# **Password Management User Guide**

## **Enrollment / Reset / Change**

The Archdiocese of Baltimore has implemented a password management tool that will simplify the process of recovering or resetting user passwords. The tool consists of two parts, a user enrollment element, and a password reset center.

Enrolling in the password management system is done by accessing a web page, logging in, and completing the answers to six questions. Once you have enrolled in the system you will immediately be able to use the password reset center.

For security reasons you are required to login to the system before enrolling. Waiting until you have a password issue to enroll will not work; you will still need to contact the Technology helpdesk for assistance.

There are currently multiple systems that users within the Archdiocese access. At this time, the password reset center manages passwords for the systems listed below. Difficulty with accessing any other systems will require assistance from the Technology helpdesk which can be reached between the hours of 8AM and 5PM at (410) 547-5305 option 1 or <a href="helpdesk@archbalt.org">helpdesk@archbalt.org</a>.

#### **Managed Systems**

- myArch Archdiocesan Employee Portal
- ArchMail Archdiocesan E-mail System
- Canonical Tribunal Case Management System (First Login Only)
- ePAF Electronic Personnel Action Form
- Catholic Center Computers Login Accounts for Catholic Center Computers
- Additional systems will be added as their security models are integrated.

#### **Password Enrolment**

Enrollment in the password management system begins with accessing the enrollment web site and logging in using your Archdiocesan user name and password. If you do not have an Archdiocesan issued user name or are not sure what your user name is contact the Technology helpdesk at (410) 547-5305 option 1, or <a href="helpdesk@archbalt.org">helpdesk@archbalt.org</a>.

The enrollment web site can be accessed by entering <a href="http://www.archbalt.org/technology/password.cfm">http://www.archbalt.org/technology/password.cfm</a> in your web browsers address bar, or by clicking the link above. Once the web page loads, click on the enroll link at the top of the page.



You will be presented with a window, similar to the one below, asking for your user name and password. Your user name is formatted like an email address (user.name@archbalt.org) and the password is the password that you use to access Archdiocesan systems such as *my*Arch or Archmail.

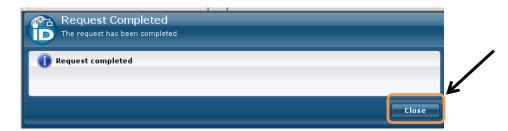


Once you have successfully provided your login credentials you will be presented with a screen allowing you to pick four security questions and provide the answers. You may not pick the same question multiple times, and you cannot use the same answer more than once.

You will also need to provide your birthdate and the last four digits of your Social Security which will be used to validate your identity when you contact the Technology helpdesk for assistance.



Click the enroll button to complete the enrollment process. A confirmation that the process completed successfully is displayed indicating that the enrollment process is complete. Click close to return to the password management web page.



You are now enrolled in the password management system and will be able to reset your password whenever required. You can access the password recovery tool by navigating to <a href="http://www.archbalt.org/technology/">http://www.archbalt.org/technology/</a> and selecting Password Reset in the right menu, or by clicking on the "Password Recovery" link available on many login screens.

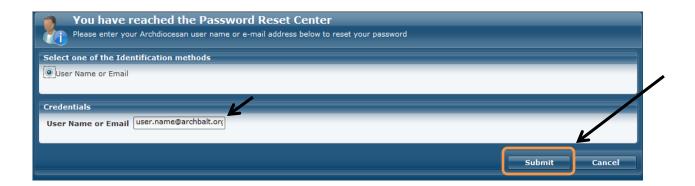
If you have trouble completing the enrollment process, contact the Technology helpdesk at helpdesk@archbalt.org or (410) 547-5305 option 1 between the hours of 8AM and 5PM.

### **Password Reset**

Users who have enrolled in the password management system may use the password reset center to reset their passwords. The password reset center can be accessed by entering <a href="http://www.archbalt.org/technology/password.cfm">http://www.archbalt.org/technology/password.cfm</a> in your web browsers address bar, or by clicking the link above. Once the web page loads, click on the reset link at the top of the page.



Enter your Archdiocesan user name formatted like an email address (user.name@archbalt.org) in the User Name field and click the submit button.



If the system is unable to retrieve your information a small alert window similar to the one below will appear, and you will need to contact the Technology helpdesk at <a href="helpdesk@archbalt.org">helpdesk@archbalt.org</a> or (410) 547-5305, option 1 between the hours of 8AM and 5PM for further assistance.

