Lab Guide

Password Reset Administration

James Owen & Vani Banaji

Default Login / Password:

admin / Knowledge16

itil / Knowledge16

employee / Knowledge16

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Page
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Lab Goal

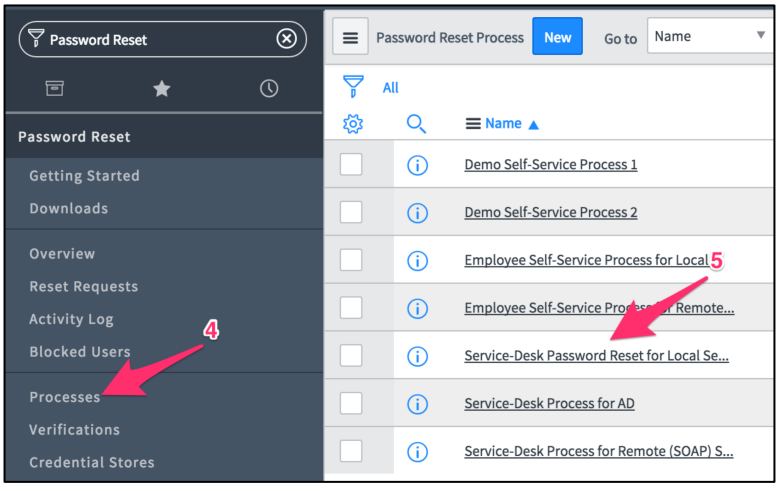
A starting point for a lot of companies in Password Reset is the ability for the Service Desk technicians to be able to cycle through the reset calls quickly. Self-service is usually the end goal, but an automated Service Desk Reset process is a useful stepping-stone to get there. This lab explains how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

Lab 1.0
Service Desk ServiceNow Password Reset

Mimic Resetting a Password from a Service Desk Point of View

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

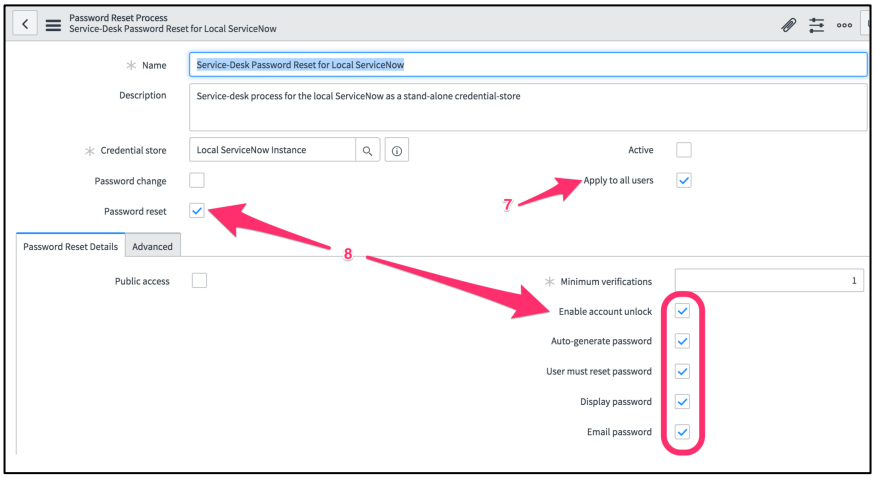
   Note: In subsequent labs, these steps are abbreviated to **Application Name > Module Name**.
5. Click the **Service Desk – Password Reset for Local ServiceNow** process to open the record.



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

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

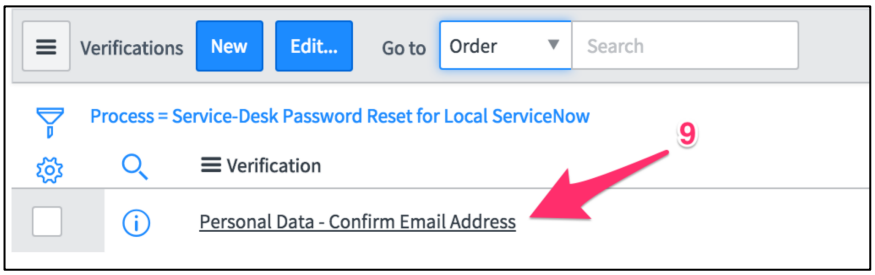


8. Ensure the following fields are checked:

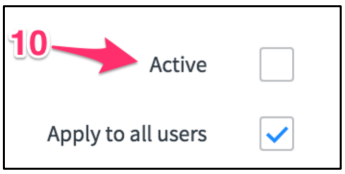
- **Enable account unlock**
- **Auto-generate password**
  - Auto-generate password is useful for Service Desk users so they can read the new password to the user over the phone.
- **User must reset password**
  - User must reset password ensures that the user will reset the password to something unique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

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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 in the example.



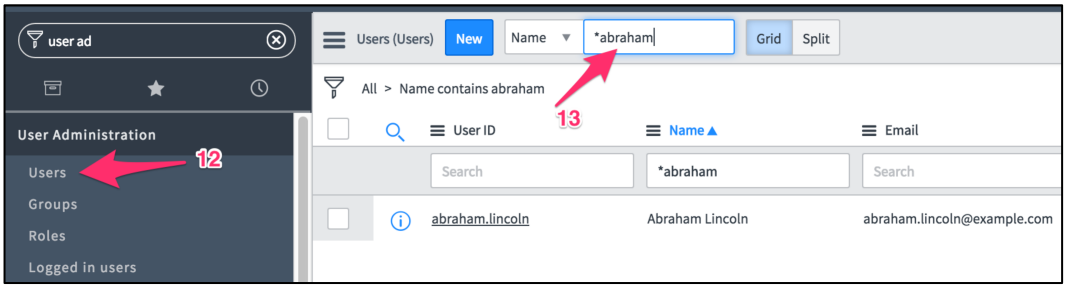
10. Check the **Active box** to enable the process. Click **Update**.



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.



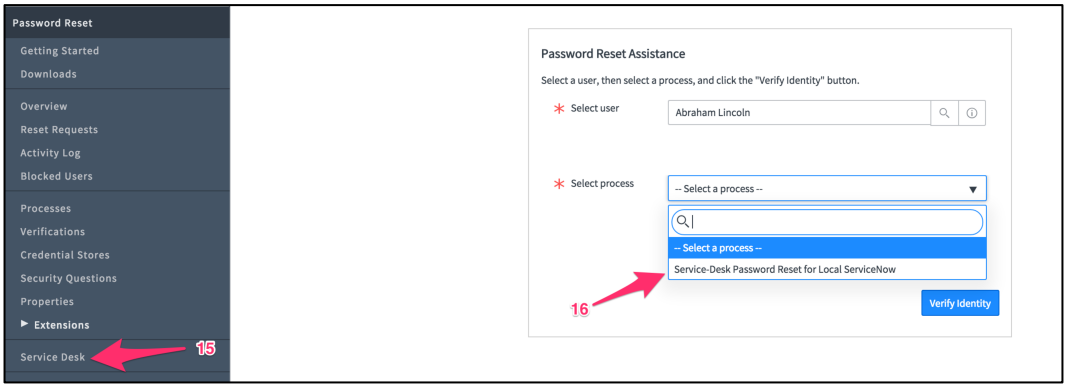
14. Either from the list view or Abraham's user record, copy or make note of the sample email address **abraham.lincoln@example.com** for verification use during the reset process.

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

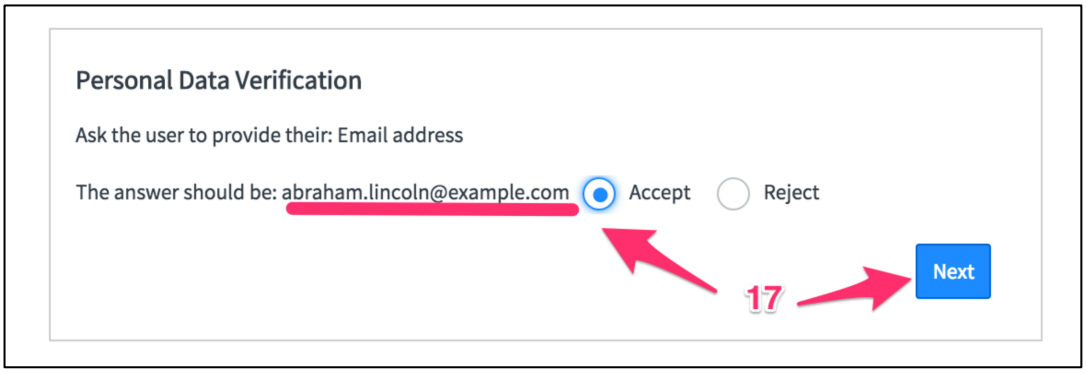
16. Select user: **Abraham Lincoln**
    Select process: **Service Desk Password Reset for Local ServiceNow**
    Click **Verify Identity**

    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 click **Next**.

