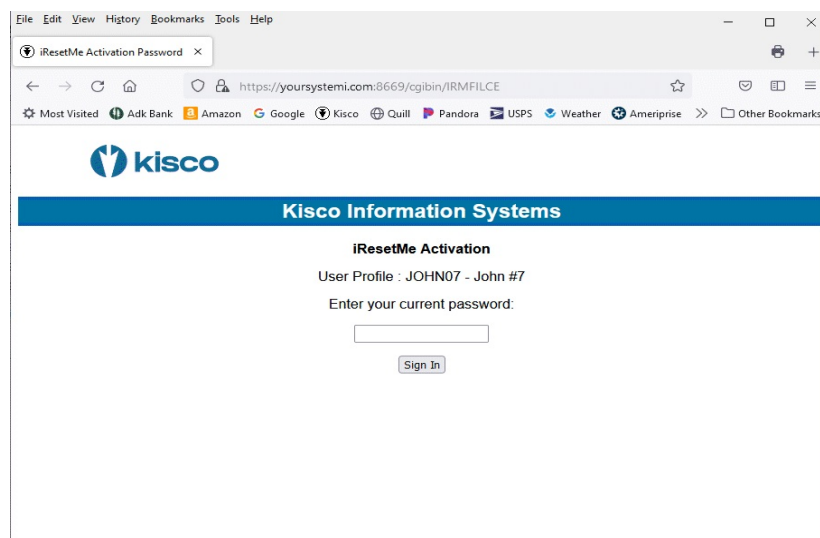
Replace the *yoursystemi.com* with the address of your IBM i server.

This will display the following page:



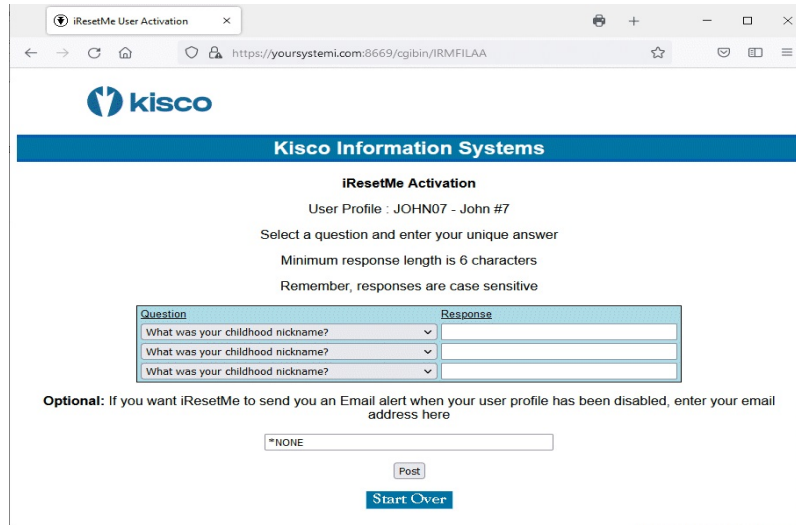
The screenshot shows a web browser window with the title "iResetMe Log-on". The address bar displays "https://yoursystemi.com:8669/irm.htm". The browser's bookmark bar includes "Most Visited", "Adk Bank", "Amazon", "Google", "Kisco", "Quill", "Pandora", "USPS", "Weather", "Ameriprise", and "Other Bookmarks". The page content features the Kisco logo at the top left, followed by a blue header bar with the text "iResetMe Log-on". Below this, the text "Please enter your user profile." is displayed. There is a text input field labeled "User ID:" and a "Logon" button below it.

You must enter your IBM i user profile in the box provided, then click on the Logon button. Your current password will then be requested as follows:



