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Lab Guide

Orchestration 202:

Password Reset

Anders Henriksson & Vani Banaji

ServiceNow Instance Login / Password:

admin / Knowledge15

itil / Knowledge15

MID Server Windows Remote Desktop Connection:

Administrator / Knowledge15

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Lab Goal

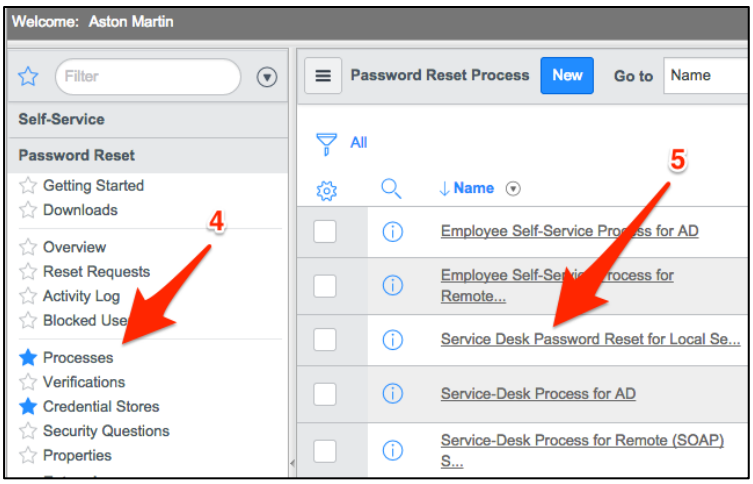
A starting point for a lot of companies in Password Reset is the ability for the Service Desk technicians to be able to cycle through the reset calls quickly. Self-service is usually the end goal, but an automated Service Desk Reset process is a useful stepping-stone to get there. This lab explains how to reset a password using a Service Desk.

Lab 1
Service Desk ServiceNow Password Reset

Mimic Resetting a Password from a Service Desk Point of View

1. Log in to the URL instance using the information on the cover page.
2. Log in using the **admin** credentials provided.
3. In the Left Navigation Pane, type **Password Reset** in the **Type filter text** box or click **Password Reset** to expand the application.
4. Click the **Processes** module to display this application in the main pane of the browser.

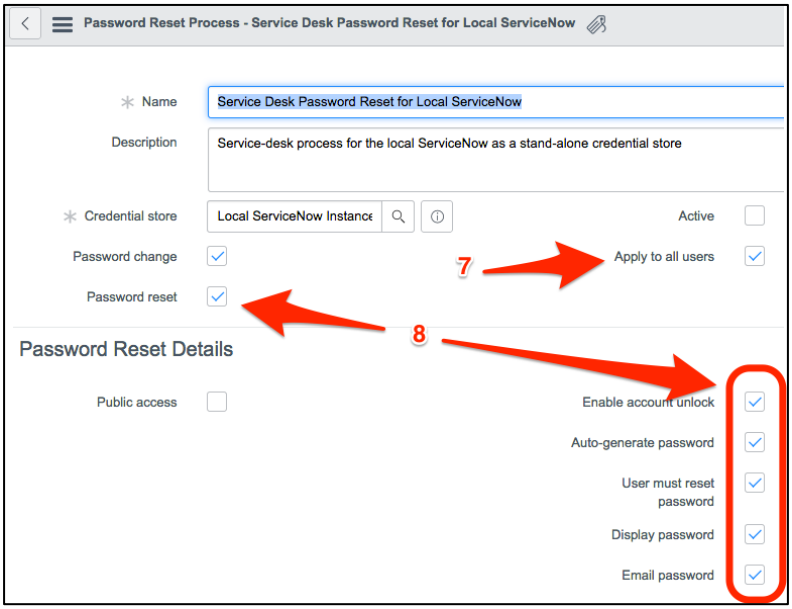
   NOTE: In subsequent labs, these steps are abbreviated to **Application Name > Module Name**.
5. Click the **Service Desk - Password Reset for Local ServiceNow** process to open the record.



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6. Leave the Credential store as the default **Local ServiceNow Instance.** (We will cover this later.)

7. Confirm **Apply to all users** box is checked.

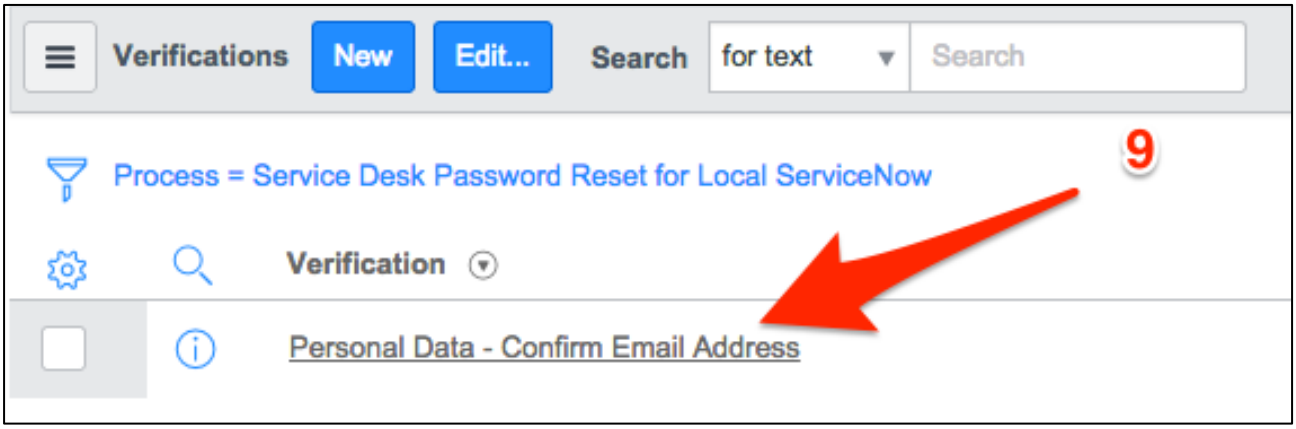


8. Ensure the following fields are checked:

- **Enable Account Unlock**
- **Auto-generate password**
  - Auto-generate password is useful for Service Desk users so they can read the new password to the user over the phone.
- **User must reset password**
  - User must reset password ensures that the user will reset the password to something unique only they know on their next login.
- **Email Password**
  - Email password sends the new password to the primary email configured for the User being reset in the System.
- **Display Password**
  - Display password is also recommended for Service Desk resets once again so they can read the new password to the User on the phone.

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9. Scroll to the **Verifications** related list and confirm it displays the Verification type **Personal Data – Confirm Email Address** as shown below.



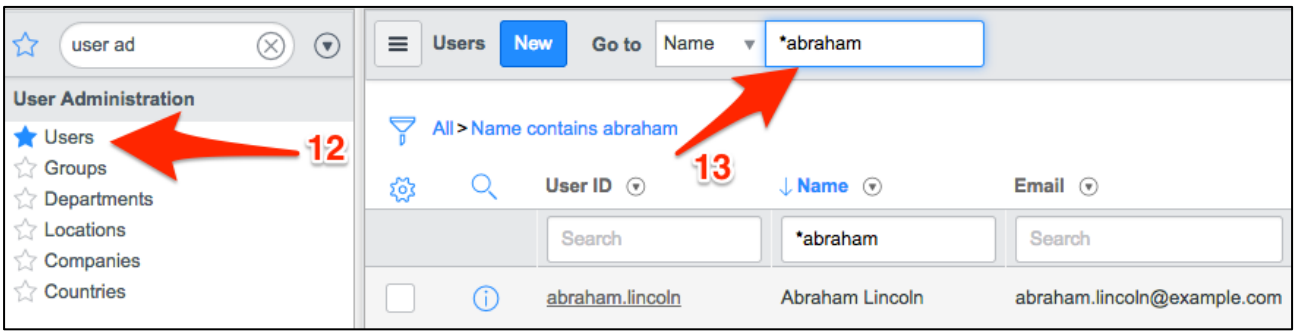
10. Check the **Active box** to enable the process. Click **Update**.



11. Time to test it! First verify the caller's email address to confirm.

12. Navigate to **User Administration > Users**.

13. In the table filter, type ***abraham** to filter to Abraham Lincoln, the test user for this case.



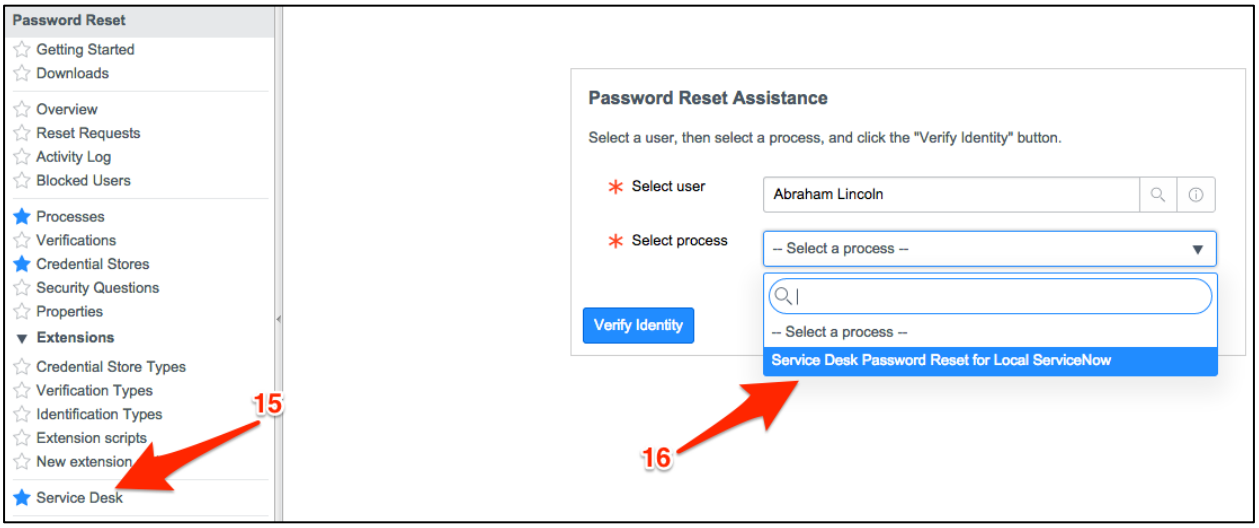
14. Either from the list view or Abraham's User record, copy or make note of the sample email address ***abraham.lincoln@example.com*** for verification use during the reset process.

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15. Navigate to **Password Reset > Service Desk**.

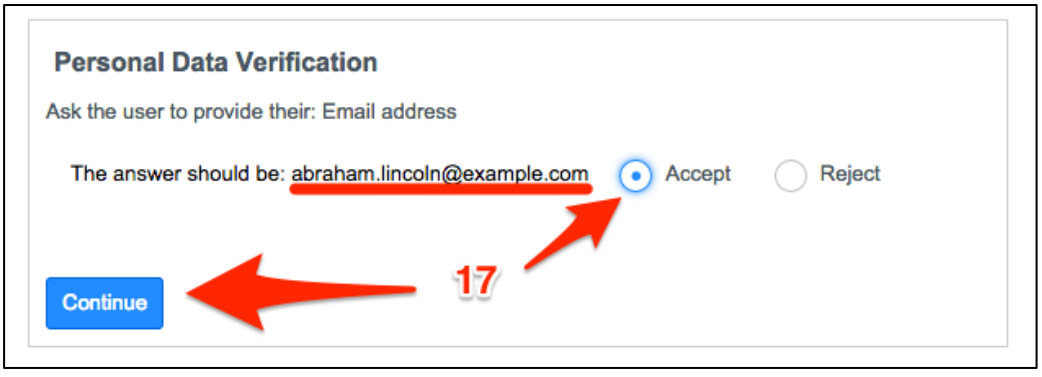
16. Select user: **Abraham Lincoln**
    Select process: **Service Desk Password Reset for Local ServiceNow**
    Click **Verify Identity**

    Note: This is the process followed earlier in this section.



17. Confirm that the email displayed is the same as the email configured in the Abraham Lincoln profile. **Accept** the email and **Continue.**

    Note: This is the Verification method defined in the **Personal Data – Confirm Email Address** process. Adjust these to verify any field data that is defined in the User profile (user id, phone number, a custom field unique to your company, employee id, etc.).



