

Password Reset Step by Step Procedure

This section provides instructions and screen shots describing the typical functions that a department administrator may expect to encounter. In order to perform these tasks, the department administrator (DA for short), must have the following prerequisites:

1. an eToken issued to themselves by the ITS eToken administrator.
2. the desktop computer used to run the SafeNet Authentication Manager (SAM) must run a current Windows operating system.

The Internet Explorer web browser must be used to interact with SAM and must be configured as described in the Technical Information section.

User Assistance Procedures

Users may occasionally forget their eToken passwords and will require a password reset. Any User requiring a password reset will have to request a reset from their Department Administrator and arrange a time where their token can be reset, users must be present at time of reset.

Password Reset

1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

<https://ekey.utoronto.ca/sammanage>

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. 'Search for': Connected tokens.
4. Highlight the account name of the user requesting a password reset. Select 'Reset Pwd'.

The screenshot shows the SafeNet Authentication Manager (SAM) web interface. The top header includes the SafeNet logo and the text 'SafeNet Authentication Manager'. On the right side of the header, there is a 'UTORid of DA' field and an 'About' link. The left sidebar contains a 'Helpdesk' link and a list of navigation options: 'Deployment', 'Inventory', 'Reports', and 'Downloads'. Below these is a 'Domain' field with the value 'UTORARBOR.UTORAD.' and a 'Search for:' field with the value 'Connected tokens'. A 'Go' button is located below the search field. The main content area displays a table with the following data:

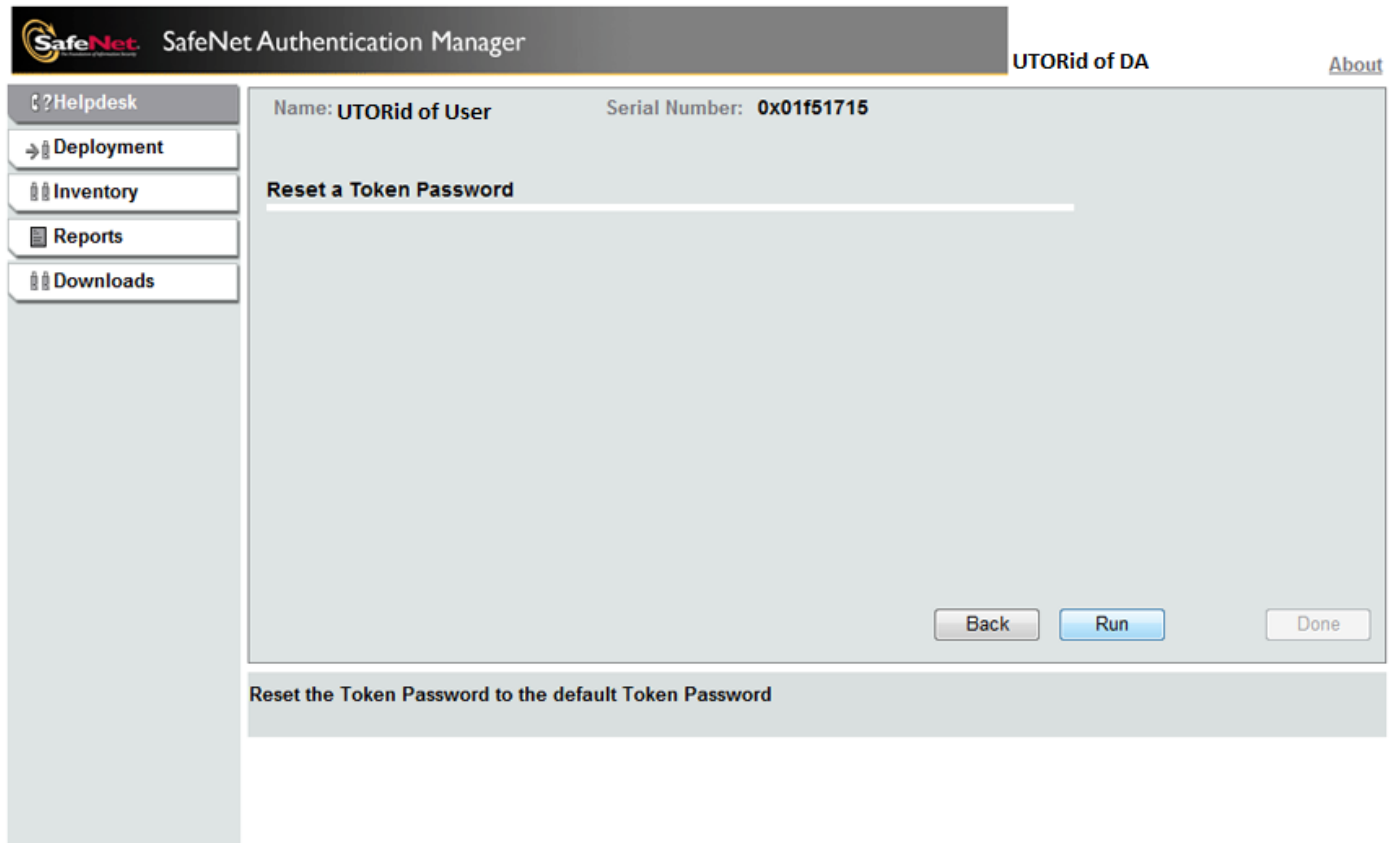
Account Name	Type	ID	Status
UTORid of DA	SafeNet eToken 510x	0x01f516f2	Enabled,Normal
UTORid of User	SafeNet eToken 510x	0x01f51708	Enabled,Normal

Below the table is another table with the following data:

Application	Expiration Date	Details
Connector for Microsoft CA	6/11/2017	Detail
Connector for P12 Certificate Import	N/A	Detail

At the bottom right of the main content area, there is a 'Recover Certificates' button. At the bottom of the interface, there is a row of action buttons: 'Reset Pwd', 'Revoke', 'Unassign', 'Unlock', and 'More Actions...'. The 'Reset Pwd' button is highlighted with a red circle.

5. Select the 'Run' button.



6. Select 'Done'

7. The User's password has now been reset to the default setting

8. Have the User immediately select a new password consisting of at least 6 characters and must contain at least 3 of the following (a number, an uppercase, a lowercase, and/or symbol)