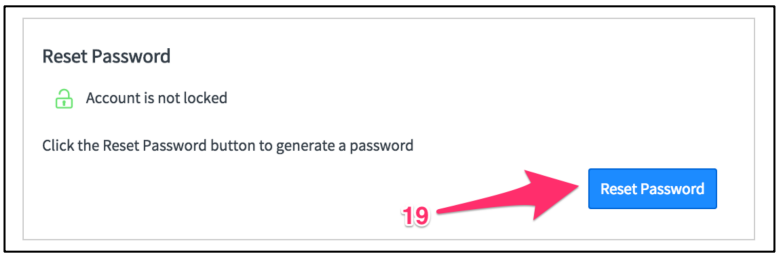
    Note: This is the Verification method defined in the **Personal Data – Confirm Email Address** process. Adjust these to verify any field data that is defined in the User profile (e.g., user id, phone number, a custom field unique to your company, employee id).



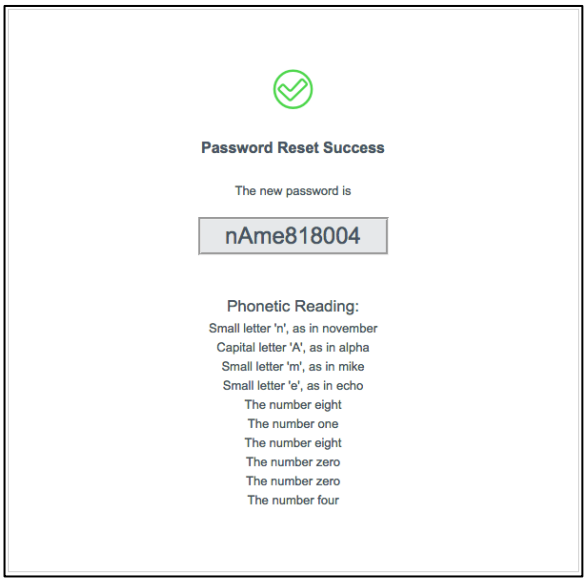
18. The previous step displays a verification to ensure that the email and user's identity is correct.

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19. Click **Reset Password**.



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



- In the real world, this would allow the Service Desk technician the ability to read the password back to Abraham over 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.

22. Log out as Abraham Lincoln and login as **admin**.

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Lab Goal

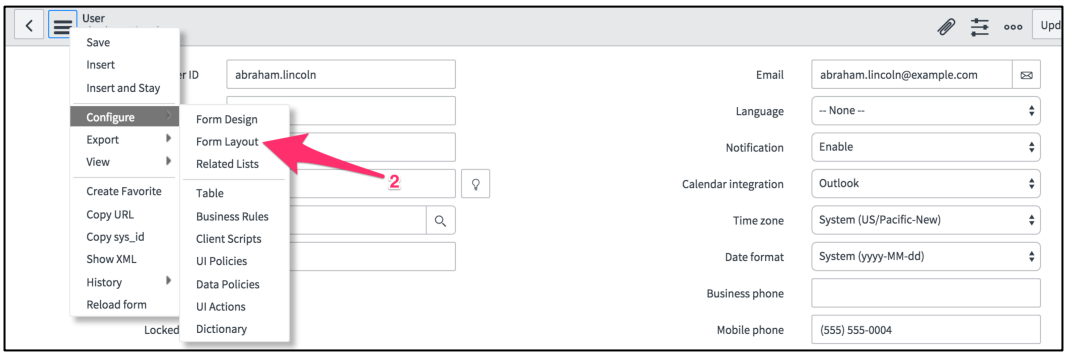
This lab explains how to have users reset their ServiceNow passwords using a public URL. The lab also explains how to create a new verification type, expose an employee number field in the User profile, and use this field to verify the identity of the individual resetting the password.

Lab 2.0
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.

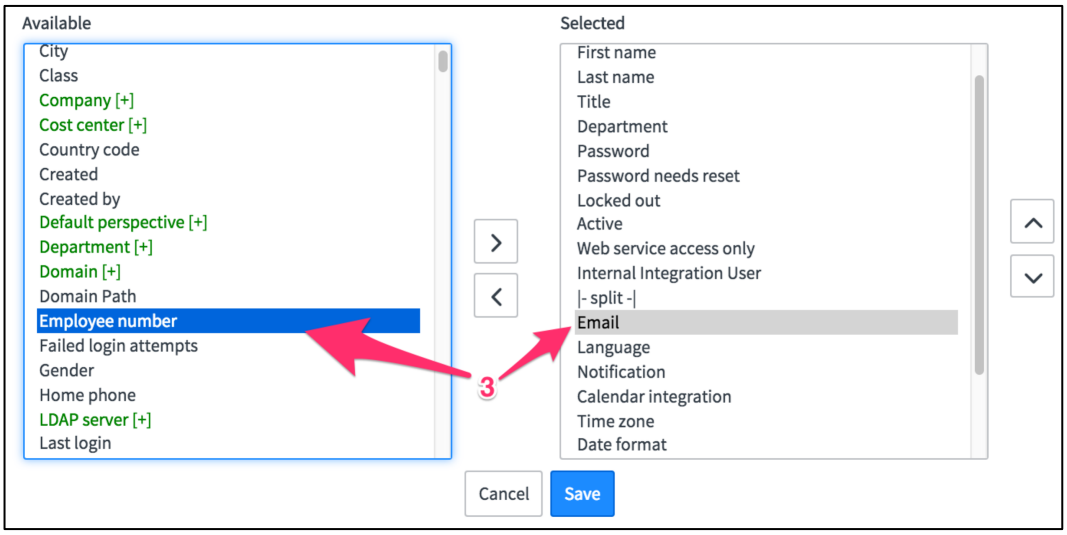
2. Right-click the top menu bar in the record and select **Configure > Form Layout**.



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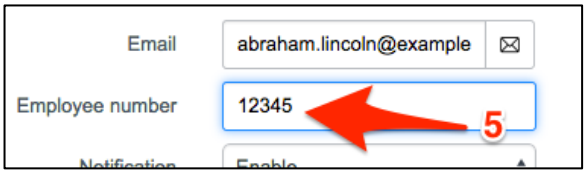
3. Add **Employee Number** from the **Available** column to the **Selected** column below **Email**.

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



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

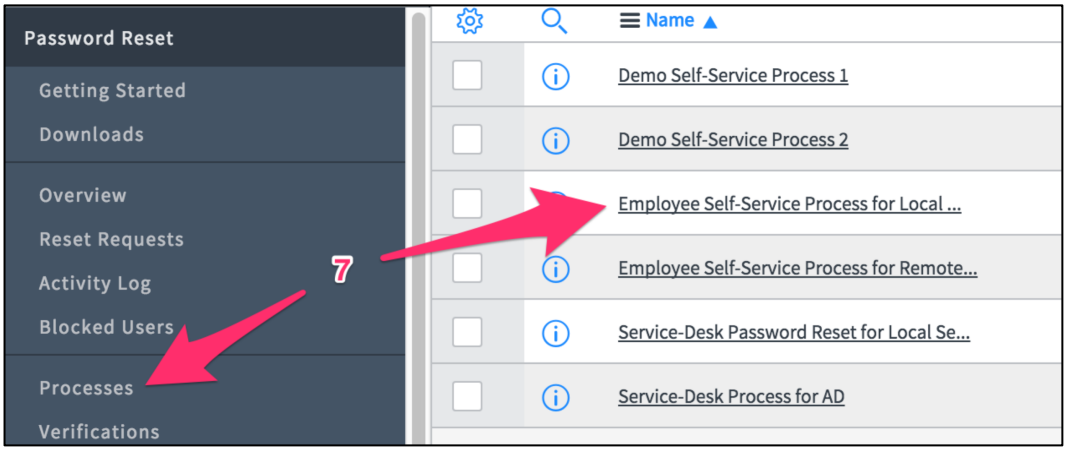
5. Enter **12345** into the **Employee Number** field.



