

Reset Primary Authentication Password

Please answer the following security questions you have selected during enrollment.

Question 1: What is your 4-6 digit PIN?
Answer 1:

Question 2: What is the city you were born in?
Answer 2:

Question 3: What is the last high school you attended?
Answer 3:

Welcome to the BSC Self-Service Password Manager

The BSC Self-Service Password Manager enables users to retrieve forgotten network passwords if the users can correctly answer their self selected set of questions.

This document describes:

- [Enrolling for Password Self-Services](#)
- [Resetting Your Primary Network Credentials](#)

Access to the BSC Self-Service Password Manager is controlled through user security policies. An authorized user can access the Self-Service Password Manager from a web browser at <http://it.bridgew.edu/support/pwd/>

3. The Network Password Reset Form appears:

Reset Primary Authentication Password

Now that OneSign has confirmed your identity, you can securely reset your password. Please enter your new password.

New Password

Confirm Password

4. Enter a new password and confirm it.

5. Click **Next** and close the Password Self Service window.

Enrolling for Password Self-Services

Before you can use BSC password self-service, you must enroll. You get an opportunity to enroll when you log in, if you have not yet enrolled.

1. To start the enrollment process, click **Enroll/update self-service profile**
2. Prove your identity by entering your username and password.

The screenshot shows a web form titled "Enroll/Update Self-Service Profile". Below the title is a sub-header "Please confirm your OneSign identity below." The form contains four input fields: "Username" with the value "username", "I am logging into" with a dropdown menu showing "MS Active Directory", "OneSign Domain" with a dropdown menu showing "campus.bridgew.edu", and "Password" with a masked field of ten dots. At the bottom of the form are two buttons: "Cancel" and "Next>>".

3. A page opens with a list of questions.

The screenshot shows a web form titled "Enroll Self-Service Profile". It contains a welcome message and instructions. Below the text are five question-answer pairs. Each pair consists of a "Question" dropdown menu (all showing "--Please Select a Question--") and an "Answer" text input field. At the bottom of the form are two buttons: "Cancel" and "Next>>".

4. Select a question and provide an answer for all five questions. You may pick any of the questions from the drop-down list.

Note: Answer questions carefully! If you misspell an answer during enrollment, then the misspelled answer is the "correct" answer. If you can answer a question in more than one way, consider selecting a different question. Answers are **not** case-sensitive.

5. Click **Next** and close the Password Self Service window.

Resetting Your Primary Network Credentials

If you forget your primary authentication password, go to the BSC Self-Service Password Manager at <http://it.bridgew.edu/support/pwd/> and select **Reset Your Primary Authentication Password**.

1. Identify yourself by entering your username and domain, and click next.

The screenshot shows a web form titled "Reset Primary Authentication Password" from the "imprivata OneSign Self-Service Portal". Below the title is a sub-header "Please confirm your OneSign identity below." The form contains three input fields: "Username" (empty), "I am logging into" with a dropdown menu showing "MS Active Directory", and "OneSign Domain" with a dropdown menu showing "campus.bridgew.edu". At the bottom of the form are two buttons: "Cancel" and "Next>>".

2. A page opens with some of the questions you answered at enrollment. Answer them and click **Next**.