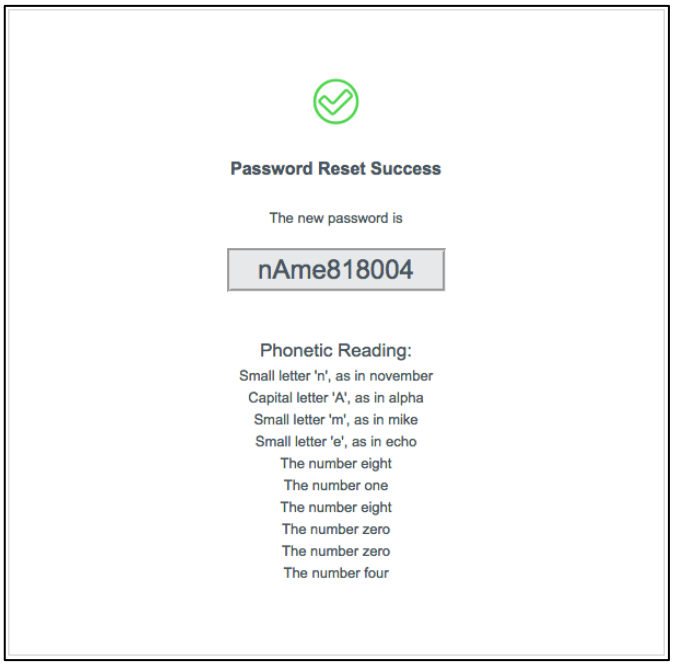
18. The last step displays a verification to ensure that the email and user's identity is correct.

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19. Click **Reset Password**.



20. Because we chose to auto-generate and display the password as part of the initial process setup, the password appears in the browser after a few seconds.



- In the real world, this would allow the Service Desk technician the ability to read the password back to the Abraham on the phone.
- Also note that the user is emailed this new password and must change it at the first login, per the settings in the initial process setup.

21. Log out or use another browser to test the new password with Abraham Lincoln's (abraham.lincoln) user id login.

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Lab Goal

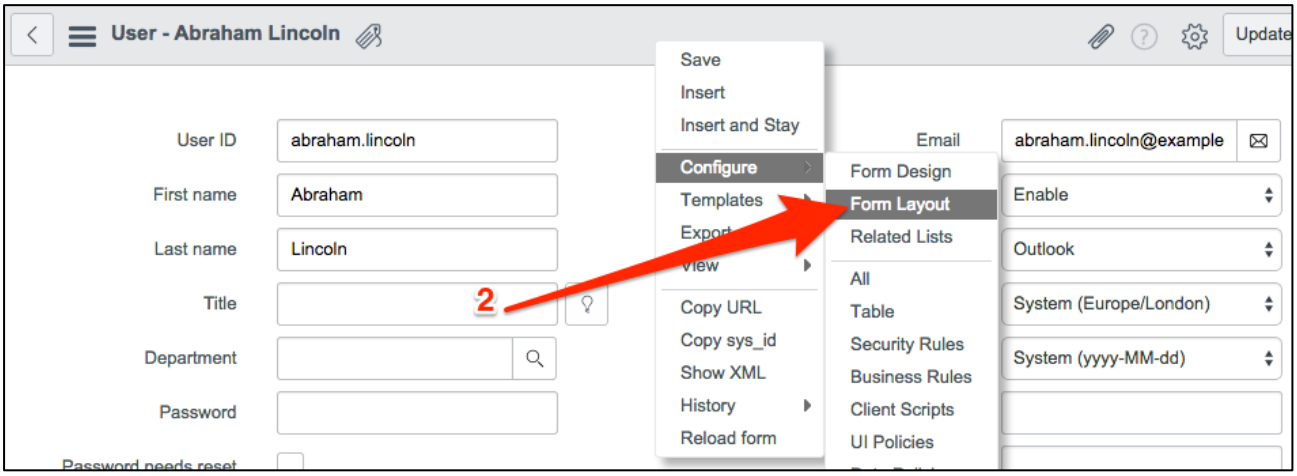
This lab explains how to have users reset their ServiceNow passwords using a public URL. The lab also explains how to create a new verification type, expose an employee number field in the User profile, and use this field to verify the identity of the individual resetting the password.

Lab 2
Self-Service ServiceNow Password Reset

Reset a ServiceNow Password in Self-Service Fashion

1. Navigate to **User Administration** > **Users** and click the **Abraham Lincoln** user record.

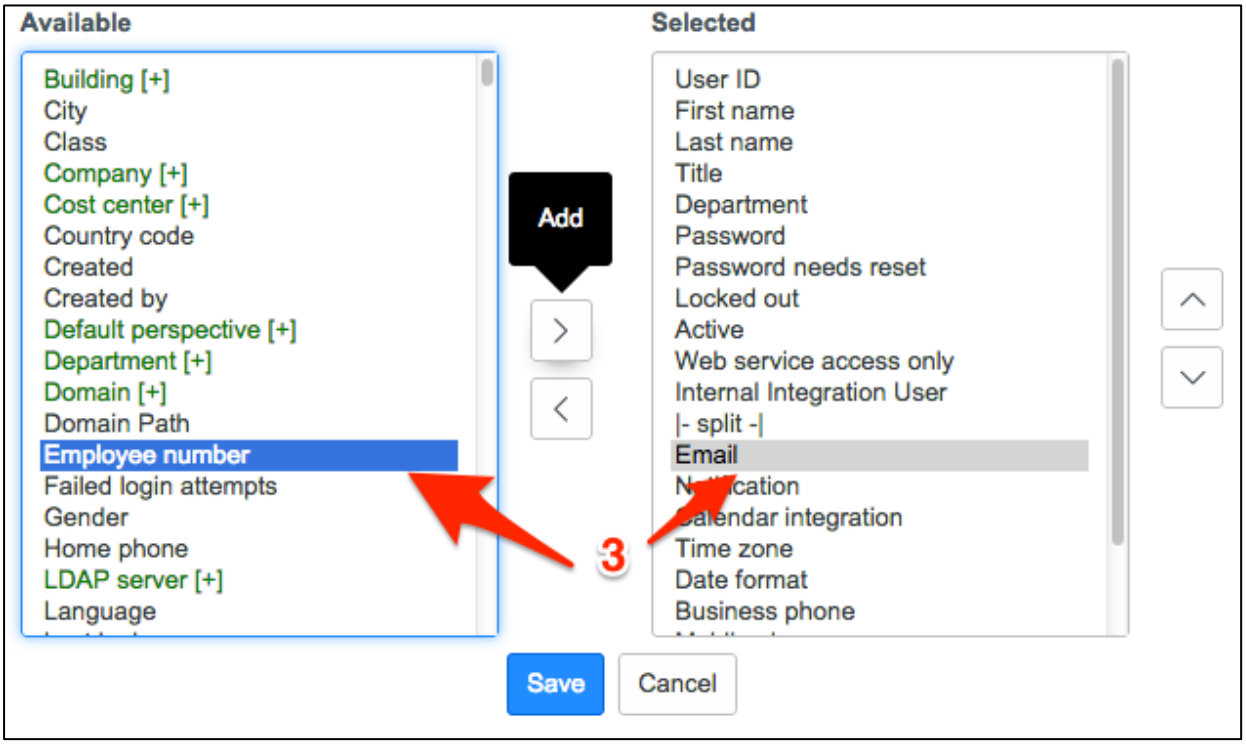
2. In the record, right-click the top menu bar and select **Configure > Form Layout**.



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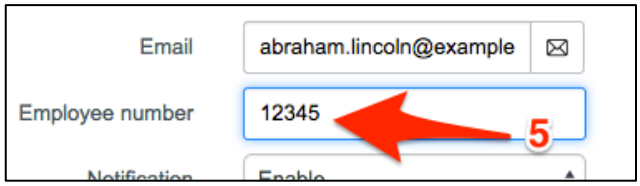
3. Add **Employee Number** from the **Available** column to the **Selected** column below **Email**.

   Note: This adds the field to the User Profile form.



4. Click **Save** to return to the Abraham Lincoln user record.

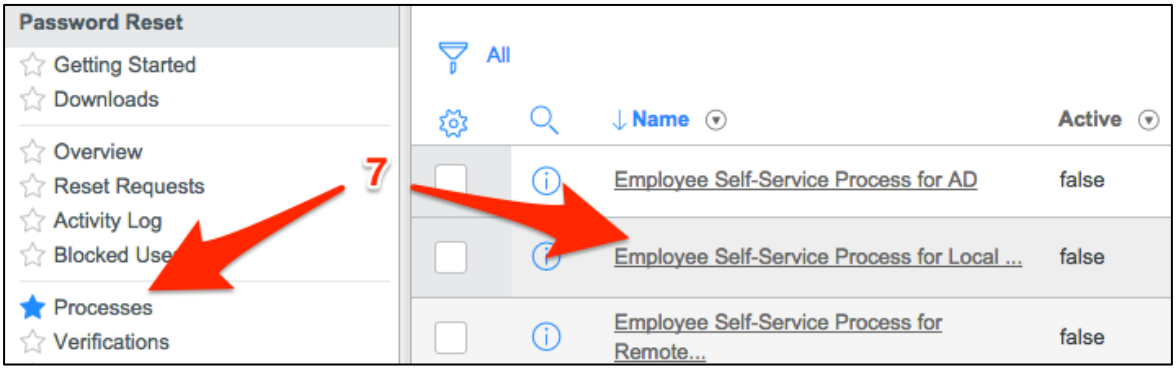
5. Enter **12345** into the **Employee Number** field.



6. **Update** the Abraham Lincoln user record and note the Employee number **12345**, to be used later.

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7. Navigate **to Password Reset > Processes** and click **Employee Self-Service Process for Local ServiceNow**.

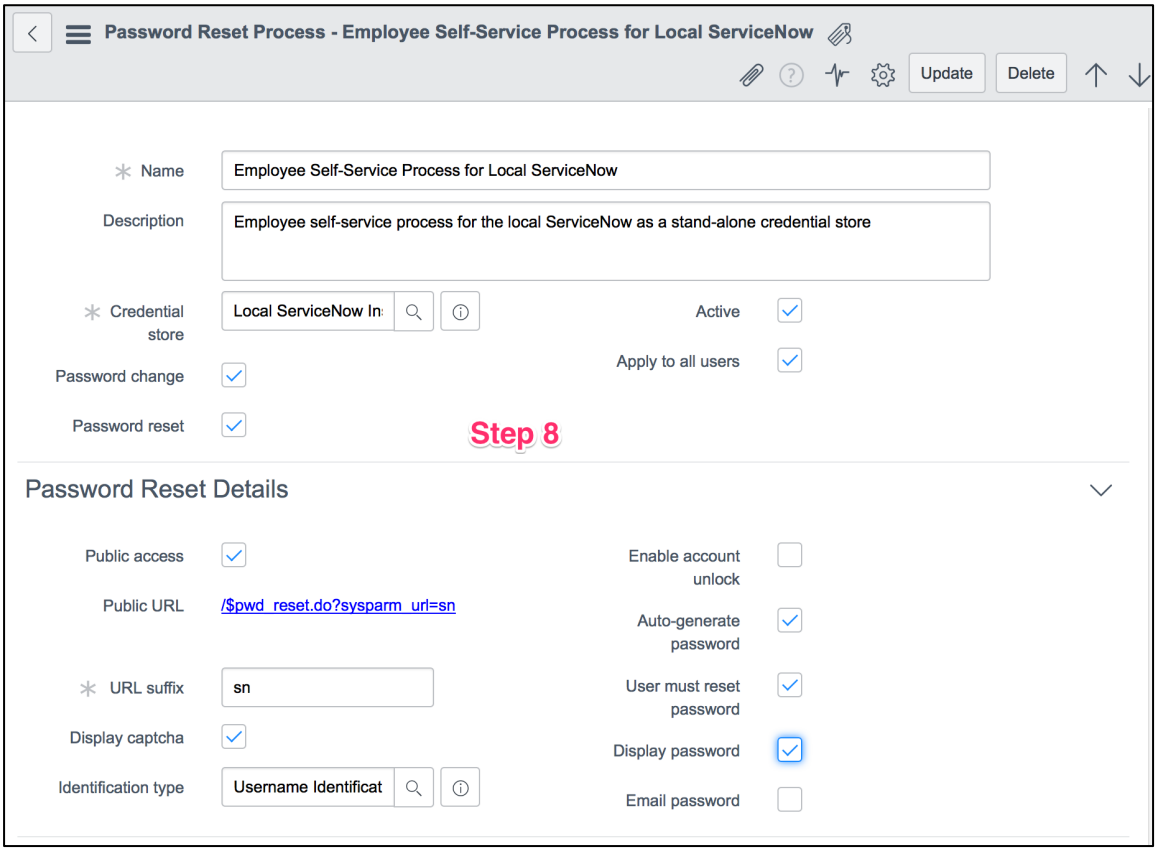


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8. Match the check boxes to the screenshot in the example.