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

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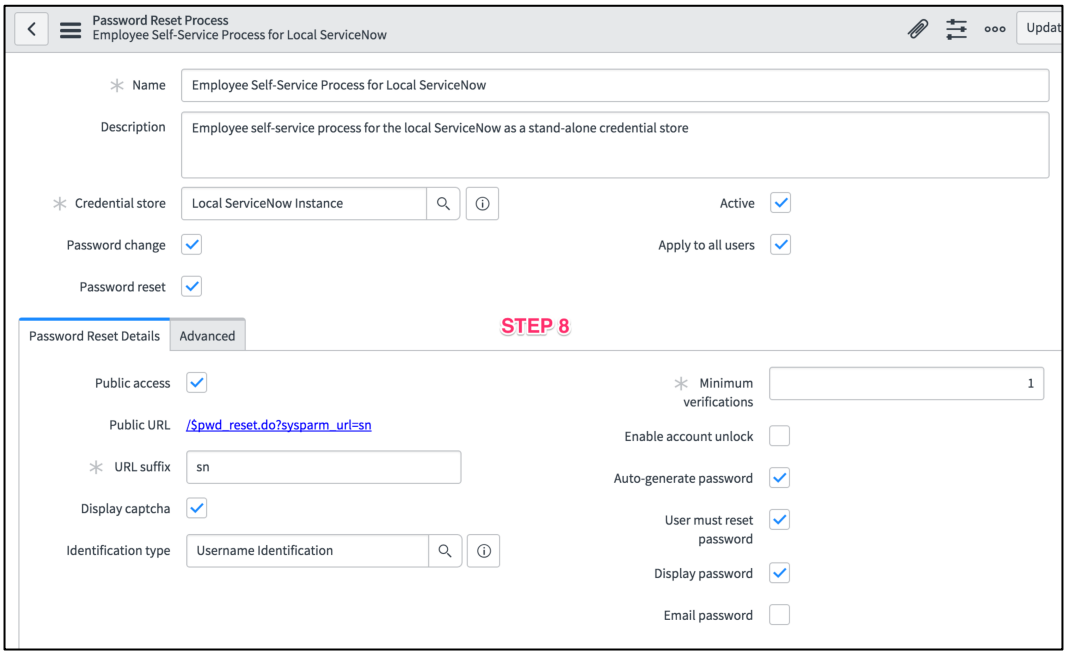
7. Navigate **to Password Reset > Processes** and click **Employee Self-Service Process for Local ServiceNow**.



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8. Update the process settings to match the screenshot in the example.

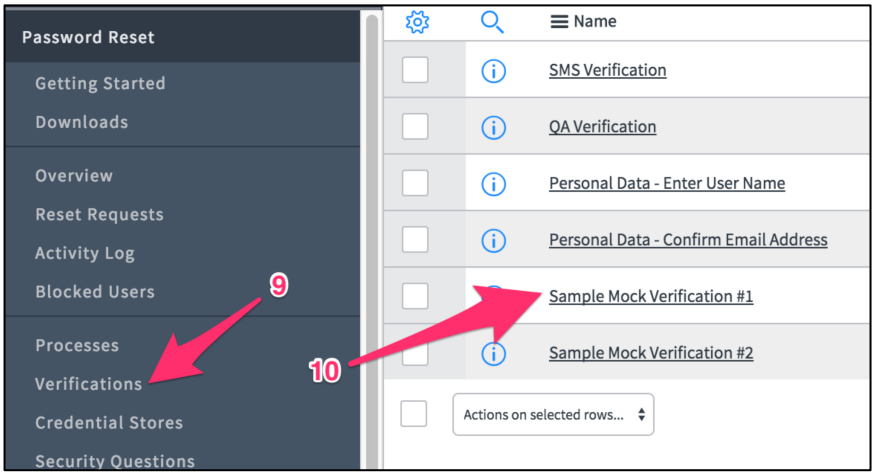
   Active: **Enable**
   Apply to all users: **Enable**
   Minimum verifications: **1**
   Display password: **Enable**
   Identification type: **Username Identification**
   Email password: **Disable**



Click **Update**.

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9. To create a new verification based on the Employee number, navigate to **Password Reset > Verifications**.



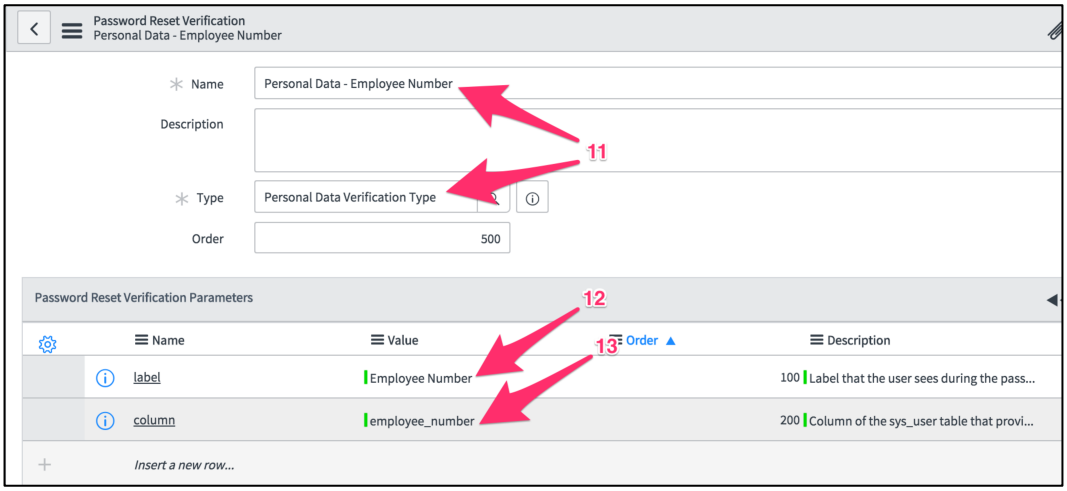
10. A few sample verification types are provided out of the cloud. This lab uses one that verifies based on personal data. Click **Sample Mock Verification #1**.

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

12. Add a new parameter under **Password Reset Verification Parameters**:

    Name: **label**
    Value: **Employee Number**
    Order: **100**
    Description: **Display text shown in password reset verification step**



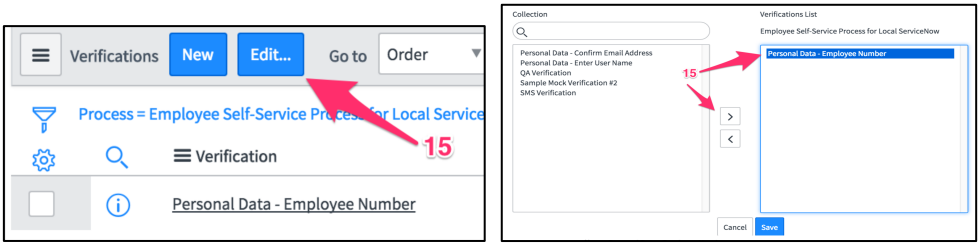
13. Add another parameter to determine which data is checked against the user input:

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

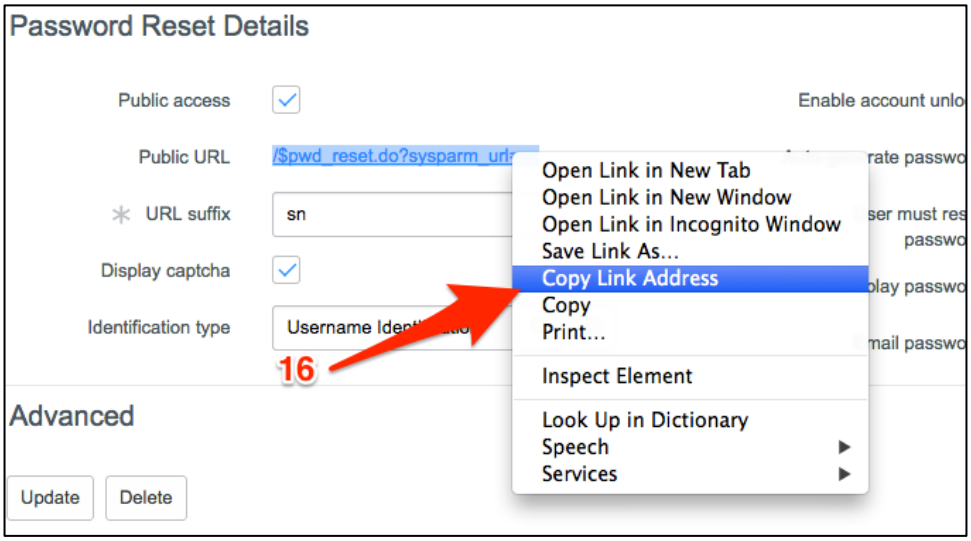
14. Click **Update** and return to the **Employee Self-Service Process for Local ServiceNow** record under **Processes**.

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15. Edit the **Verifications** related list in the **Employee Self-Service Process for Local ServiceNow** process and add the new **Verification** type **Personal Data – Employee Number**. 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**.



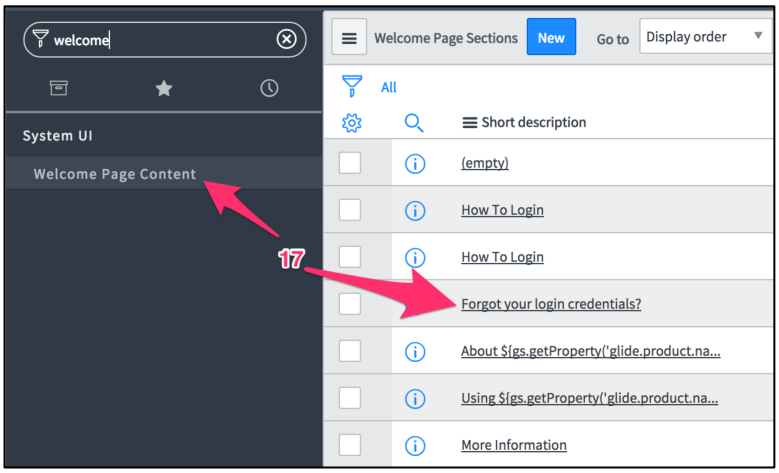
Note: If your browser does not have that option, open the link in a new tab or new window and manually copy the URL from the address bar.