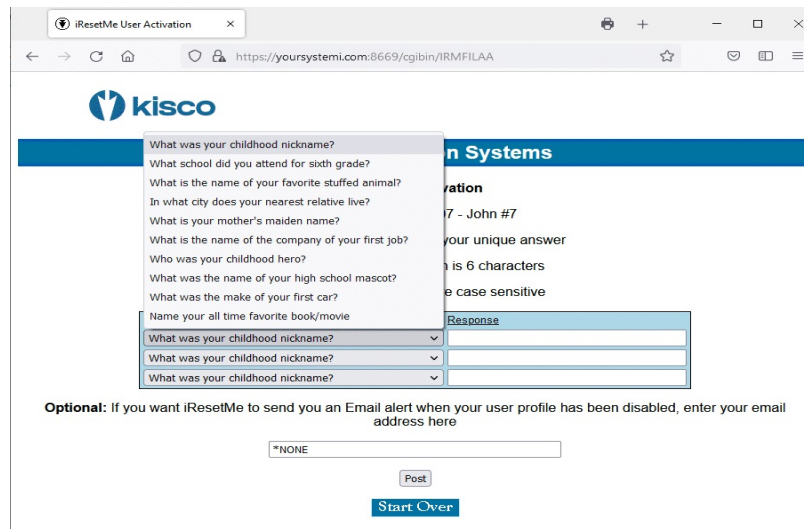
The screenshot shows a web browser window with the title "iResetMe Activation Password". The address bar displays "https://yoursystemi.com:8669/cgi-bin/IRMFILCE". The browser's bookmark bar is the same as in the previous screenshot. The page content features the Kisco logo at the top left, followed by a blue header bar with the text "Kisco Information Systems". Below this, the text "iResetMe Activation" is displayed. Underneath, it says "User Profile : JOHN07 - John #7". Then, the text "Enter your current password:" is shown above a text input field. A "Sign In" button is located below the input field.

Once the signon has been completed, then the activation panel is presented as follows:



The screenshot shows a web browser window titled "iResetMe User Activation" with the URL "https://yoursystemi.com:8669/cgibin/IRMFILAA". The page features the Kisco logo and the heading "Kisco Information Systems". Below this, the "iResetMe Activation" section displays the user profile "JOHN07 - John #7". Instructions state: "Select a question and enter your unique answer", "Minimum response length is 6 characters", and "Remember, responses are case sensitive". A table with two columns, "Question" and "Response", contains three rows, each with a dropdown menu. The dropdowns are currently set to "What was your childhood nickname?". Below the table, an "Optional" section asks for an email address for alerts, with a text input field containing "*NONE". At the bottom are "Post" and "Start Over" buttons.

This panel will display from 1 to 5 personal challenge questions. As shipped, the default is for three questions as shown here. You must select three different questions and provide unique personal responses for each. When you click on the down arrow, you will see the entire list of questions that are available, like this:



This screenshot shows the same "iResetMe User Activation" page, but with the dropdown menu for the first question open. The menu lists 12 personal challenge questions: "What was your childhood nickname?", "What school did you attend for sixth grade?", "What is the name of your favorite stuffed animal?", "In what city does your nearest relative live?", "What is your mother's maiden name?", "What is the name of the company of your first job?", "Who was your childhood hero?", "What was the name of your high school mascot?", "What was the make of your first car?", "Name your all time favorite book/movie", "What was your childhood nickname?", "What was your childhood nickname?", "What was your childhood nickname?". The "Post" and "Start Over" buttons are visible at the bottom.

All questions must be selected and responded to before the Post button is selected. You must keep track of the exact responses. They are case sensitive. If a response is entered in all lower case, then the validation process during a password reset will look for the response being in all lower case too.

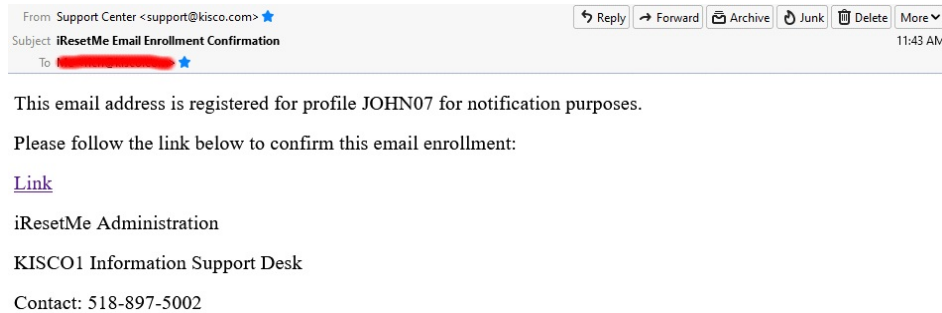
When all questions have been selected and the associated responses entered, use the Post button to complete the activation process. A confirmation process will advise you that the activate has been completed successfully. At this point, you have been activated and can use the iResetMe password reset process when your password becomes disabled.

The field for the user's email address is optional. If it has been configured and the user wants to receive alerts from iResetMe about changes in their user profile processed through this software, a valid email address must also be entered here.

If you do not want to use the email notification feature, the additional field for email address can be left as *NONE. To use the email notification feature, however, you must replace the *NONE value with a current valid email address.

After posting the question responses with the email address, iResetMe will send an email to the recorded email address asking for email address confirmation. To complete activation of the email notification feature, that email must be opened and the link in the email address must be followed using the same client computer where the browser registration has been completed. This must be completed within an hour of the initial registration.