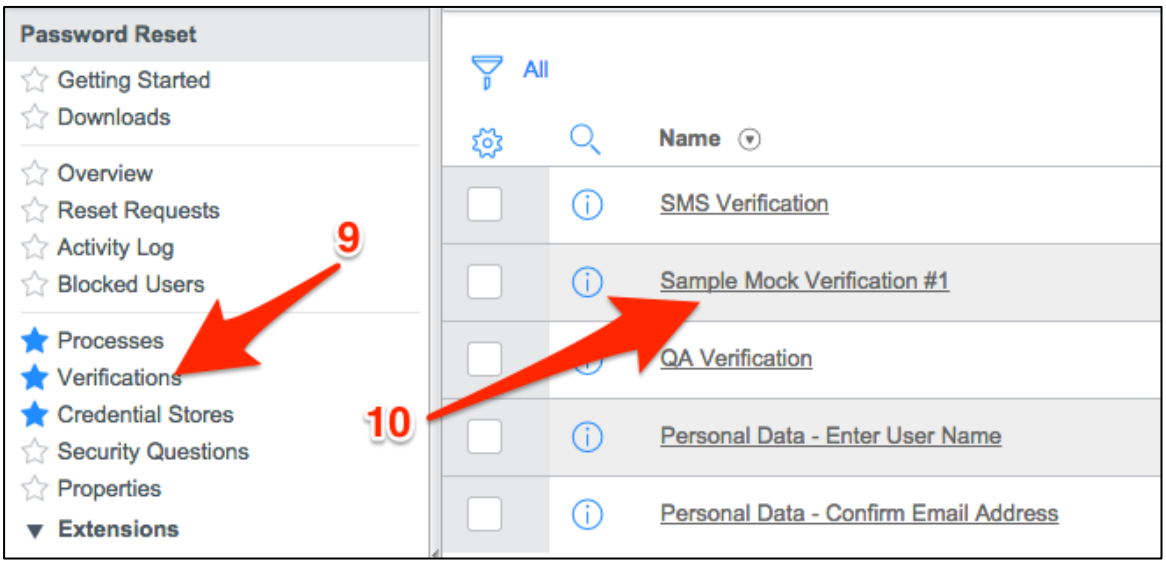
   - Active: **Enable**
   - Apply to all users: **Enable**
   - Display password: **Enable**
   - Identification type: **Username Identification**
   - Email password: **Disable**

   Click **Update**



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9. For the **Verifications** related list, create a new verification based on the Employee number entered earlier. To do this, navigate to **Password Reset > Verifications**.



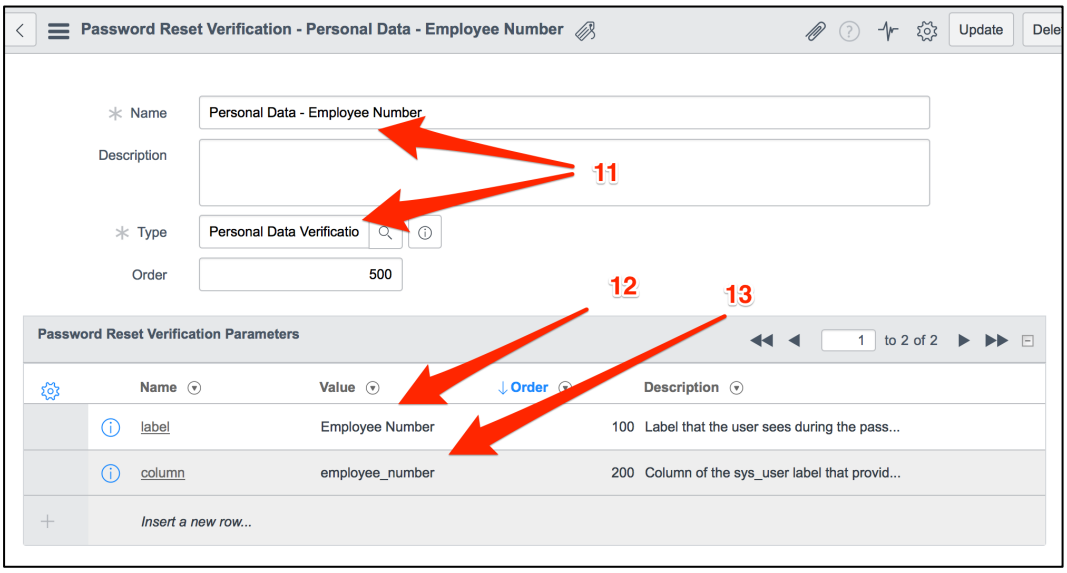
10. A few Sample Verification types are provided out of the cloud. This lab uses one that verifies based on personal data. Click **Sample Mock Verification #1**.

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11. Change the name to **Personal Data - Employee Number** and type to **Personal Data Verification Type**.

12. Under **Password Reset Verification Parameters**, add a new parameter:

    - Name: **label**
    - Value: **Employee Number**
    - Order: **100**
    - Description: **Label that the user sees during the password reset verification**



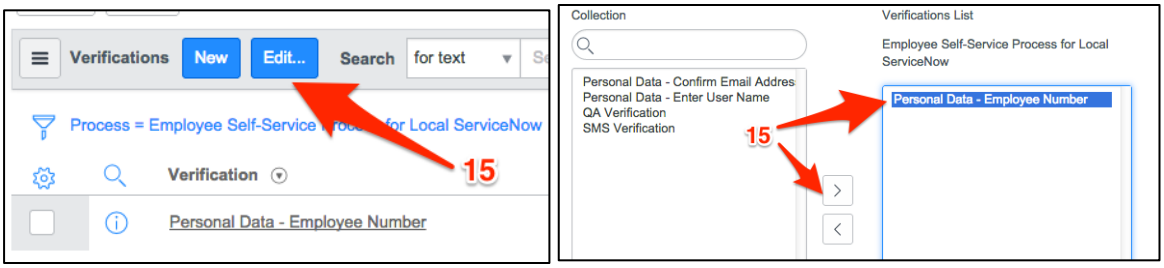
13. Add another parameter to determine which data is checked against the user input.

    - Name: **column**
    - Value: **employee_number**
    - Order: **200**
    - Description: **Column of the sys_user label that provides the answer**

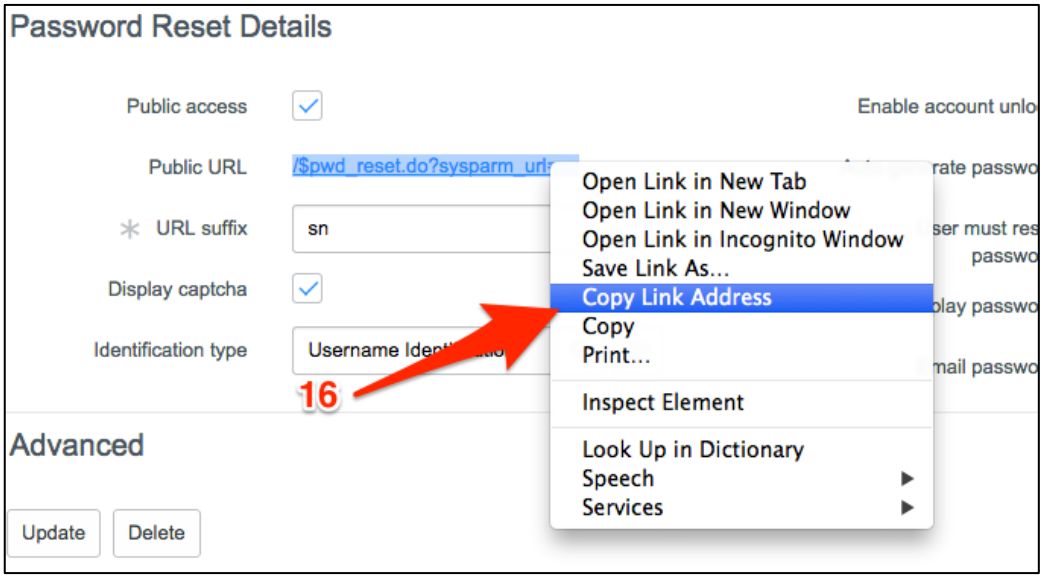
14. Click **Update** and return to the **Employee Self-Service Process for Local ServiceNow** record under **Processes**.

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15. Edit the **Verification** related list in the **Employee Self-Service Process for Local ServiceNow** process and add the new **Verification** type. Also, remove **QA Verification** and **SMS Verification** from the selected list. Click **Save**.



16. Right click **Public URL** in the Process record and select **Copy Link Address**.



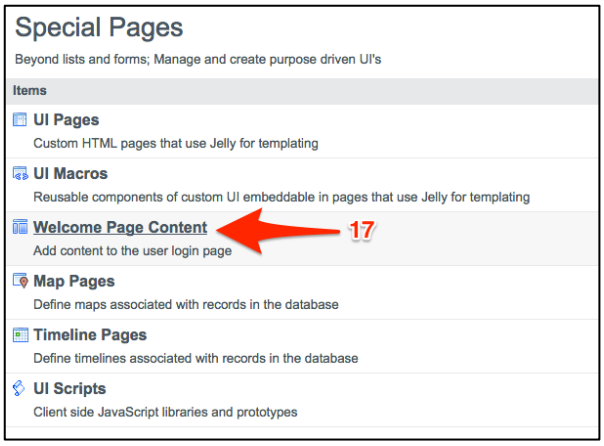
Note: If your browser does not have that option, open the link in a new tab or new window and manually copy the URL from the address bar.

Note: You can now embed this reset process on any page within your organization.

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Access to a unique reset process can be enabled by embedding the reset self service URL in the Welcome Page by following the steps below.

17. Go to **Self Service -> Homepage** and Navigate to **User Interface > Special Pages > Welcome Page Content.**

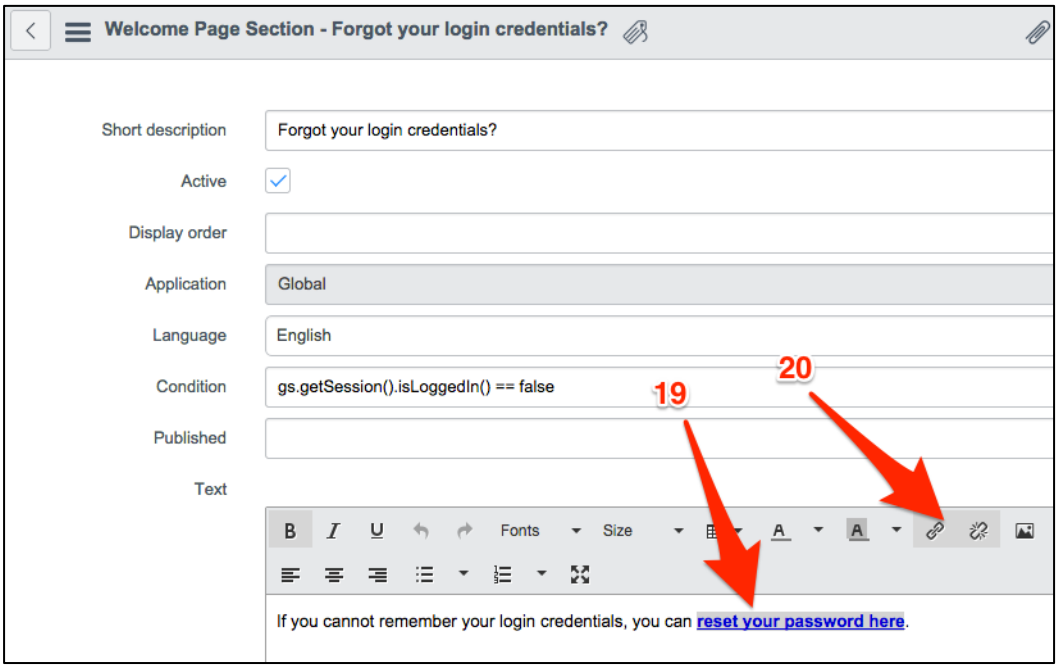


18. **Activate** the **Forgot your login credentials?** item and click the record.



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19. In the text field, highlight **reset your password here** using the WYSIWYG editor.