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

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:

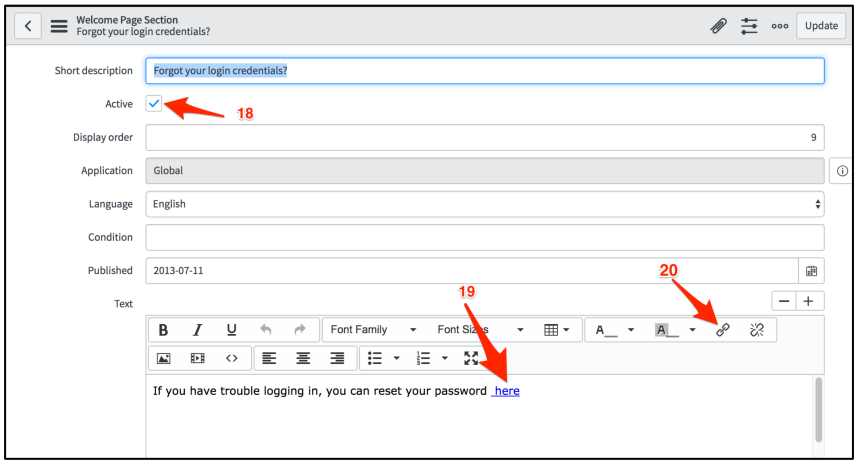
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17. Go to **System UI > Welcome Page Content** and click **Forgot your login credentials?**



18. Check **Active**.

19. In the text field, highlight the word **here** using the WYSIWYG editor.



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

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21. Enter the following information in the Insert/Modify Link dialog:

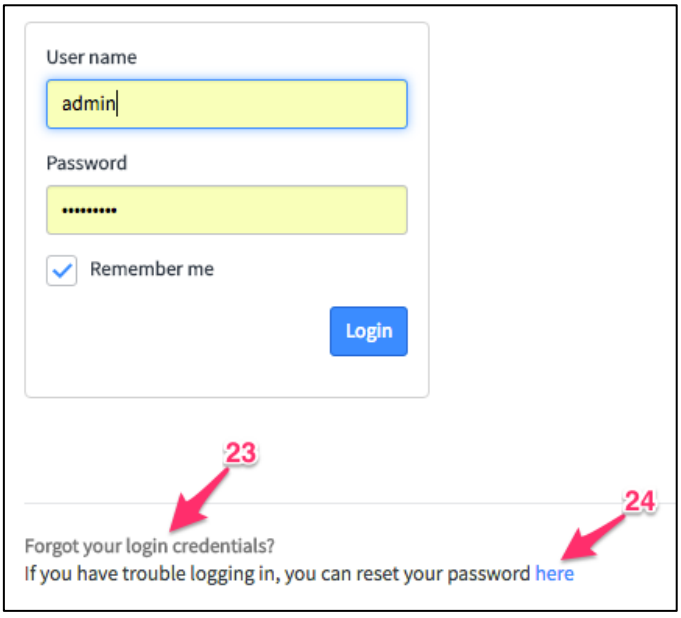
    URL: Paste the Public URL copied from Employee Self-Service Process for Local ServiceNow
    Remove the hostname from the URL to match as shown in the screenshot
    Target: **New Window (_blank) for the Target**

    Click **OK**.



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

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



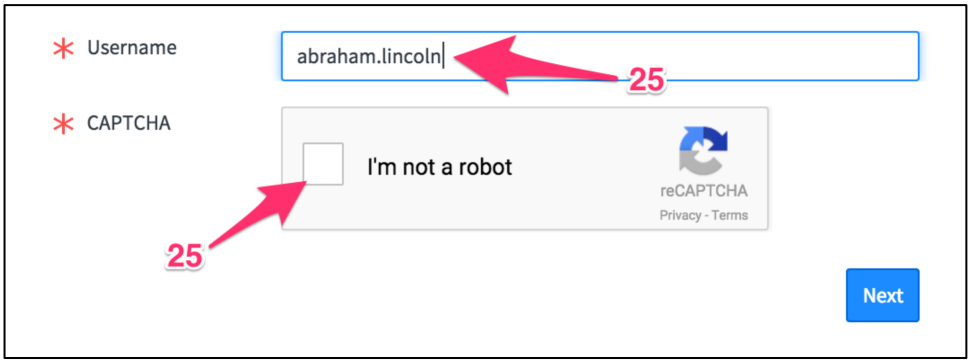
24. Click **here** to test the Self-Service Reset process.

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25. Enter the following information:

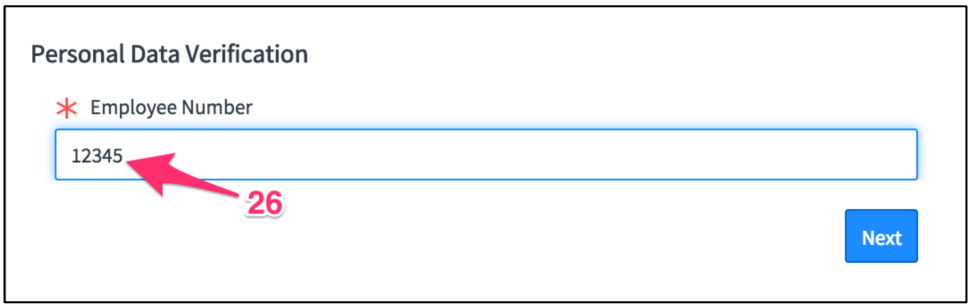
    Username: **abraham.lincoln**
    Select **I'm not a robot** checkbox. Complete the CAPTCHA verification process.

    Click **Next**.

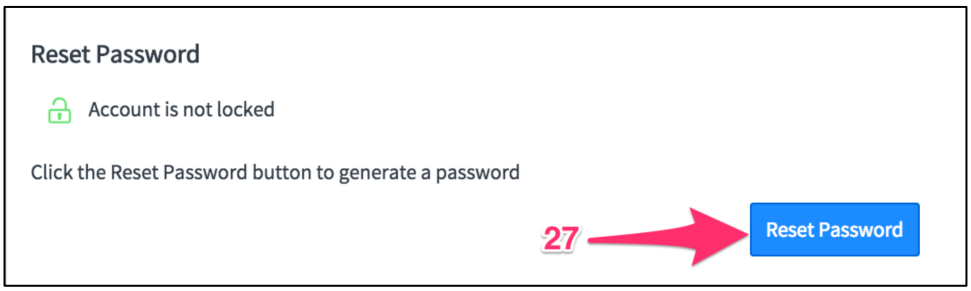


26. Notice that the new Verification process asks the user to verify their identity using their unique Employee Number.

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

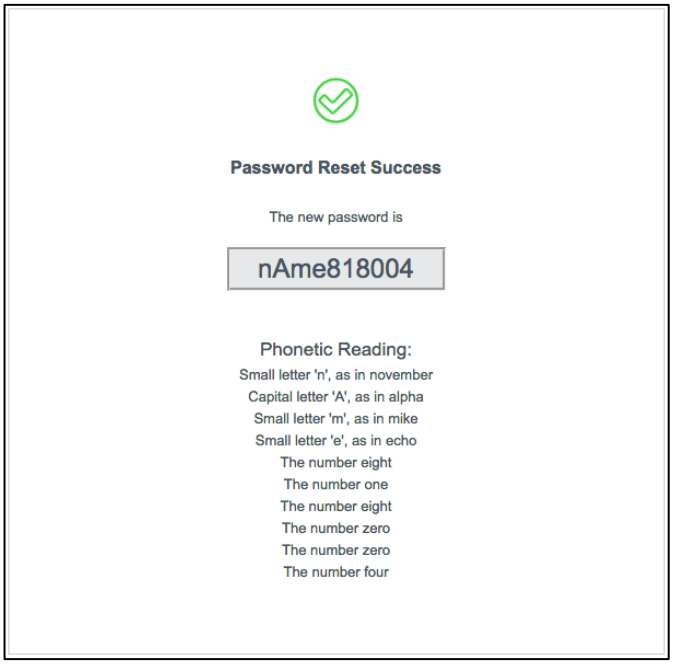


27. A screen displays confirming successful verification of the user identity. After successful verification, click **Reset Password**.



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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.