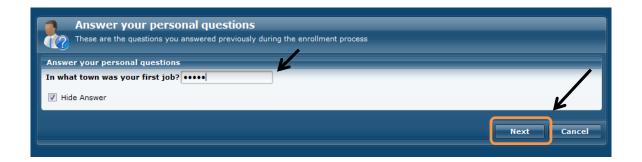


If your account is located within the system but you have not previously enrolled a screen will appear indicating that you have not enrolled and you will need to contact the Technology helpdesk for assistance. Be sure to enroll after your access has been restored.



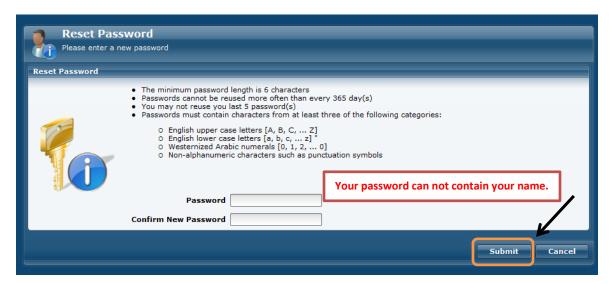
If your account is located within the system you will be presented with a series of screens prompting you to answer the questions you selected when you enrolled in the password management system. Enter your answer and click Next to move to the next screen.





Once you have correctly answered two of the questions you will be presented with a screen allowing you to create a new password. In addition to the rules for an Archdiocesan password that are displayed on the screen, your password also may not contain your name.

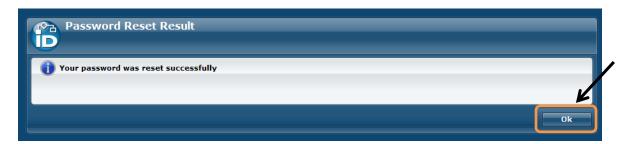
Enter your new password twice and click submit to continue



If there is a problem setting your new password to what you have selected a small window similar to the one below will appear describing the problem. Select a different password, enter it twice, and click submit to try again.



Once your password has been successfully reset a confirmation screen will appear. Click OK to continue.



A confirmation that the process completed successfully is displayed indicating that the password reset process is complete. Click close to be returned to either the Password Management web page, or the login page for the system you were trying to access.



You may now login using your new password.

If you have trouble completing the password reset process, contact the Technology helpdesk at <a href="helpdesk@archbalt.org">helpdesk@archbalt.org</a> or (410) 547-5305 option 1 between the hours of 8AM and 5PM.

## **Password Change**

Users that know their passwords and would like to change it may use the password change tool. The password change process can be accessed by entering

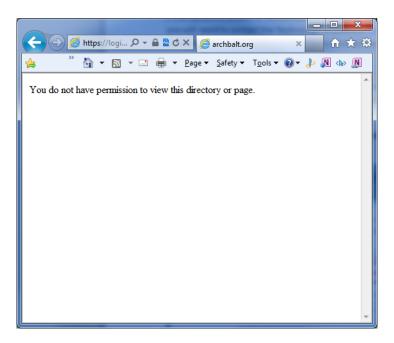
http://www.archbalt.org/technology/password.cfm in your web browsers address bar, or by clicking the link above. Once the web page loads, click on the change password link at the top of the page.



You will be presented with a window, similar to the one below, asking for your user name and password. Your user name is formatted like an email address (user.name@archbalt.org) and the password is the password that you use to access Archdiocesan systems such as myArch or Archmail.



If the system is unable to retrieve your information a message similar to the one below will appear, and you will need to contact the Technology helpdesk at <a href="helpdesk@archbalt.org">helpdesk@archbalt.org</a> or (410) 547-5305, option 1 between the hours of 8AM and 5PM for further assistance.



If you are successfully authenticated you will be presented with a screen allowing you to change your password. Enter your current password and your new password twice then click the change password button.

Note: In addition to the rules for an Archdiocesan password that are displayed on the screen, your password also may not contain your name.



If there is a problem setting your new password to what you have selected a small window similar to the one below will appear describing the problem. Select a different password, enter it twice, and click submit to try again.



Once your password has been successfully reset a confirmation screen will appear. Click OK to continue.



A confirmation that the process completed successfully is displayed indicating that the password reset process is complete. Click close to be returned to either the Password Management web page, or the login page for the system you were trying to access.



You may now login using your new password.

If you have trouble completing the password change process, contact the Technology helpdesk at <a href="mailto:helpdesk@archbalt.org">helpdesk@archbalt.org</a> or (410) 547-5305 option 1 between the hours of 8AM and 5PM.