20. Keep the text highlighted and click the hyperlink button.

21. URL: Paste the Public URL copied from Employee Self-Service Process for Local ServiceNow
    Target: **New Window (_blank) for the Target**

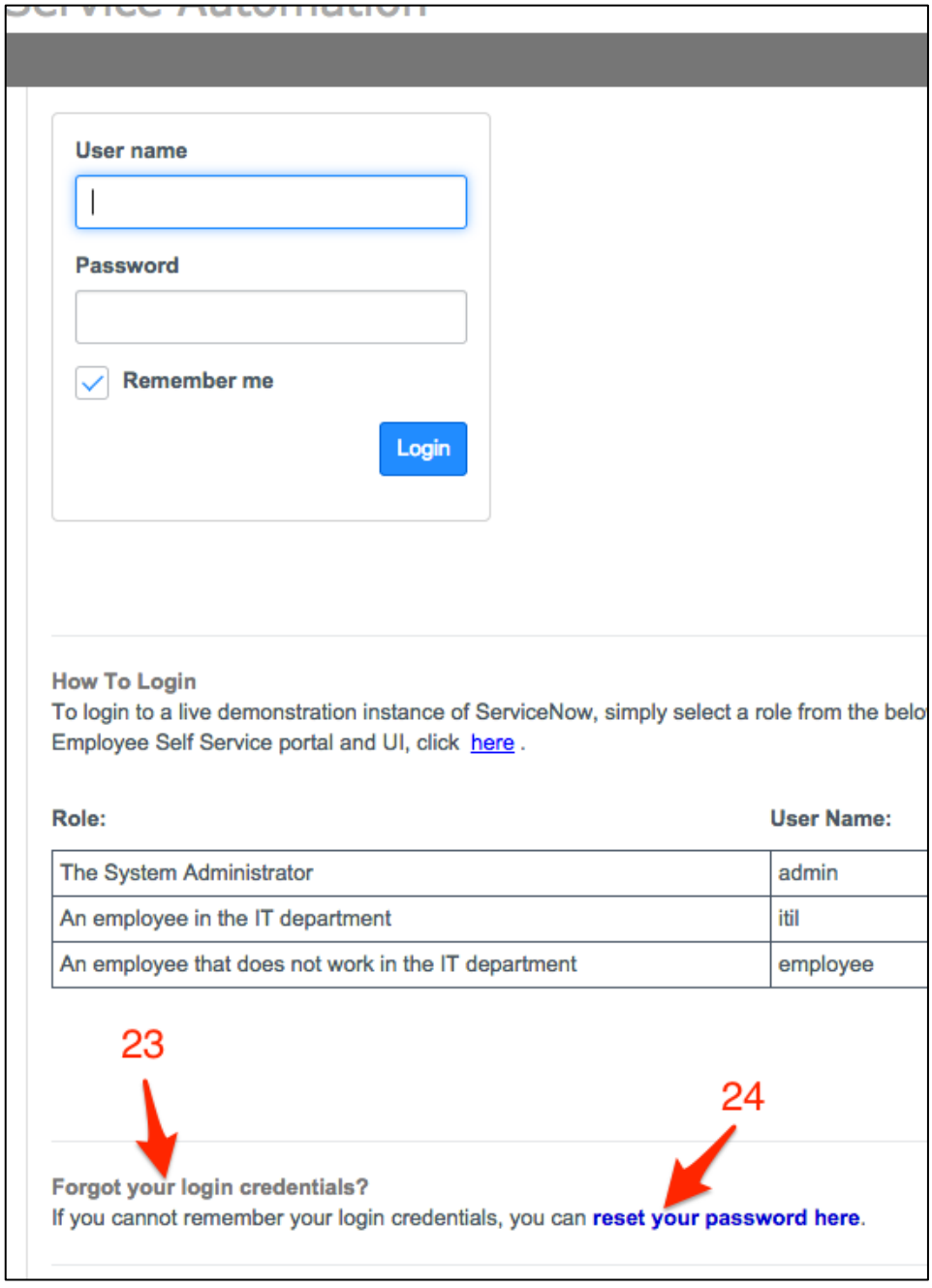
    Click **OK**.



22. Click **Update** in the **Forgot your login credentials** section and **Log out** of ServiceNow for testing.

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23. A section displays containing **Forgot you login credentials?** on the public ServiceNow login page.

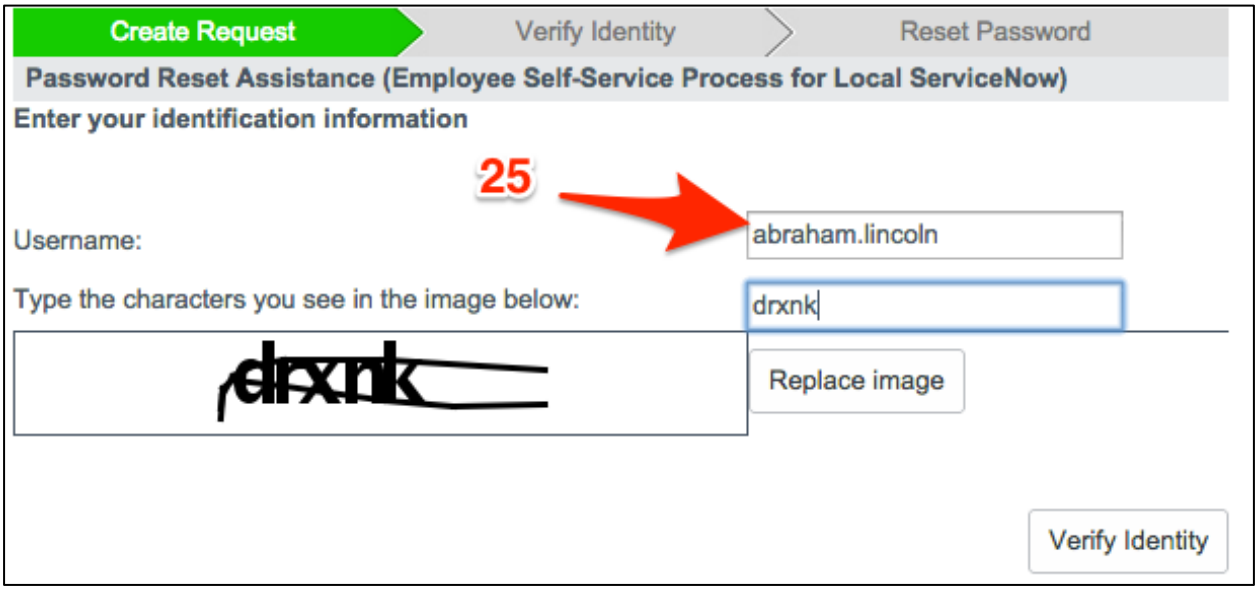


24. Click **reset your password here** to test the Self-Service Reset process.

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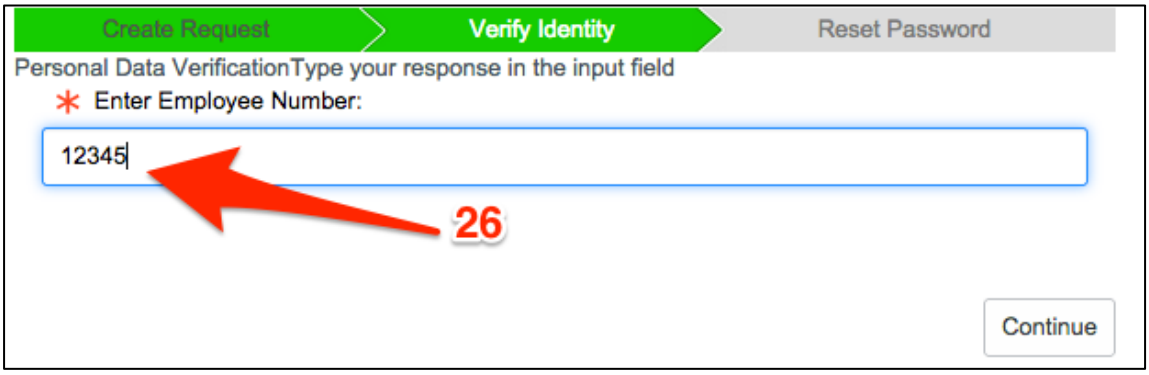
25. Enter the following information:
    Username: **abraham.lincoln**
    Captcha security code: **match what is shown**

    Click **Verify Identity**.



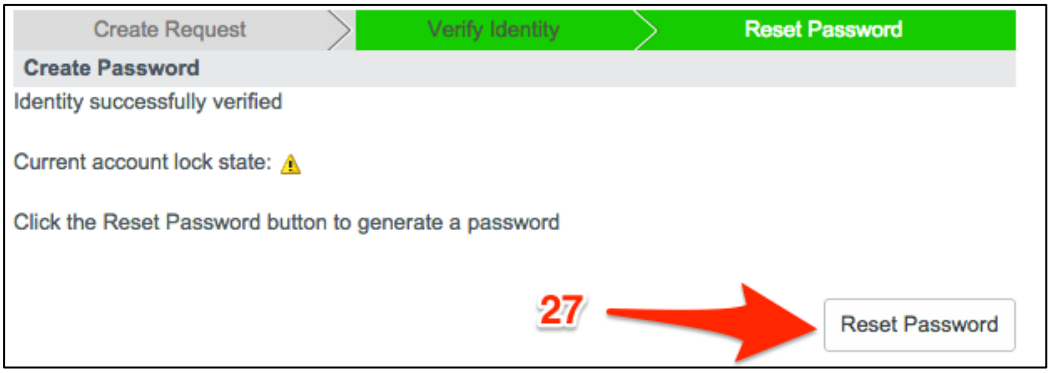
26. Notice that the new Verification process asks the user to verify their identity using their unique Employee Number.

    Enter **12345** from the earlier value and click **Continue**.

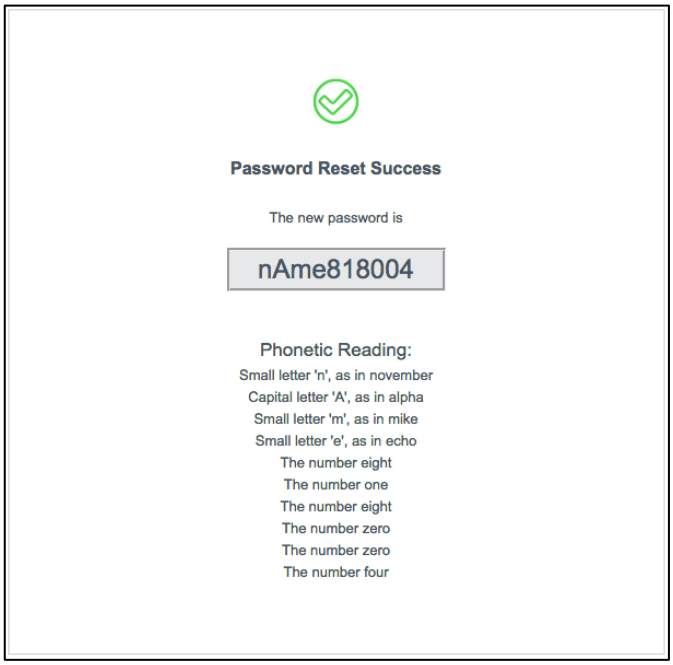


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27. A screen displays confirming successful verification of the user identity. After successful verification, click **Reset Password**.



28. The options selected in the process definition allow the password to display on the screen for use in the next login session. The screen appears similar to the example.



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Lab Goal

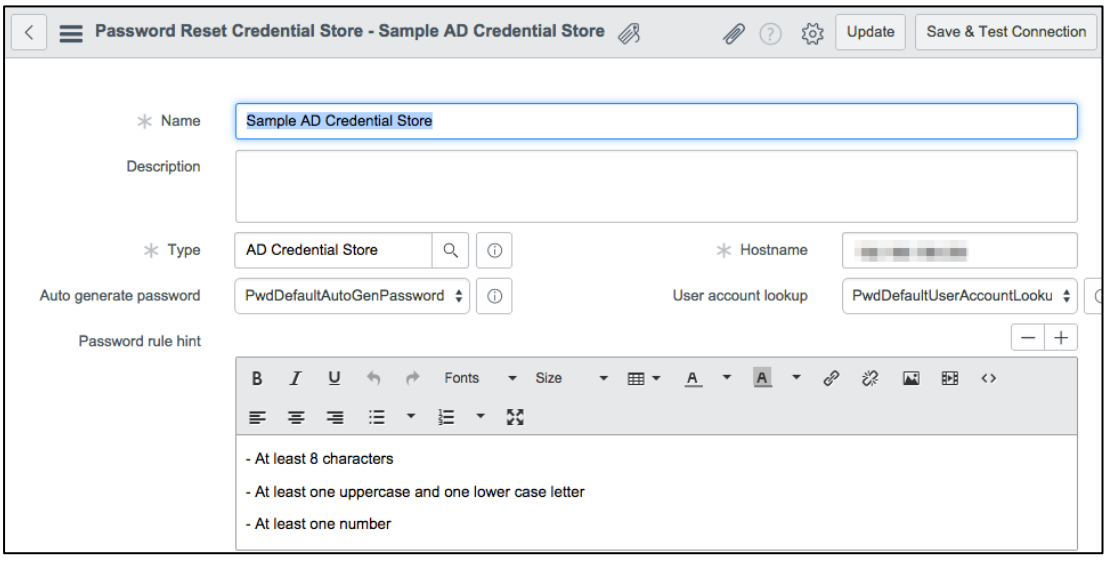
ACME has their ServiceNow instance integrated with Active Directory. They want to use ServiceNow to let their employees reset their passwords. This lab explains how to define a password reset process that requires the end user to answer a few security questions and enter a verification code sent via SMS text message.

