

Admin Forgot Password

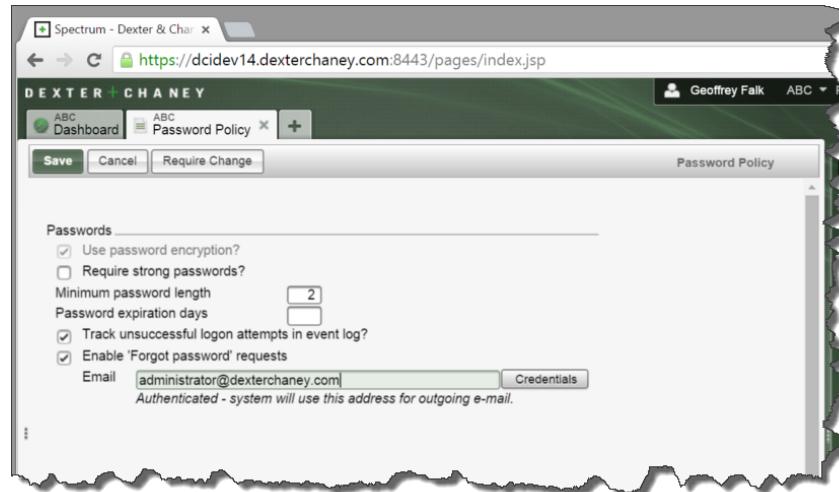
This document explains how to enable and use the ‘Forgot password?’ link on the Spectrum sign in page.

For security reasons, it is important to limit information about how this feature works. It will be detailed in the Security Manual, but should not appear elsewhere.

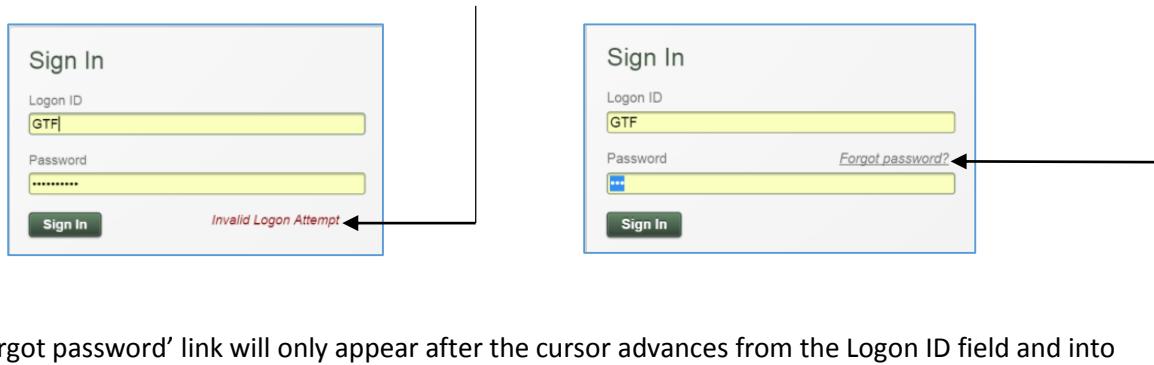
Configuration

This feature must be enabled by the System Administrator as it is not enabled by default.

Navigate to Password Policy and select the ‘Enable forgot password requests’ checkbox. Next, enter an email address that will be used as the system’s email address. This is the account that will be used to send emails to users who have forgotten their password.



Regardless of whether the ‘Forgot password’ feature is enabled, the user will continue to receive the ‘Invalid Logon Attempt’ message when they enter an incorrect Logon ID and Password.

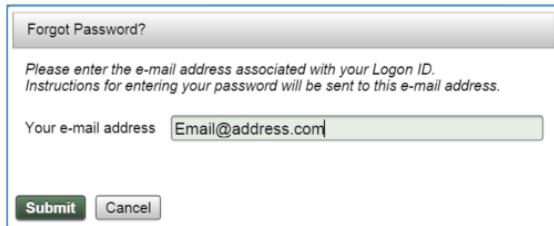


The ‘Forgot password’ link will only appear after the cursor advances from the Logon ID field and into the Password field. When the user clicks the ‘Forgot password?’ link, the system will authenticate the Logon ID and confirm that the entered email address matches the one stored for that Logon ID.

The Forgot Password Process

To use this feature, the user will have to know their ‘Logon ID’ and the email address assigned to their operator code.