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

30. Log out as Abraham Lincoln and login as **admin**.

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Lab Goal

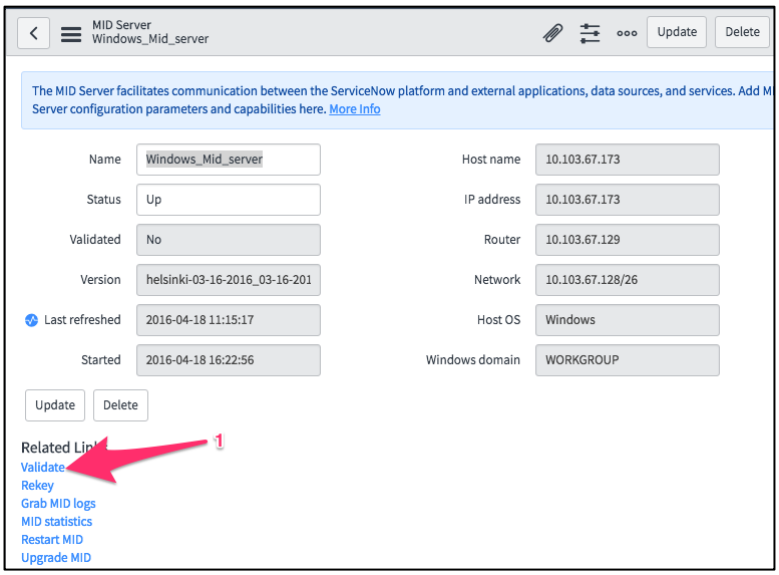
ACME has their ServiceNow instance integrated with Active Directory. They want to use ServiceNow to let their employees reset their passwords. This lab explains how to define a password reset process that requires the end user to answer a few security questions and enter a verification code sent via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

Lab 3.0 Self-Service AD Password Reset

Create an Active Directory Credential Store

First create a credential store that connects to an Active Directory server.

1. Validate the mid server. Navigate to **MID Server > Servers** and open **Windows_Mid_server**. Click **Validate** link.

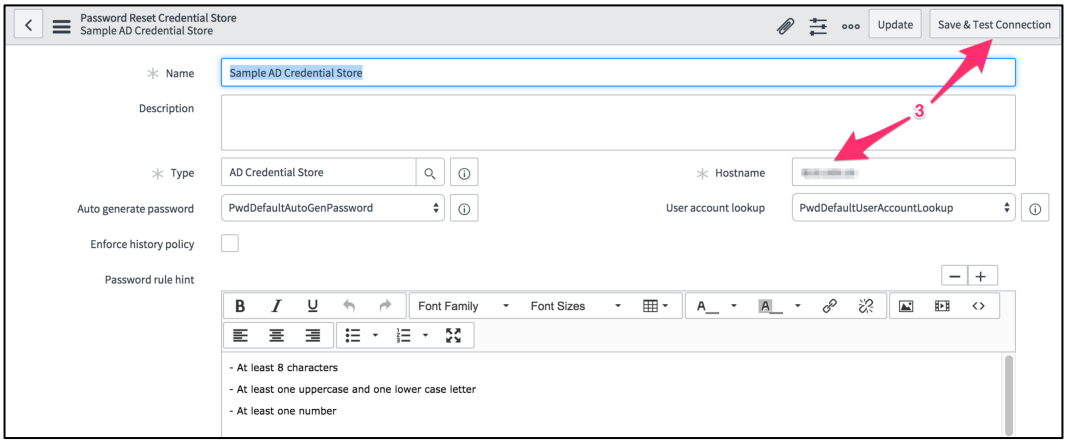


2. Navigate to **Password Reset > Credential Stores**.

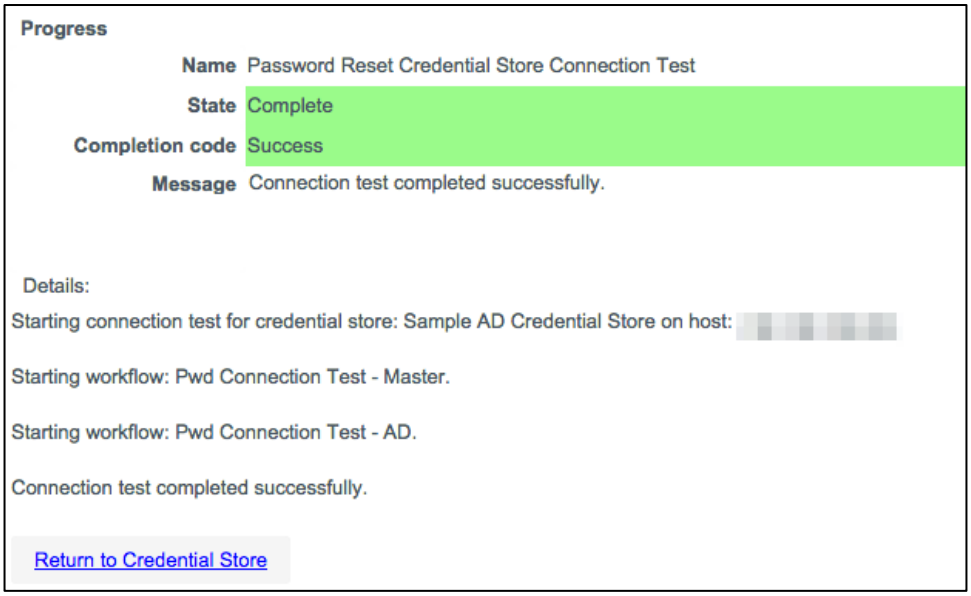
3. Open the record for **Sample AD Credential Store**.

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4. Enter the internal IP address (**52.53.228.144**) of the AD server for Hostname. Click **Save & Test Connection**.



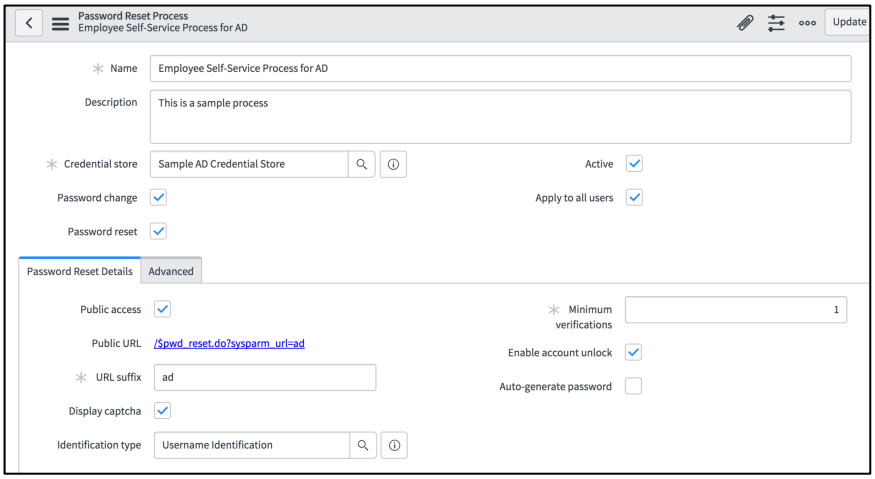
5. The screen should like the example. Please note that this action can take a few minutes to complete.



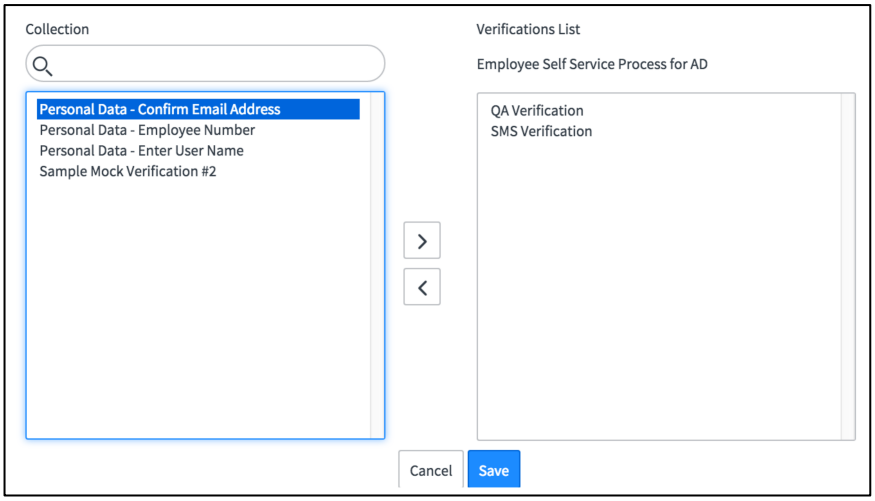
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Create a Password Reset Process for the Credential Store

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

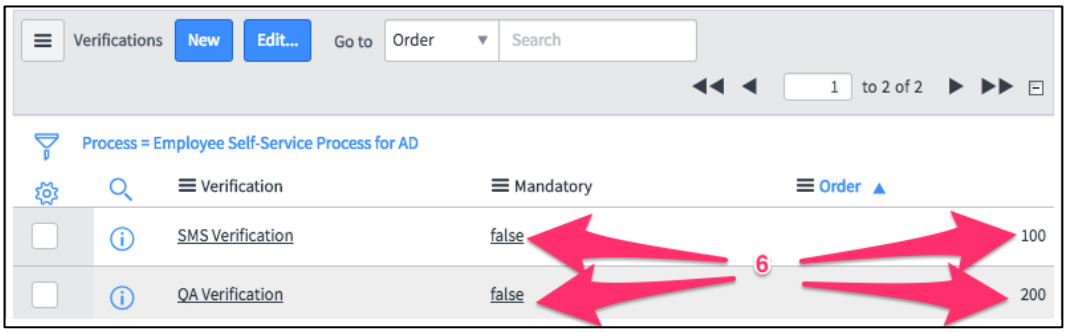


4. For the same process record, click **Edit** under **Verifications**.
5. Ensure **QA Verification** and **SMS Verification** are selected. Click **Save**.