Lab 3
Self-Service AD Password Reset

Create an Active Directory Credential Store

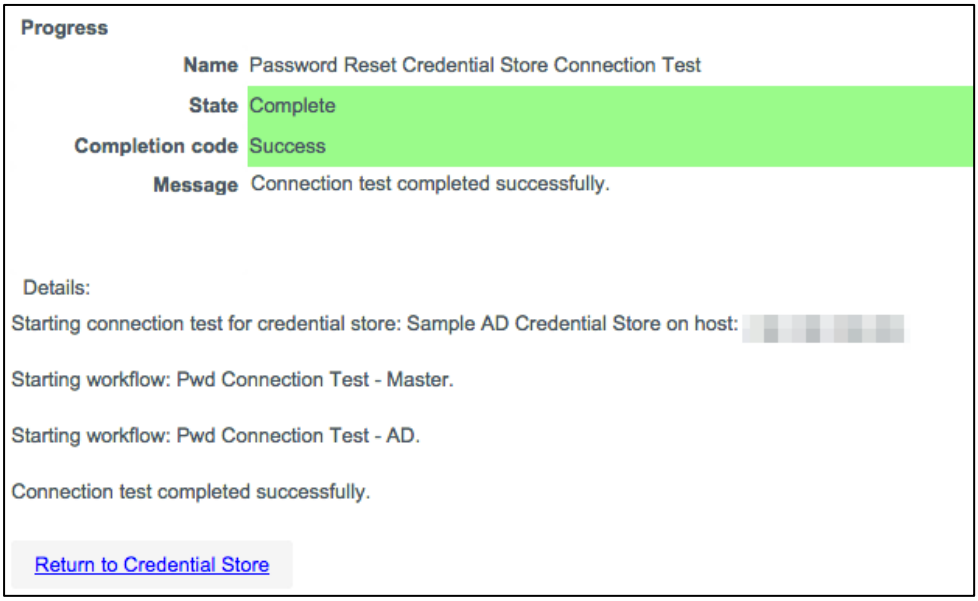
First create a credential store that connects to an Active Directory server. This requires the full ServiceNow Password Reset Application.

1. Navigate to **Password Reset > Credential Stores**.
2. Open the record for **Sample AD Credential Store**.
3. Enter the internal IP address (54.84.101.197) of the AD server for **Hostname**. Click **Save & Test Connection**.



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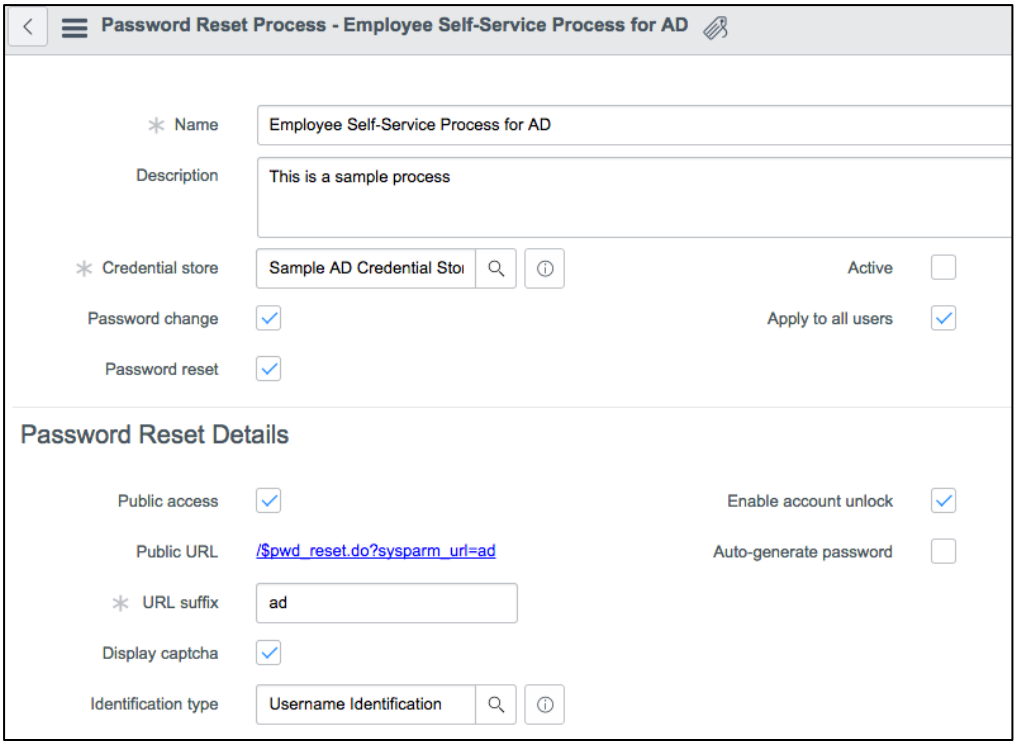
4. The screen should like the example. Please note that this action can take a few minutes to complete.



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Create a Password Reset Process for the Credential Store

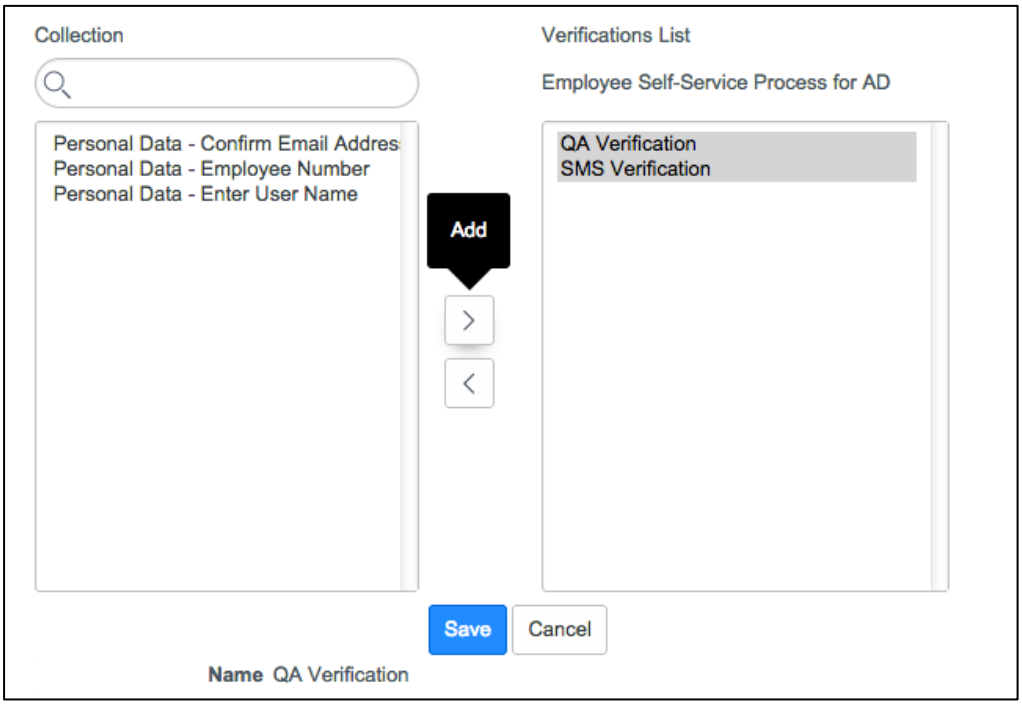
1. Navigate to **Password Reset > Processes**.
2. Open the record for **Employee Self-Service Process for AD**.
3. Fill in fields shown in the example and **Save**.



4. For the same process record, click **Edit** under **Verifications.**

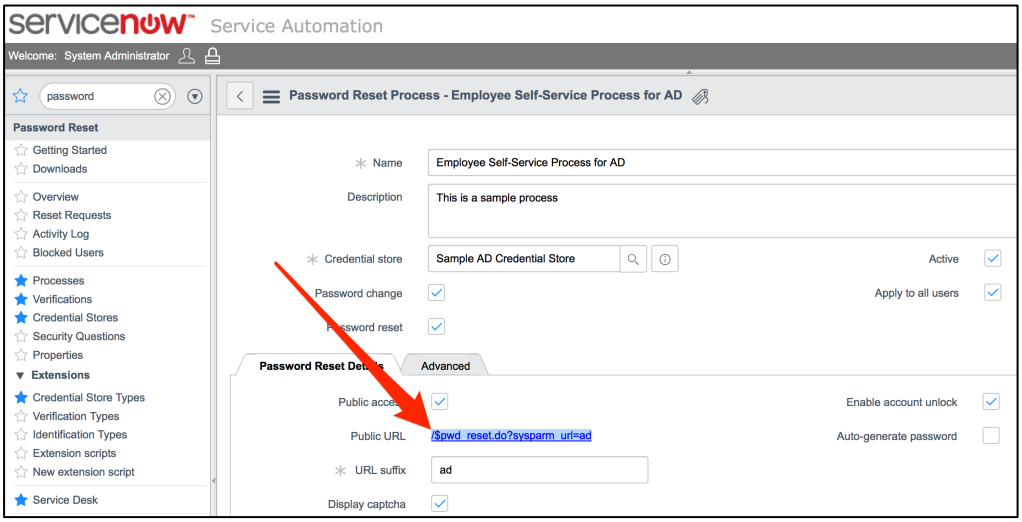
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5. Ensure **QA Verification** and **SMS Verification** are selected. Click **Save.**



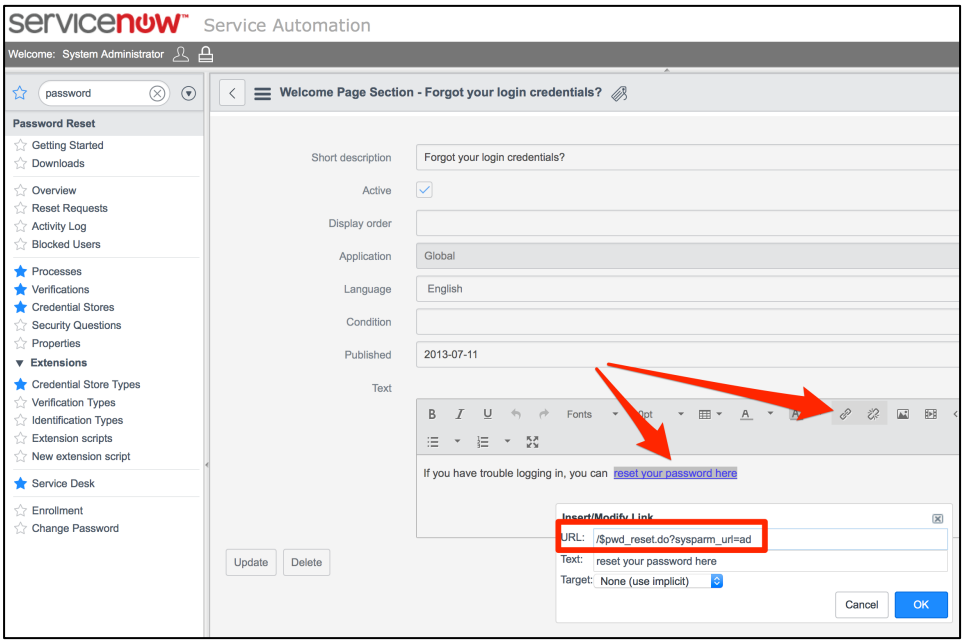
6. Copy the **Public URL** value from the process record.