The email to the end user should look like this:



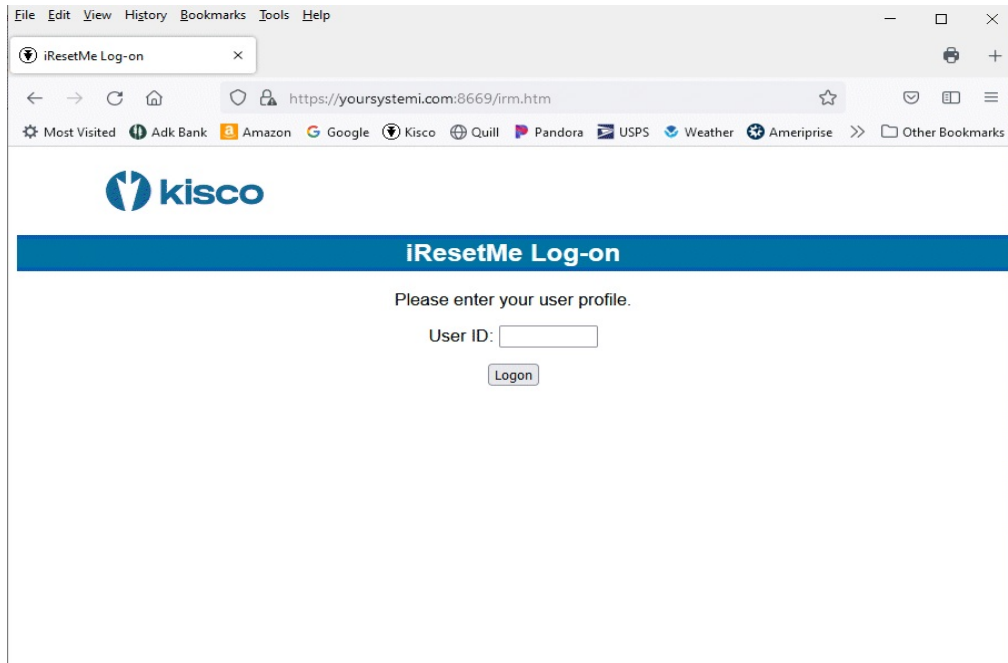
Following the link will confirm the email address registration.

Password Reset Process

When your user profile becomes disabled due to incorrect logon attempts or it expires, then you can reset your own password using the iResetMe Password Reset process from a browser session. To start the process, you must go to their web browser and type in the following address:

<https://yoursystemi.com:8669/irm.htm>

This will display the following page:



File Edit View History Bookmarks Tools Help

iResetMe Log-on

← → ↻ 🏠 🔒 https://yoursystemi.com:8669/irm.htm ☆ 📧 📅 ☰

⚙ Most Visited 📑 Adk Bank 📄 Amazon 🌐 Google 📍 Kisco 🌐 Quill 🎵 Pandora 📧 USPS 🌤 Weather 🌐 Ameriprise >> 📁 Other Bookmarks

kisco

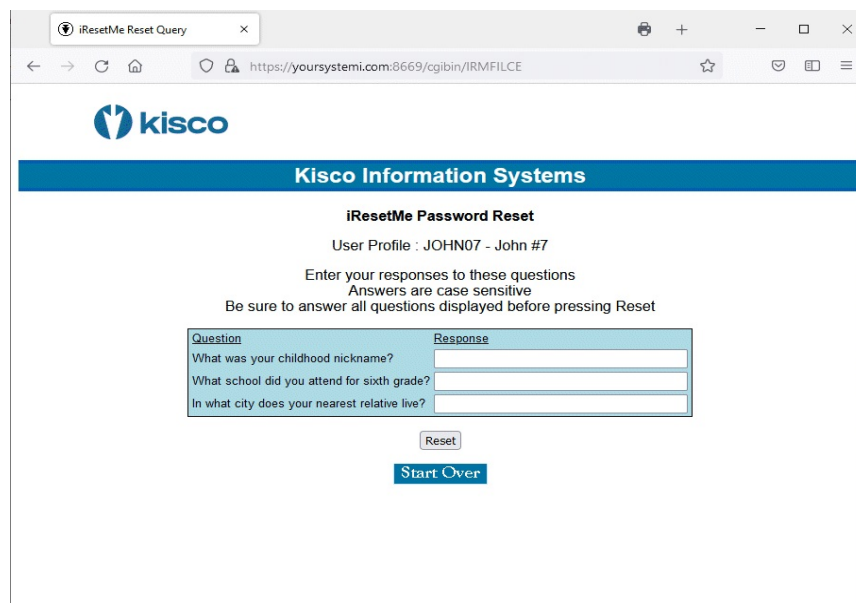
iResetMe Log-on

Please enter your user profile.