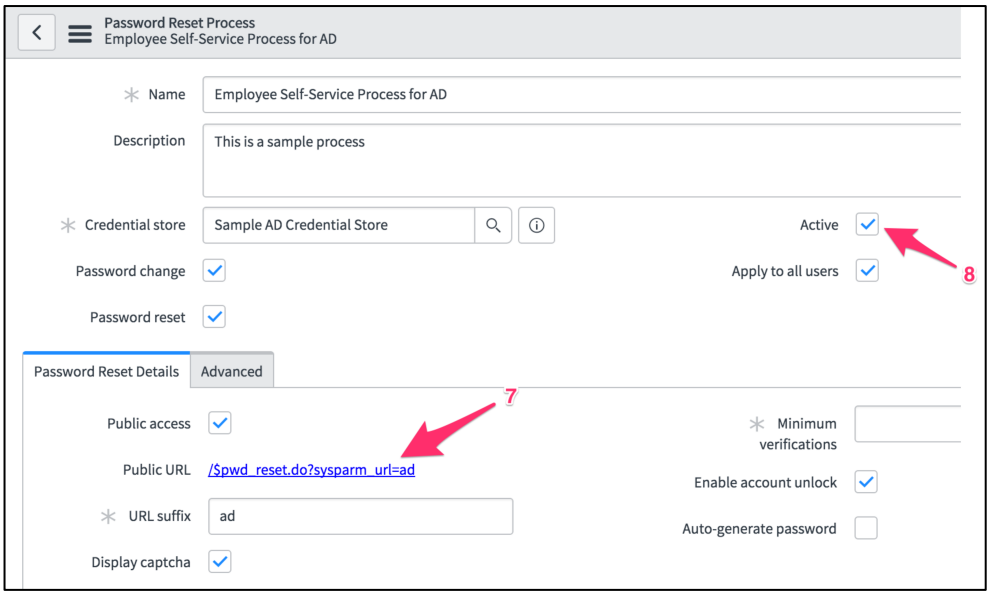
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6. Set **Mandatory = false** for both **SMS Verification** and **QA Verification**. This makes the enrollments for either verifications to be optional and then the user can choose to enroll in one of them.



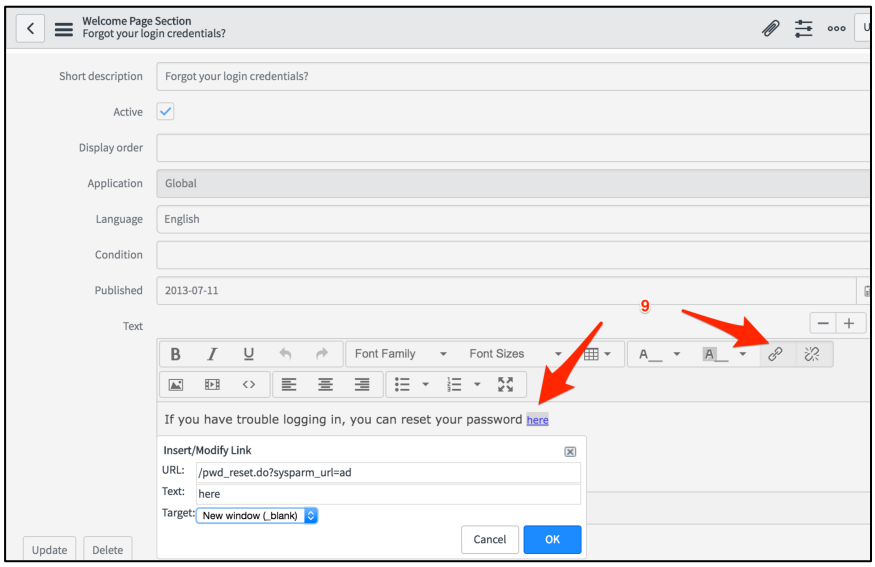
7. Copy the **Public URL** value from the process record.

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



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9. Navigate to **System UI > Welcome Page Content**. Add this URL to the **Welcome Page Section – Forgot your login credentials?**



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

Enroll Test User for the AD Process

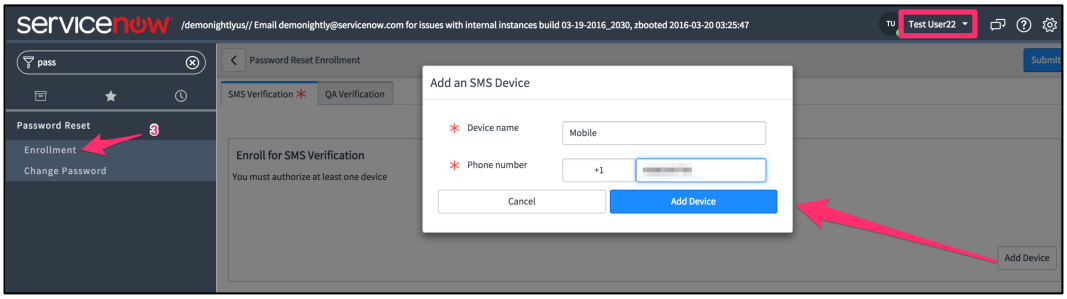
1. Log out and login as **test.user<your-instance-number>**. Use **Password1234**

   Example: **test.user22** (Use the instance-number without any preceding "0")

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

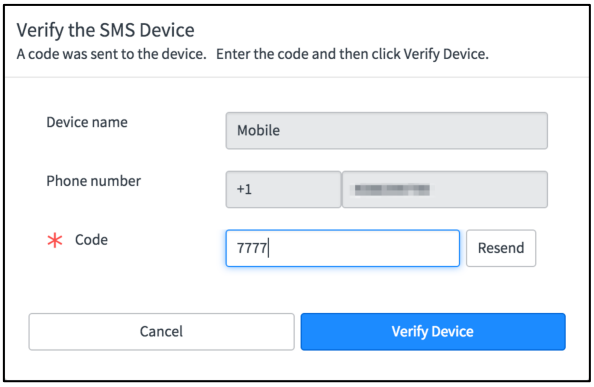
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3. Add a device and click **Verify**. Provide your mobile number where you would like to receive the SMS code.



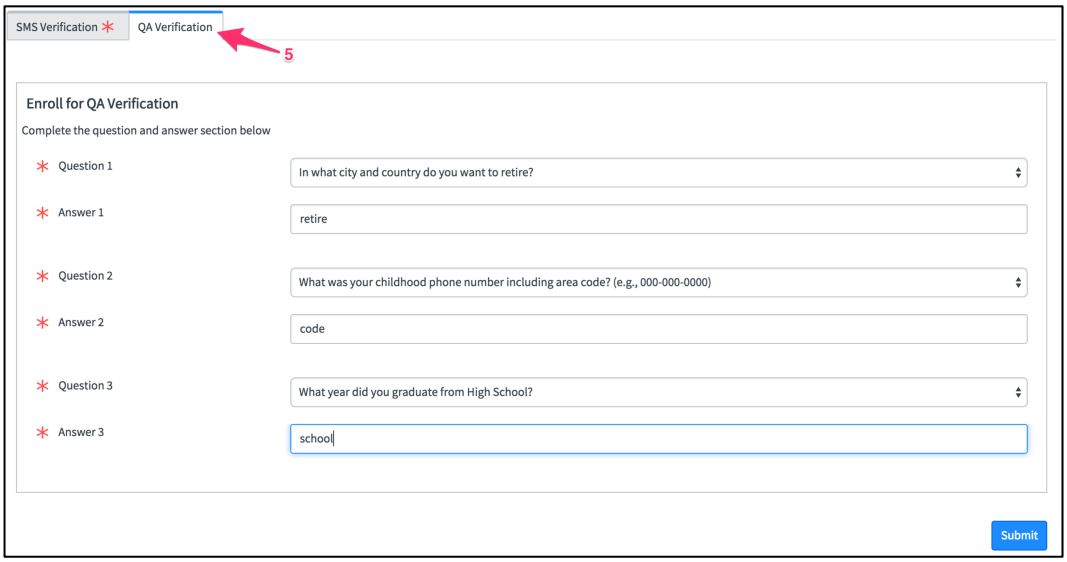


4. You should receive a text message on the registered device with the enrollment code. Enter the code and click **Verify Device**. The enrollment code is randomly generated by the system. However, for the purpose of this lab, the code is set to **7777**.