7. Make sure the process record is marked **Active** and click **Update**.



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8. Add this URL to the **Welcome Page Section – Forgot your Login Credentials?**



9. Click **Update** to save the new settings.

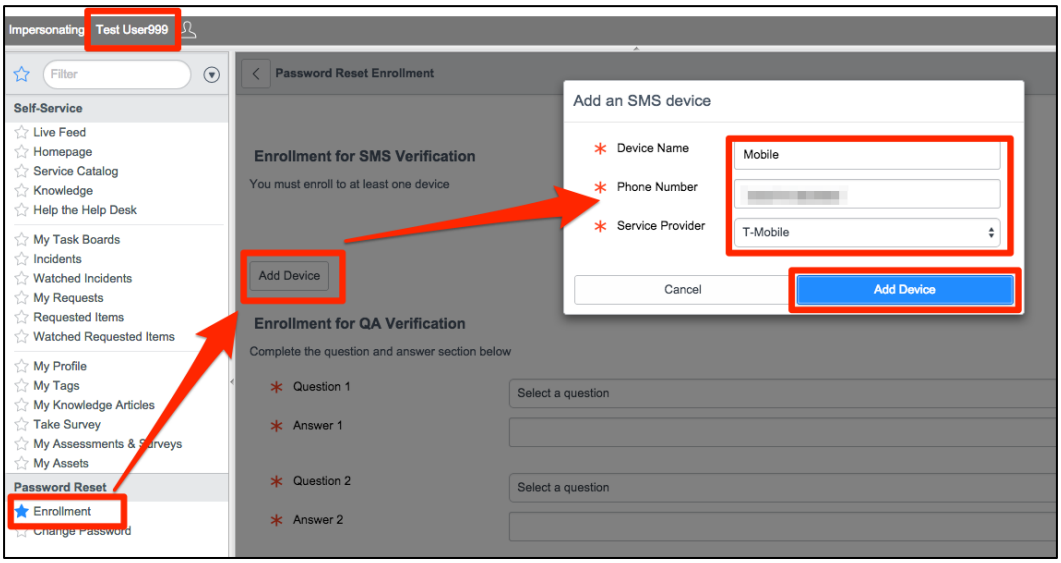
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Enroll Test User for the AD Process

1. Log out and login as **test.user<instance-number>**. Use **Password1234**
   Example: test.user22 (Use the instance-number without the preceding 0's)

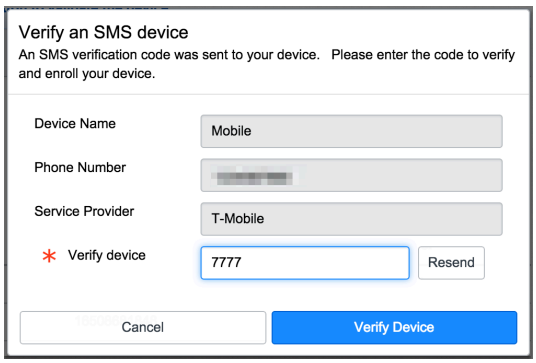
2. Navigate to **Password Reset > Enrollment**.

3. Add a device and click **Verify**.



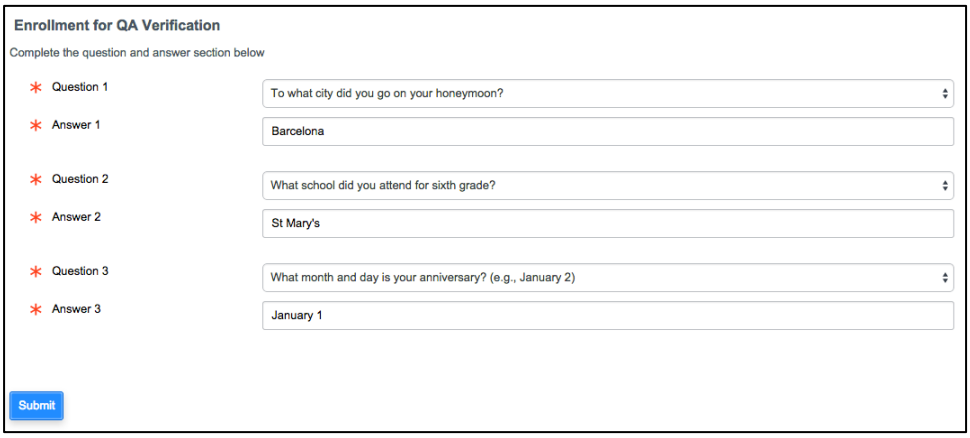


4. A text message should appear with the code **7777**. Enter the code and click **Verify Device**.

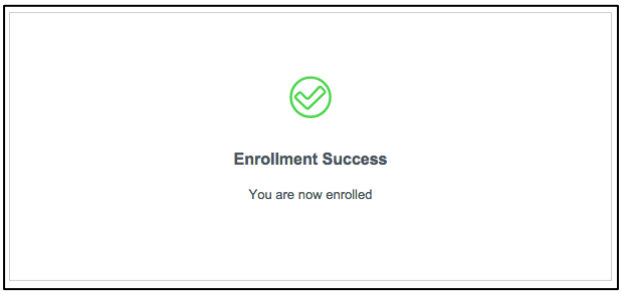


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5. Select 3 questions and provide answers. When completed, click **Submit**.



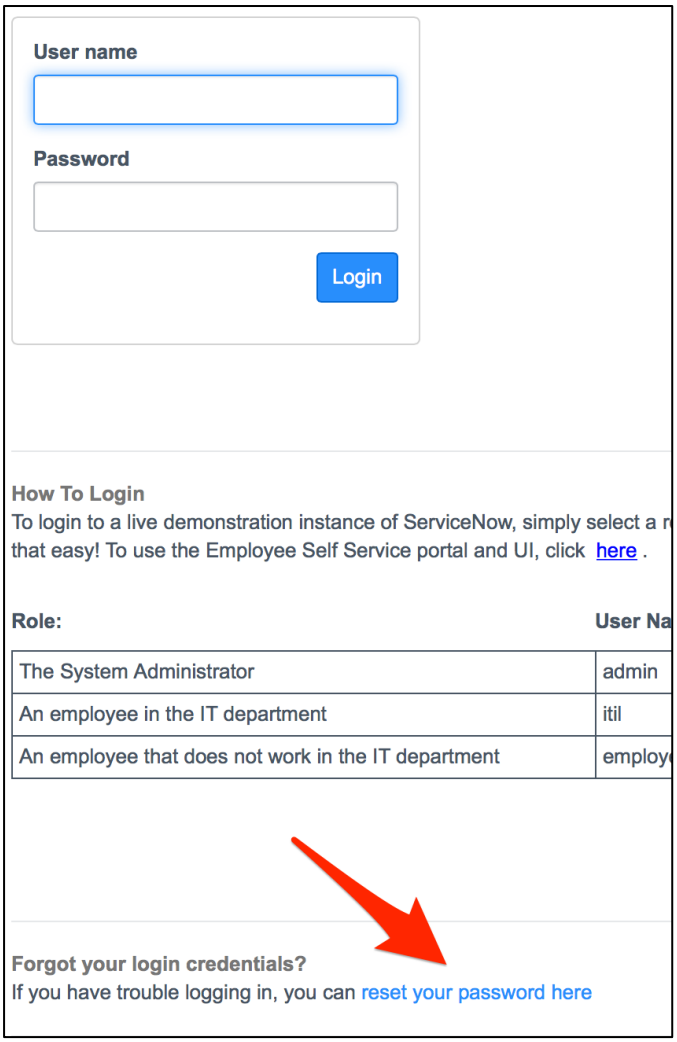
6. A successful enrollment dialog appears.



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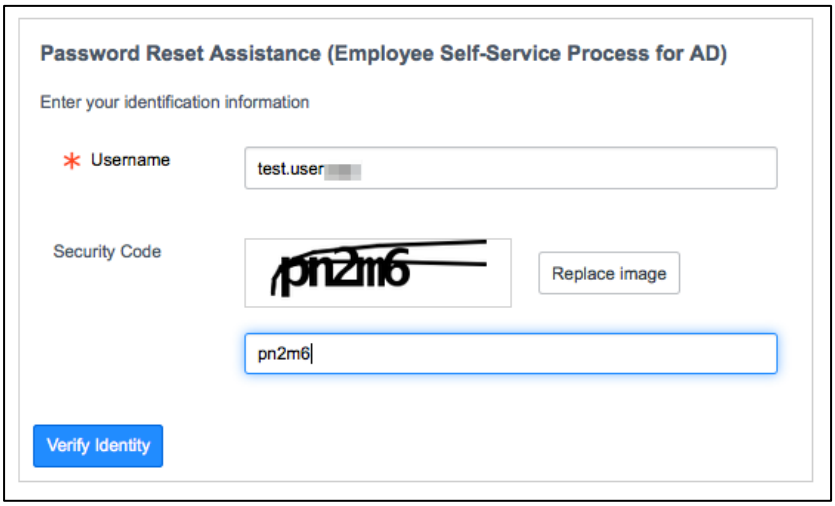
Reset User Password Using AD Process

1. **Log out** of your instance and make sure you are back on the logon page.
2. Click on the **reset your password here** link.

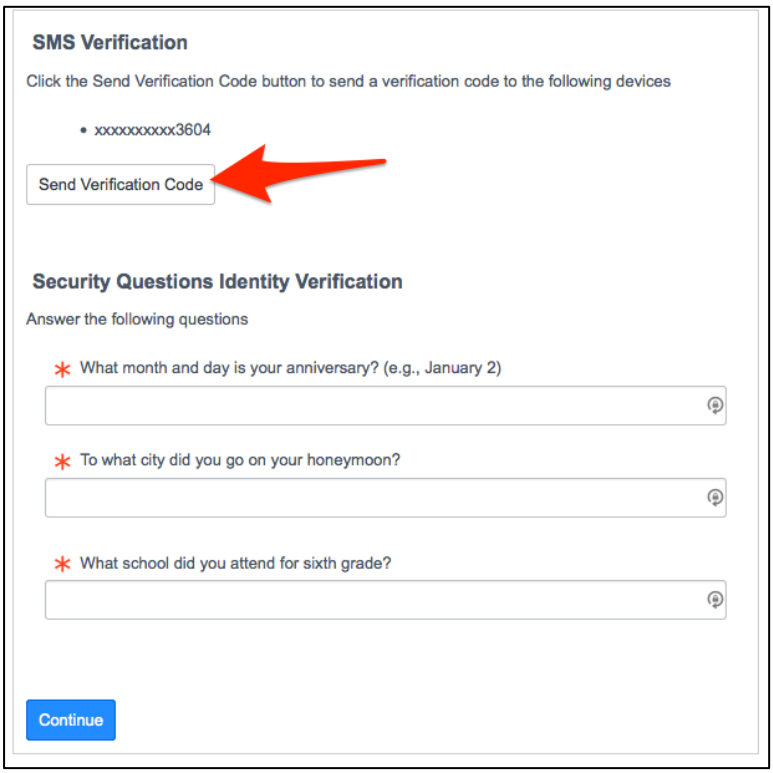


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3. Enter the test username: **test.user<instance-number>** and **Captcha** security code.



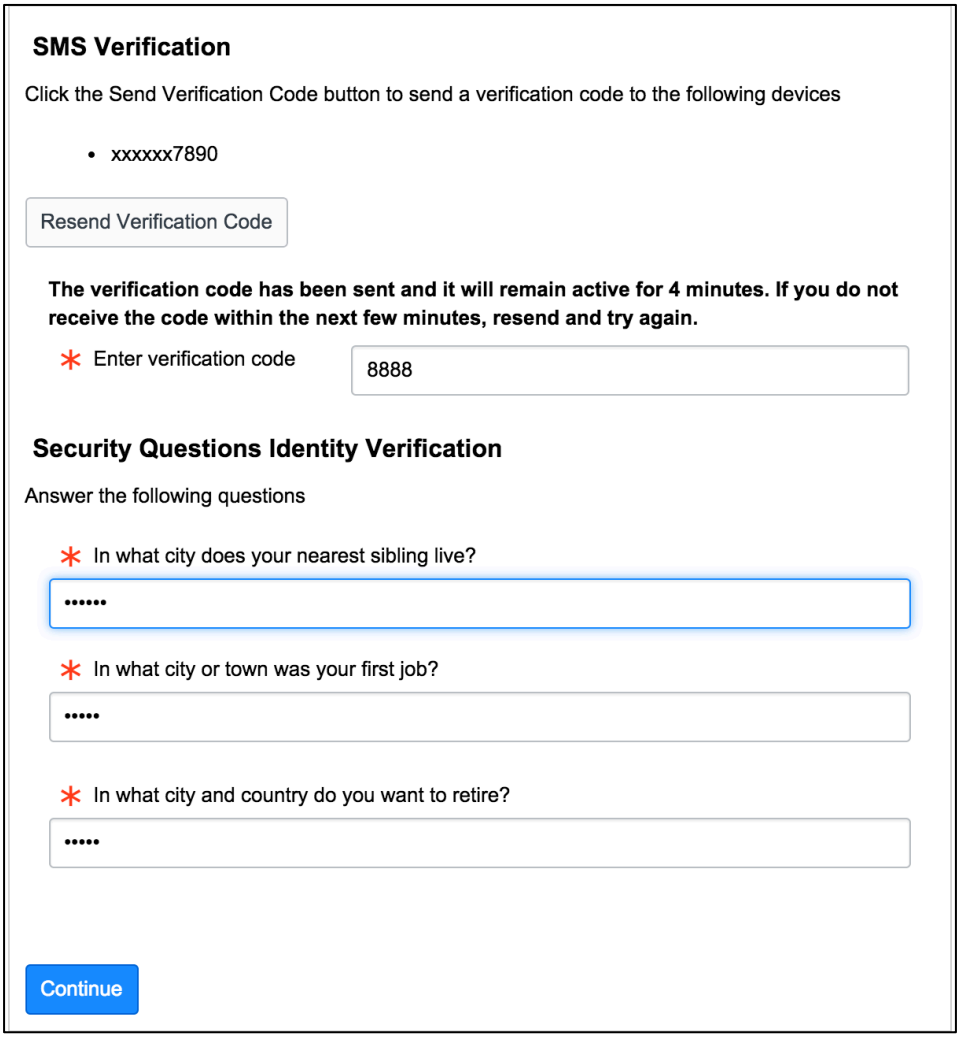
4. On the next page, click **Send Verification Code**.