User ID:

Logon

You must enter your IBM i user profile in the box provided, then click on the Logon button. Since your profile is now disabled or expired, iResetMe will take you to the following challenge/response question page:



iResetMe Reset Query

← → ↻ 🏠 🔒 https://yoursystemi.com:8669/cgi-bin/IRMFILCE ☆ 📧 📅 ☰

kisco

Kisco Information Systems

iResetMe Password Reset

User Profile : JOHN07 - John #7

Enter your responses to these questions
Answers are case sensitive
Be sure to answer all questions displayed before pressing Reset

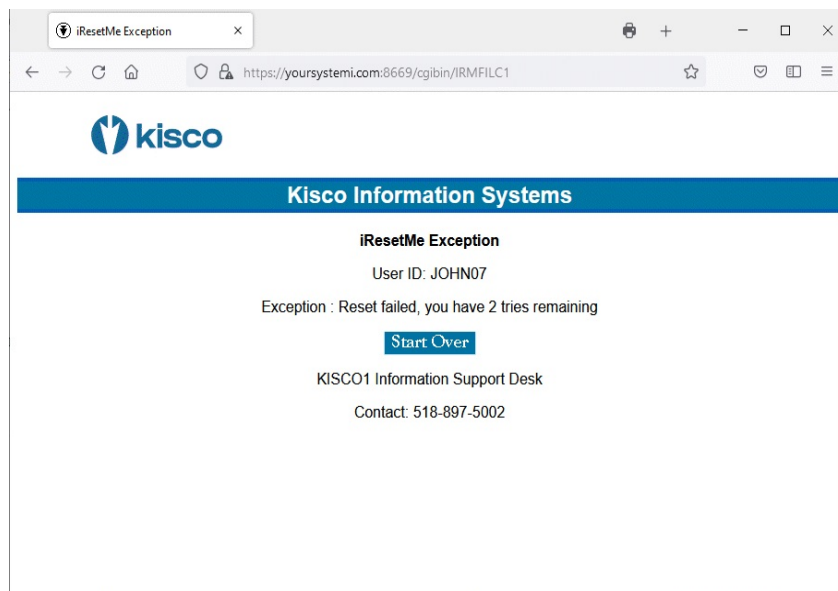
Question	Response
What was your childhood nickname?	<input type="text"/>
What school did you attend for sixth grade?	<input type="text"/>
In what city does your nearest relative live?	<input type="text"/>

Reset

Start Over

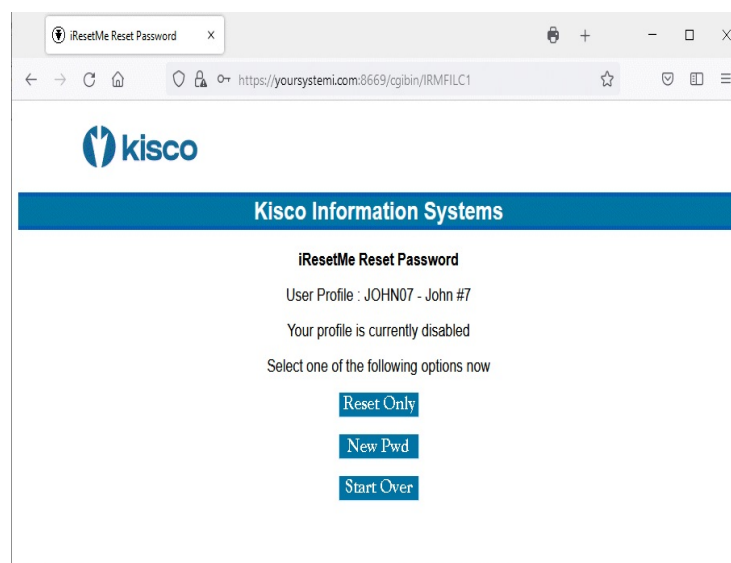
The challenge questions that were answered during your activation process will be shown along with entry boxes where the correct answers must now be entered. Remember that the responses are case sensitive and must be typed exactly the way they were answered during activation. When typing the responses, the actual characters being entered will not be shown on the display for security reasons. Make sure that all of the questions are answered before pressing the Reset button.