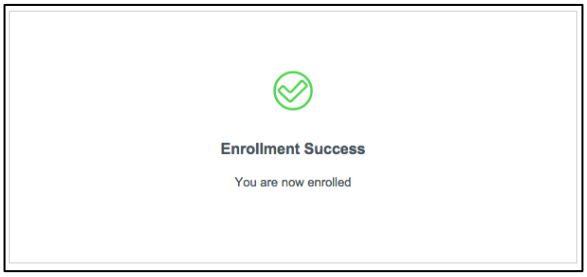


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5. Select 3 questions and provide answers. When completed, click **Submit**.



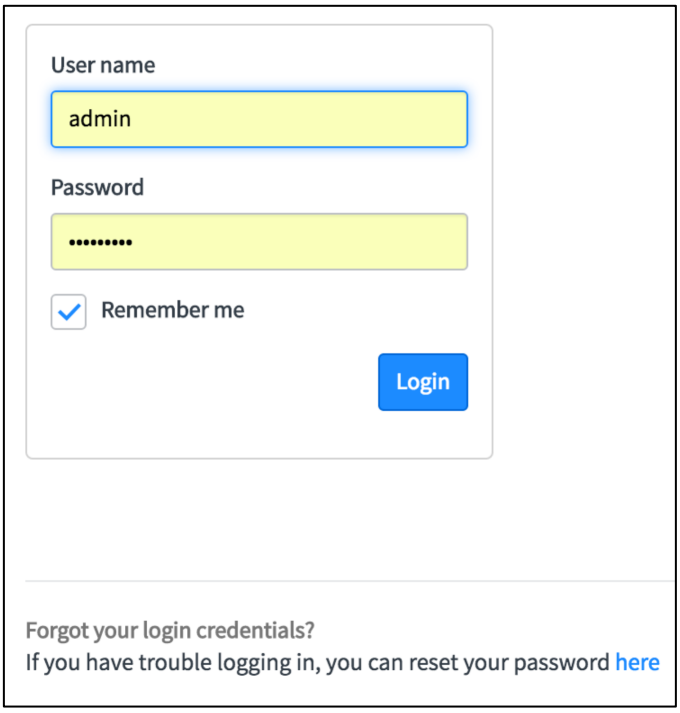
6. A successful enrollment dialog appears.



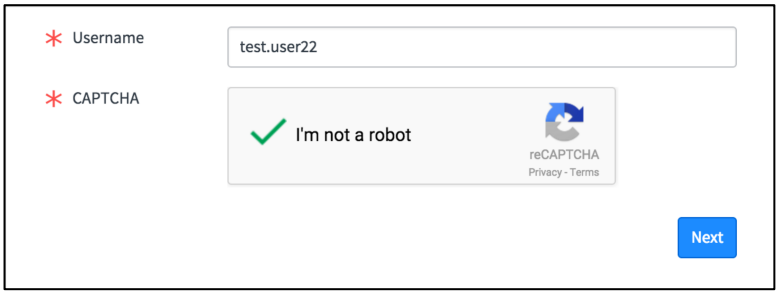
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Reset User Password Using AD Process

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



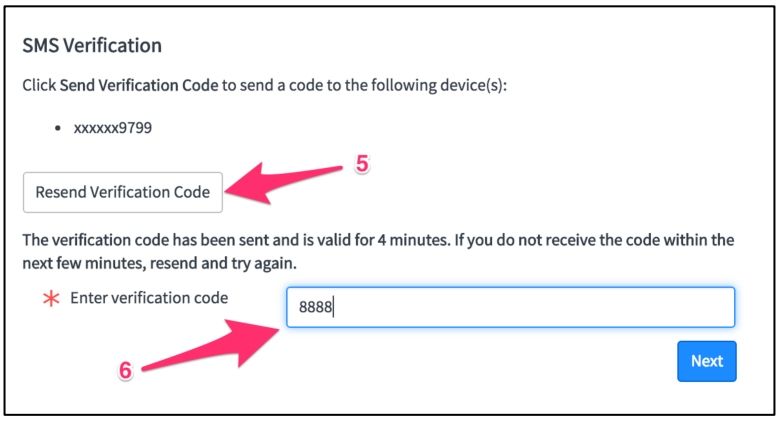
3. Enter the test username: **test.user<instance-number>**, check **I'm not a robot**, and click **Next**.



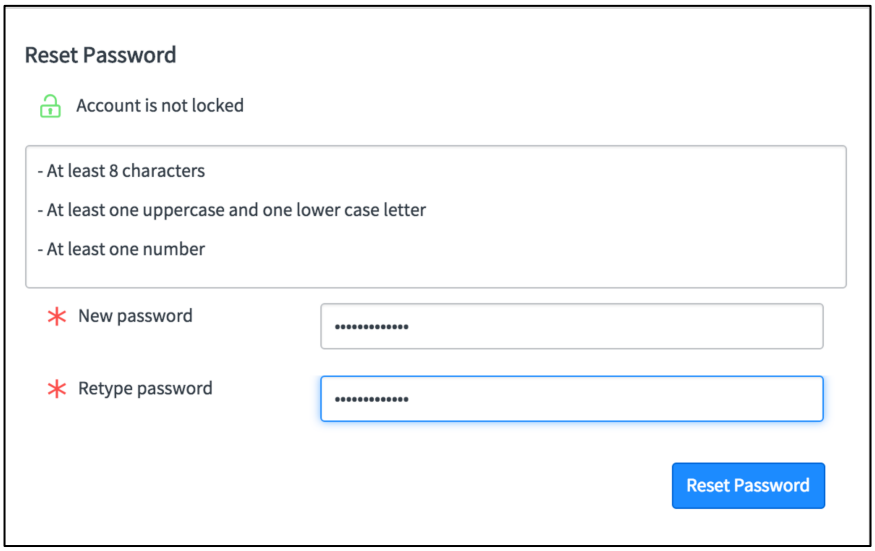
4. You enrolled into both QA and SMS optional verifications. However, only SMS verification is displayed during reset as the Minimum verifications on the process was configured to 1. Click **Send Verification Code**.

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

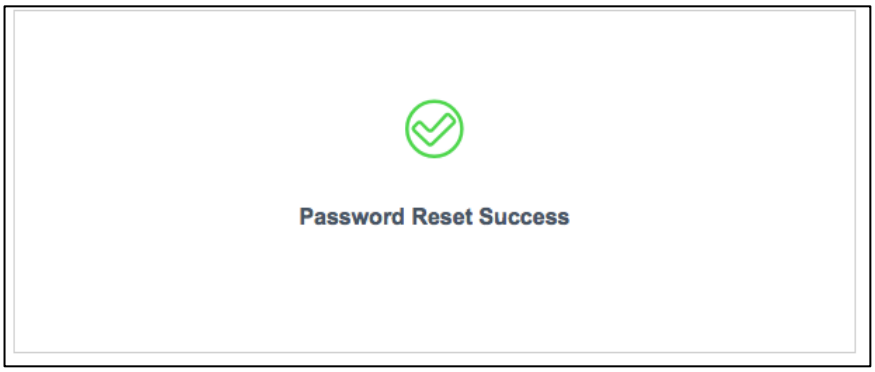


6. Enter **New Password** and **Retype password**. Click **Reset password** when finished.



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



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Lab Goal

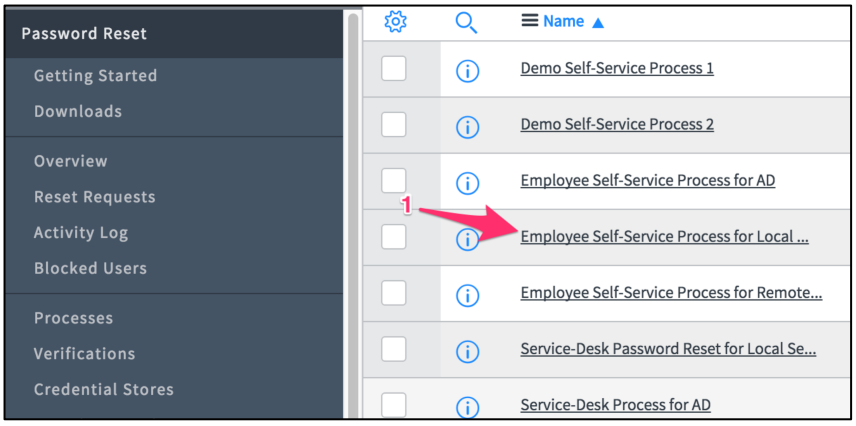
This lab explains how users can change their password for various environments in a central place.