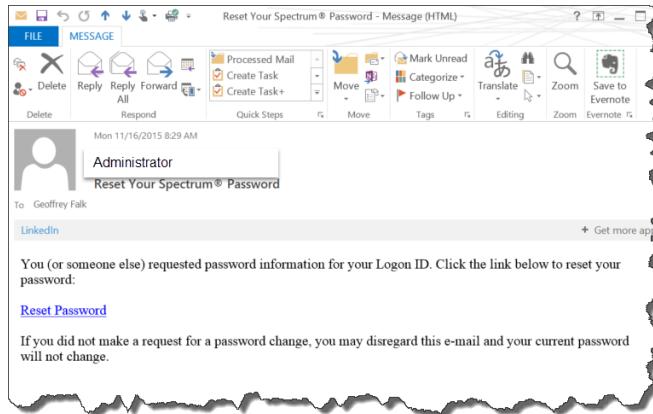
1. The user clicks the ‘Forgot password’ link, the following window appears.



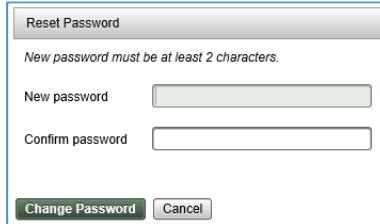
A screenshot of a 'Forgot Password?' dialog box. It contains a message: 'Please enter the e-mail address associated with your Logon ID. Instructions for entering your password will be sent to this e-mail address.' Below this is a text input field labeled 'Your e-mail address' containing 'Email@address.com'. At the bottom are two buttons: 'Submit' (green) and 'Cancel' (grey).

2. The system validates that the email address entered matches the one stored for that Logon ID.

When the Operator status for the Logon ID is ‘Active’, the system sends an automated email with a link where the user can assign a new password to their account. This temporary URL will be embedded in the email message and will appear as a hyperlink saying **Reset Password**.



3. When the user clicks the **Reset Password** link, the following will appear:



A screenshot of a 'Reset Password' dialog box. It has a note: 'New password must be at least 2 characters.' Below are two input fields: 'New password' and 'Confirm password'. At the bottom are two buttons: 'Change Password' (green) and 'Cancel' (grey).

Note: The minimum number of characters is defined on the Password Policy page.

4. The user enters their new password twice and clicks the **Change Password** button.
5. The user can now log in with their new password.

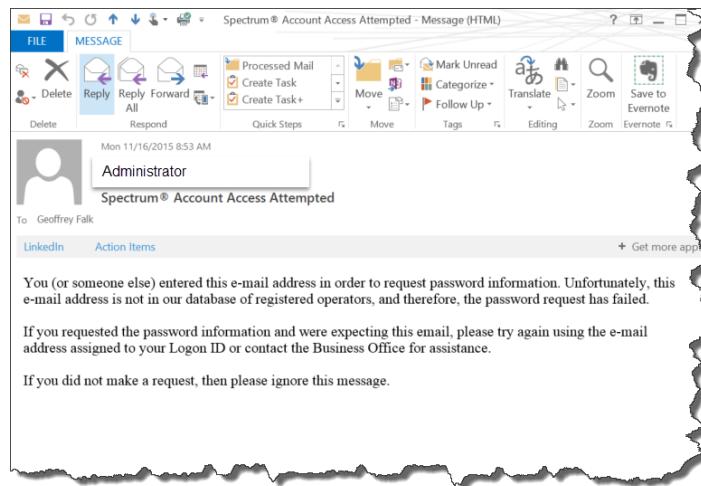
Validation Use Case

1. Determine whether the Logon ID exists. If not valid, treat as an unsuccessful password request.
2. Determine whether the Logon ID is 'Active'. If not valid, treat as an unsuccessful password request.
3. Determine whether the Logon ID has an email address assigned to it. If not valid, treat as an unsuccessful password request.
4. Determine whether the Logon ID's assigned email address matches the address entered in the 'Forgot Password' dialog box. If not valid, treat as an unsuccessful password request.
5. Next, a record will be added to the Password Request table. The user will have 60 minutes to complete the process before the URL will become invalid. Also, the URL will become invalid once the user has reset their password.

In the event that the user submits another password request during this period, the system will cancel the existing request and create a new one. The stopwatch will reset and a new temporary URL will be assigned.

Unsuccessful Password Requests

In the event that the password request is not successful, the system will record it in the Operator Event Log. It then sends the following email message to the entered email address:



Operator Event Log

The Operator Event Log records the 'Forgot Password' activity and will record the following events:

- Forgot Password – Invalid login ID / email address
- Forgot Password – Sent link to reset password
- Forgot Password – Operator saved new password