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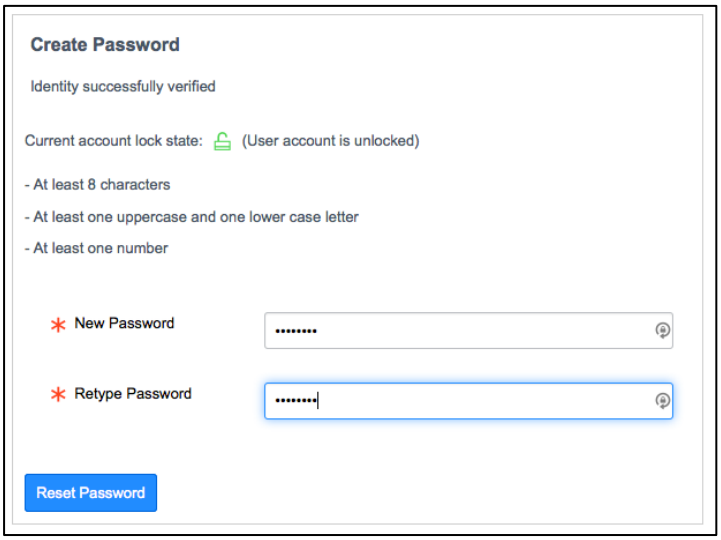
5. Enter verification code **8888** from the SMS text message.

6. Enter answers to all security questions and click **Continue**.

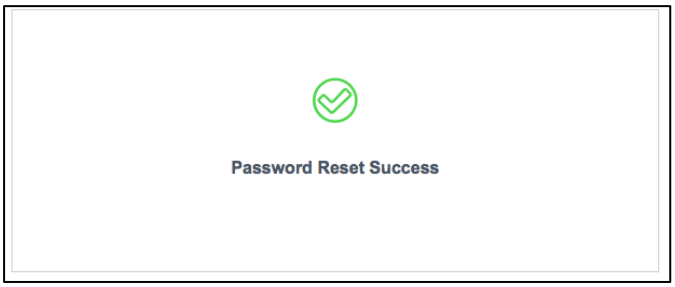


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7. Enter **New Password** and **Retype password**. Click **Reset password** when finished.



8. Wait until the **Password Reset Success** screen appears.



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Lab Goal

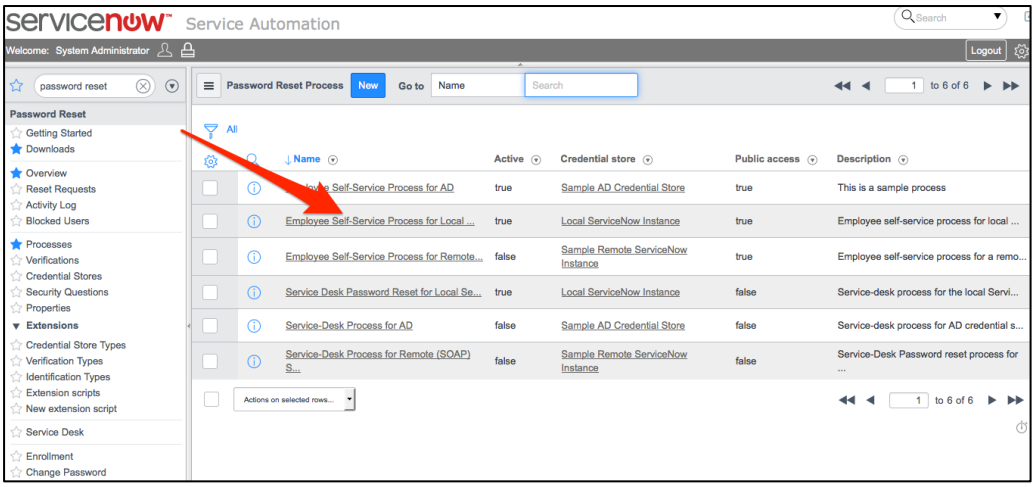
This lab explains how users can change their password for various environments in a central place.

Lab 4
Change Password

Enable the Change Password

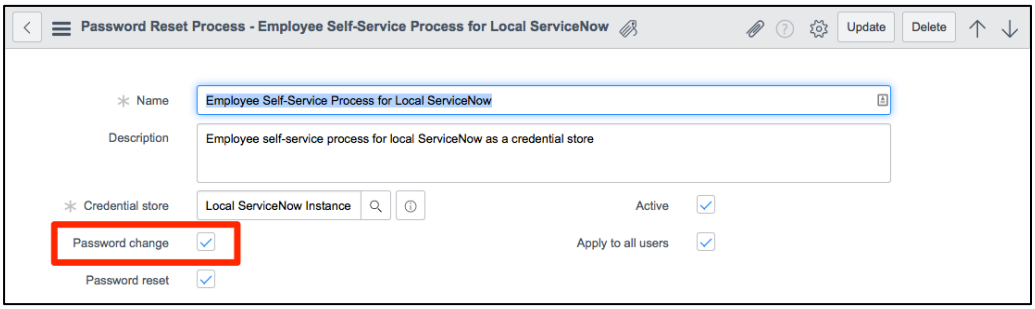
For each process, users can change their passwords when required.

1. As the **administrator**, open the process **Employee Self-Service Process for Local ServiceNow**.

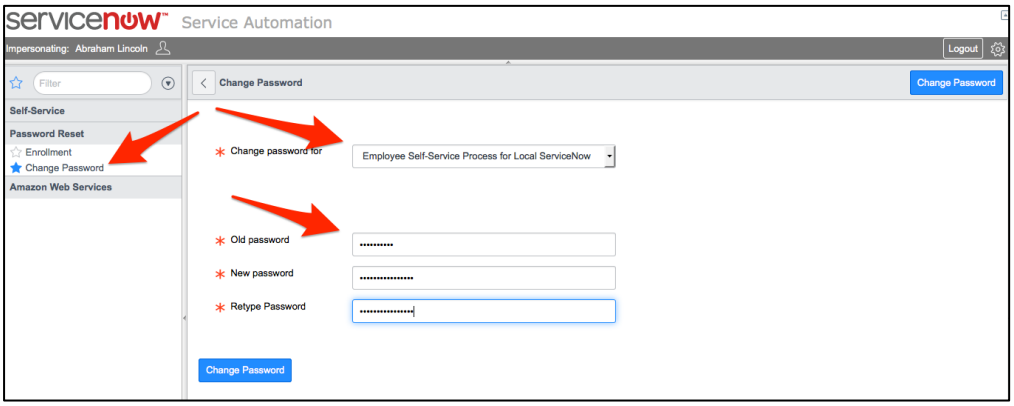


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2. Make sure **Change Password** is enabled, and click **Update** to save the changes.



3. **Impersonate** (or logout/login as) user **george.washington** and click **Password reset** -> **Change Password**. Enter **Password1234** for **Old password**.



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Lab Goal

ACME has their ServiceNow instance integrated with Active Directory. Users who are locked out from their computer should have the ability to reset their password after they answer a few security questions and enter a verification code sent via SMS text message.

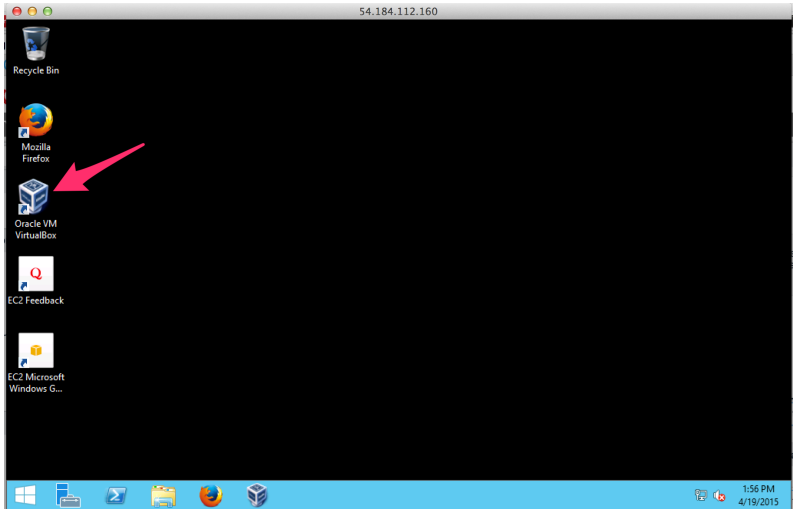
This lab explains how set up the system to allow a user to reset the password after being locked out from the computer.

Lab 5
CTRL-Alt-Del Password Reset

Set up the CTRL-Alt-Del

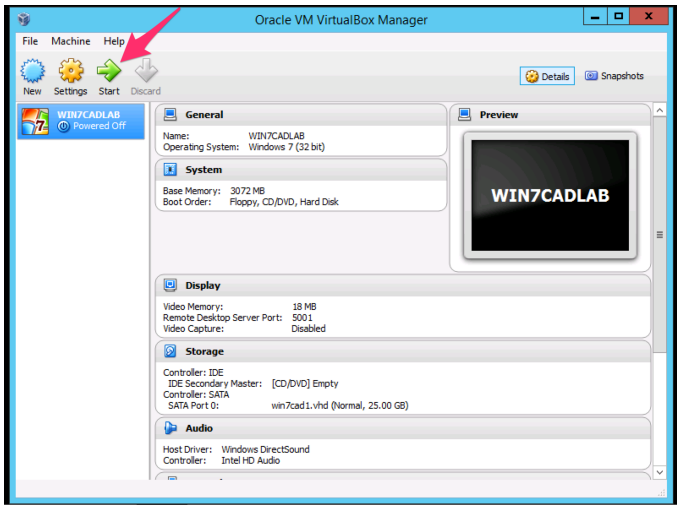
First install a small application on the desktop that allows the user to connect to ServiceNow **Password Reset** functionality from the logon page.

1. Log on to the Windows Desktop as **Administrator** using Remote Desktop Connection.
2. Open **Oracle VM VirtualBox** application from the desktop by double clicking on it.

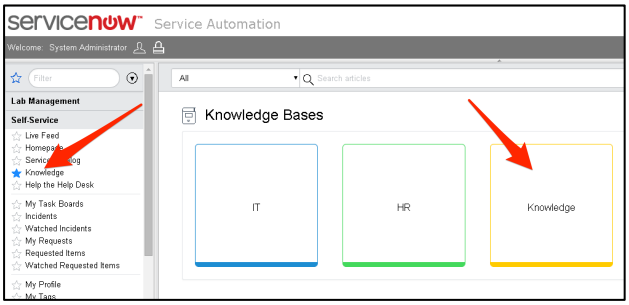


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3. Click on Start icon to power up Windows 7 virtual machine. Enter **Password1234** for Administrator's password.