If any of the answers are wrong, an exception panel will be displayed like the following:



Note that the display will show the number of remaining tries that are available. If the questions are not answered correctly in the given number of tries, then iResetMe will issue a lockout on your user profile and a security officer or help desk technician will have to perform a manual reset for the profile.

If your user profile is just disabled and you don't need a new password, you may see the following next:



In this case, if you just want to enable your profile without a new password, select the “Reset Only” box. Otherwise, select the “New Pwd” box and the following reset display will appear:

Kisco Information Systems

iResetMe Reset Password

User Profile : JOHN07 - John #7

Enter your new password

Re-enter your new password

Update

Start Over

Password rules in place on your system :

hours before next change can be made: *NONE
days password will be valid: *NOMAX
Adjacent numbers are allowed
Characters not allowed in password: *NONE
Repeating characters are allowed
Maximum password length allowed: 8
Minimum password length allowed: 6
Characters can be used in same pos as last pwd
Numbers are not required in the password
Password can be the same as previous one

At this point, the new password that you want to use must be entered. As the password is typed, the characters will be hidden on the display. Remember that all system password rules that are in effect for your IBM i shop must be adhered to including things like not repeating previous passwords. Check with your IBM i security officer for a list of password rules that are in effect. They can be very different for each installation.

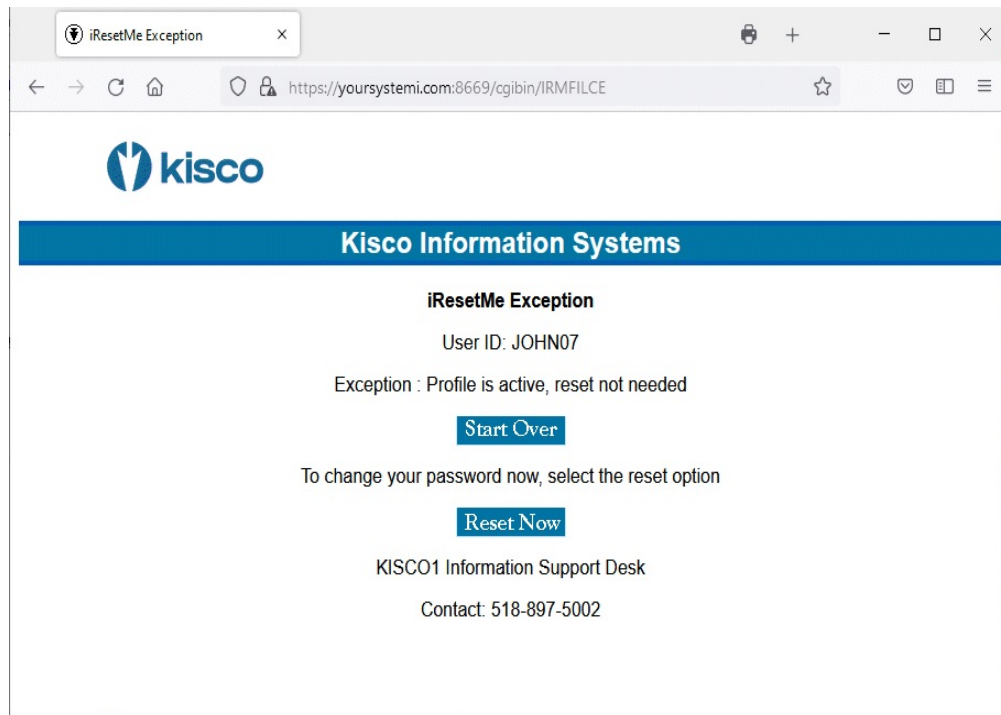
Your installation may have some options activated in iResetMe which will change the way this panel looks. On some systems, a list of password rules may be shown to help you determine a valid new password. Some systems may decide to require that your password be entered twice for verification purposes. If that is the case, two password fields will be shown.

If a password reset fails, this same display will be repeated but with an exception message shown that describes why the password failed. A new password can then be entered again until the system reacts with a system level lockout of the user profile.

Once the new password has been accepted, a reset confirmation will be displayed and your user profile will be available for use on the system again. The browser session can then be ended.

Forgotten Password Reset

If you forget your password, but your profile is still active (enabled), you can still use iResetMe to specify a new password for your profile. This process start with the same page as the previously described password reset process. After keying in their user profile, the following exception information will be displayed:



You will be advised that your profile is still active. If you want to continue to attempt to use the currently active password, you can exit here by selecting the Start Over button. If you want to continue with a password reset process, you just need to select the Reset Now button. When the Reset Now button is used, iResetMe will bring up the challenge questions for Your profile and the reset will proceed as documented.