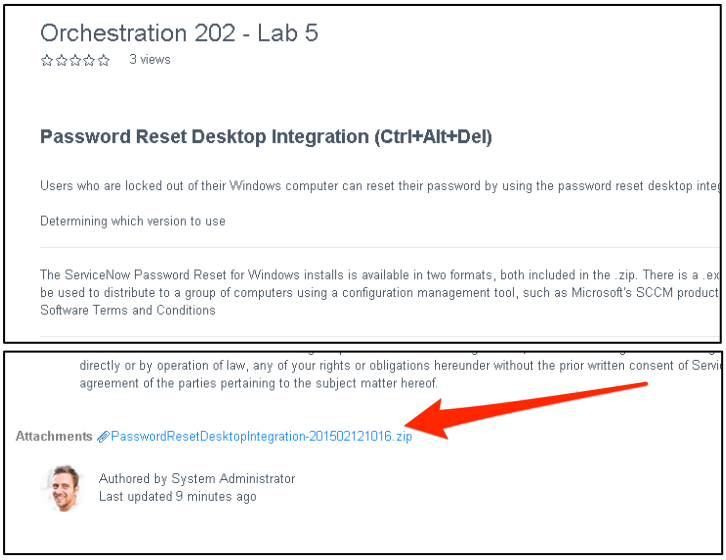


4. From the Windows Desktop - open a browser connect to your ServiceNow instance. Logon as admin and navigate to **Self Service > Knowledge > Orchestration 202 – Lab 5**.

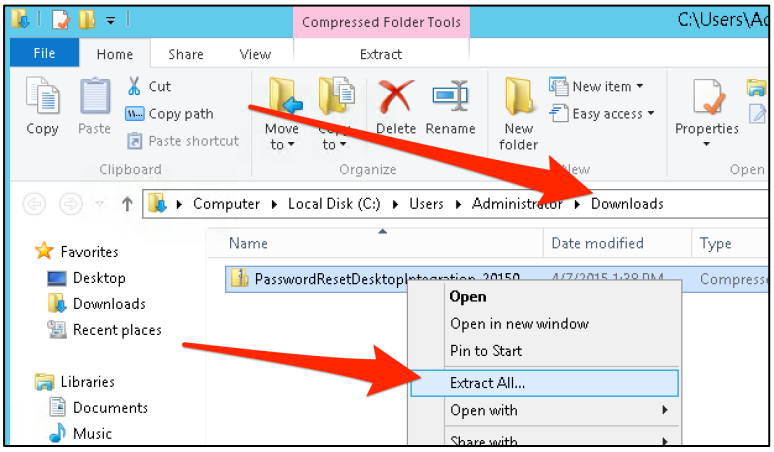


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5. Scroll to the bottom of the article and click the **PasswordResetDesktopIntegration-201502121016.zip** link to download the zip file.

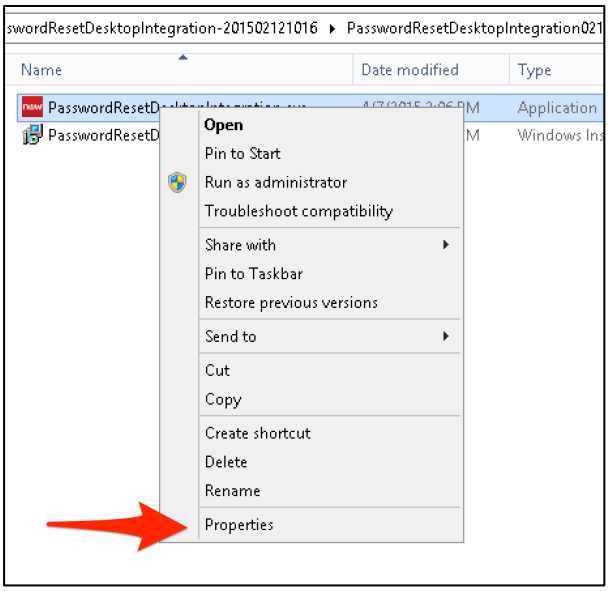


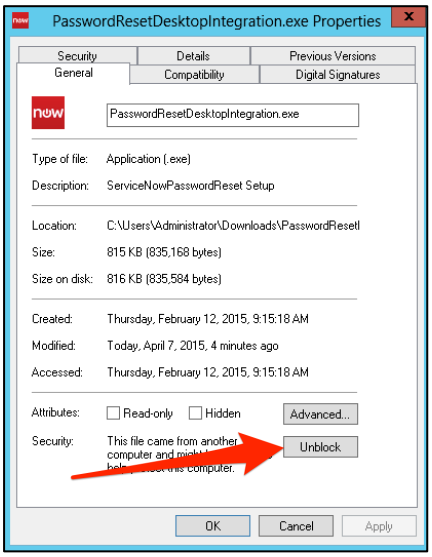
6. Save the file to the **Downloads** folder. After the file downloads, open an Explorer window and navigate to the **Downloads** folder. Extract the file in the same folder.



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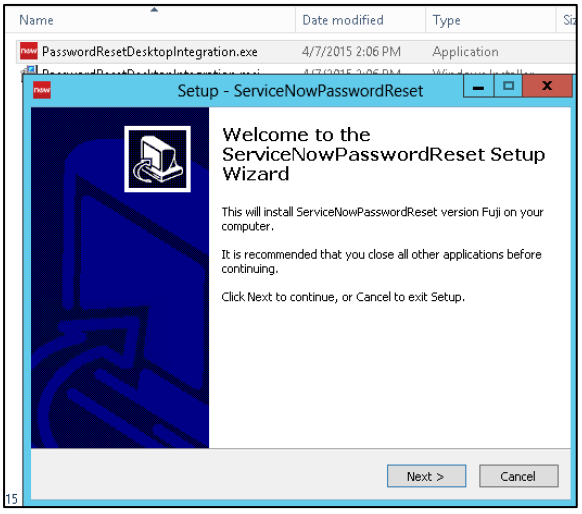
7. Right-click on **PasswordResetDesktopIntegration.exe** and select **Properties**. Click the **Unblock** button and click **OK** to close the window. If the Unblock option is not available you can skip this step.





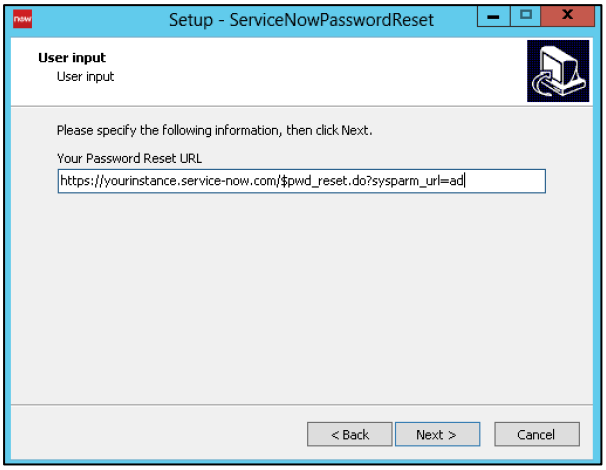
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8. Double-click **PasswordResetDesktopIntegration.exe** to install the component. Click **Next** on the Wizard screen.



9. Enter the public URL to the Employee Self-Service Process for AD.

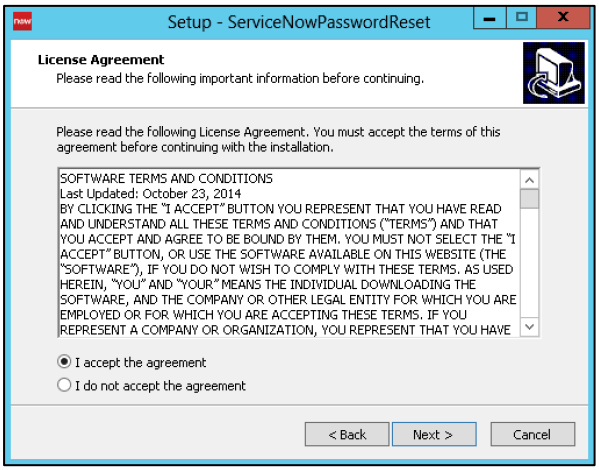
   Example: **https://yourinstance.service-now.com/pwd_reset.do?sysparm_url=ad**



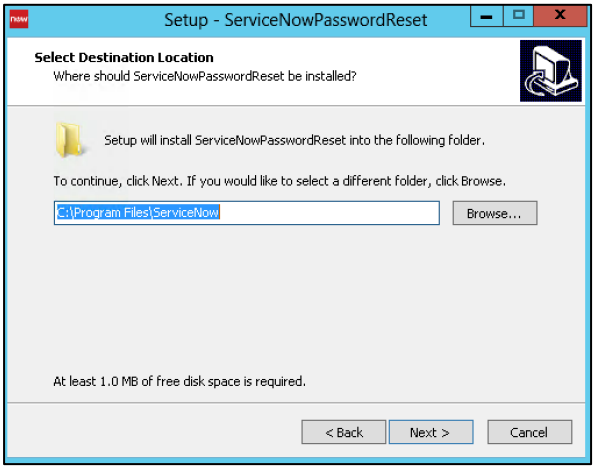
   Click **Next**.

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10. Read and accept the license agreement. Click **Next**.

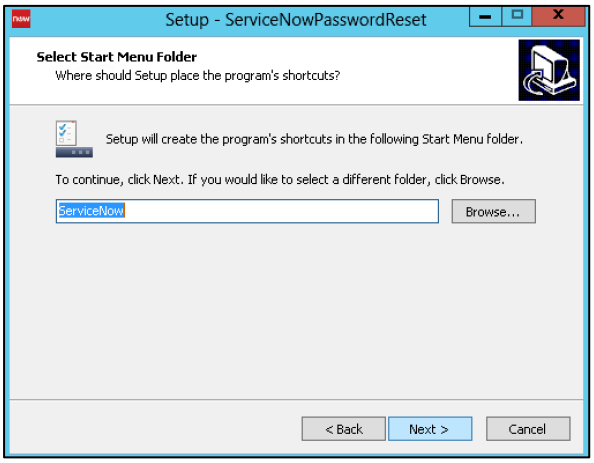


11. Enter the **Destination Location** install path. Click **Next**.

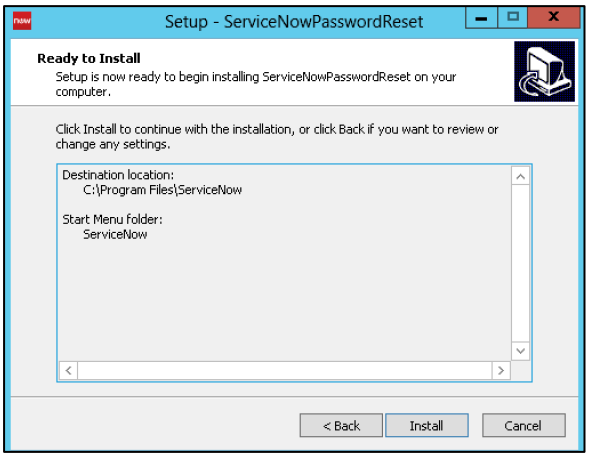


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12. Select **Start Menu Folder.** Click **Next**.

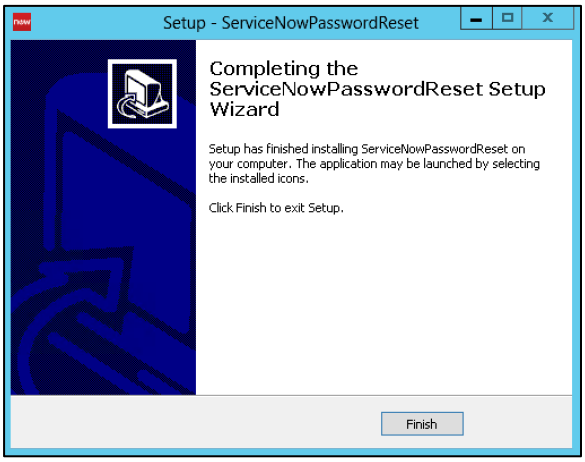


13. In the **Ready to Install** dialog window, click **Install**.

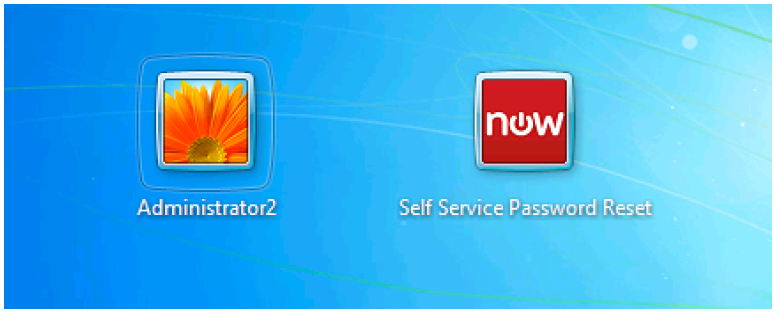


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14. Click “Finish” to complete the installation.



15. Log out of the machine to access the Self Service Password Reset icon. **Start -> Shut down -> Log off**
    Note that you may have to click on **Switch User** to see the new icon.



16. Click the **Self-Service-Password Reset** icon. Follow the same steps as before to reset the user’s password.

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