Lab 4.0
Change Password

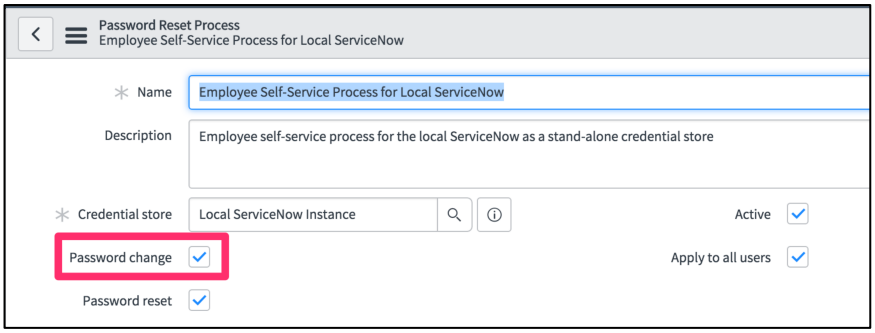
Enable the Change Password

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

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



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

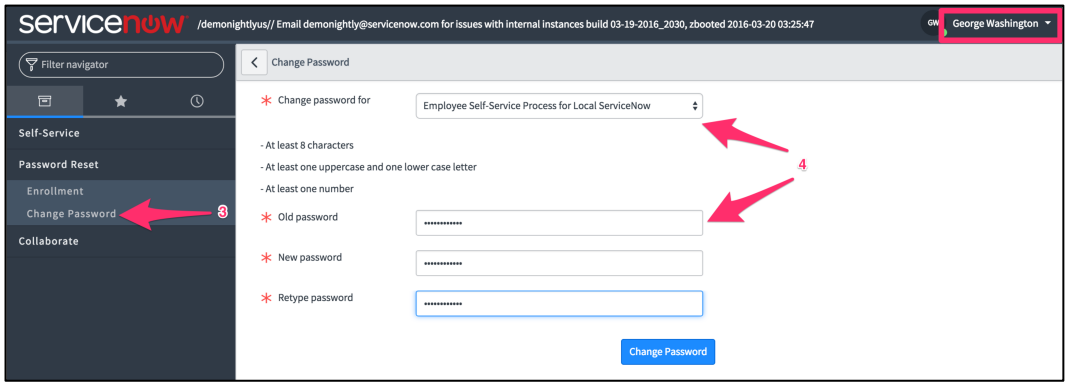


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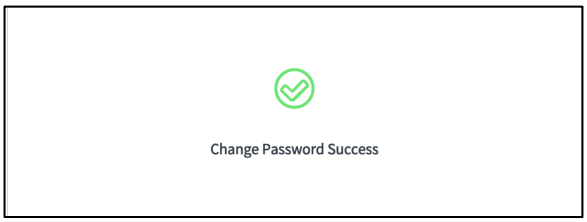
3. **Impersonate** (or logout/login) as user **george.washington** and click **Password reset** > **Change Password**.

4. Select **Employee Self-Service process for Local ServiceNow**. Enter **Password1234** for Old password.

5. Enter **New password** and **Retype password** and click **Change Password**.



6. Wait until the **Change Password Success** screen appears.



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

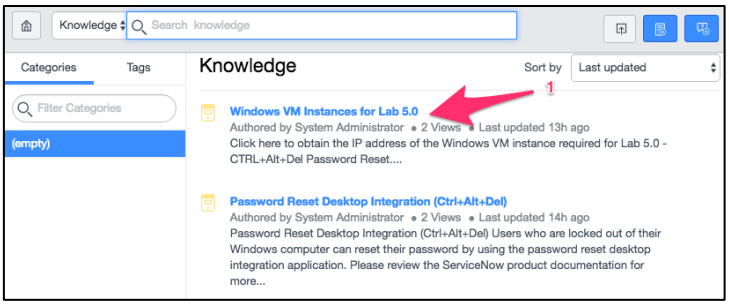
Lab 5.0
CTRL-Alt-Del Password Reset

Set Up CTRL-Alt-Del

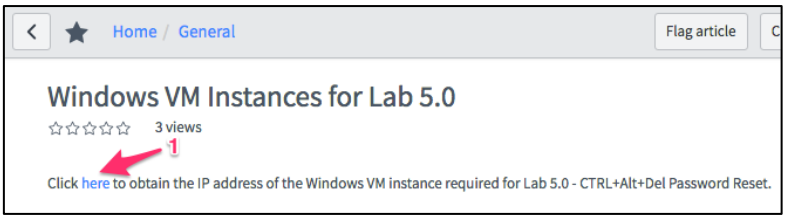
First install a small application on the desktop that allows the user to connect to ServiceNow **Password Reset** functionality from the logon page.

1. Get the IP address of the Windows VM assigned to your instance. Navigate to **Self-Service > Knowledge** and click on the **Knowledge** tile. Open the article **Windows VM Instances for Lab 5.0**. Click **here** link to open instances spreadsheet on Box. Find the IP Address corresponding to your instance number (001 – 250) and copy it.

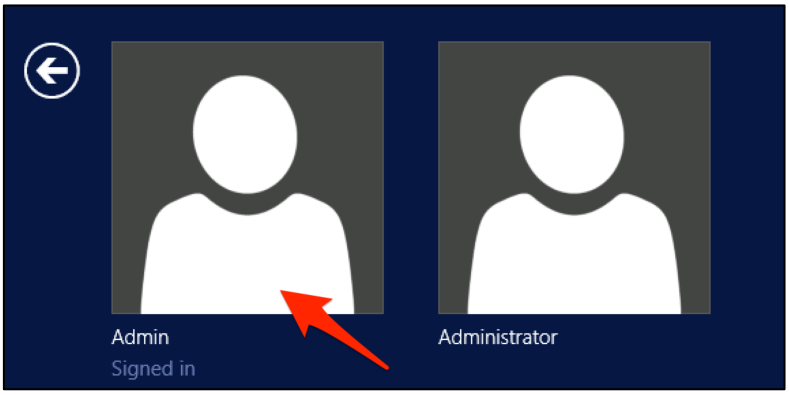




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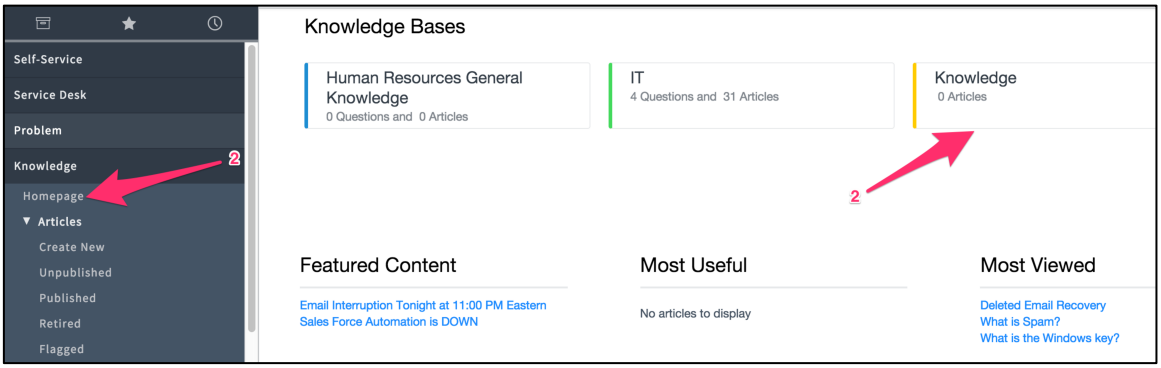


2. Log on to the Windows VM using Remote Desktop Connection. Click on the **Admin** user tile and enter **Knowledge16** for password.



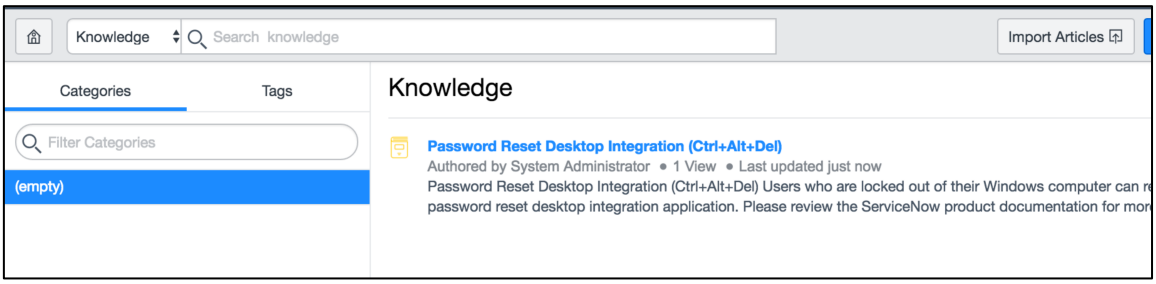
Note: If you are on Mac, use Cord to connect to the Windows VM. You can download and install Cord from http://cord.sourceforge.net/

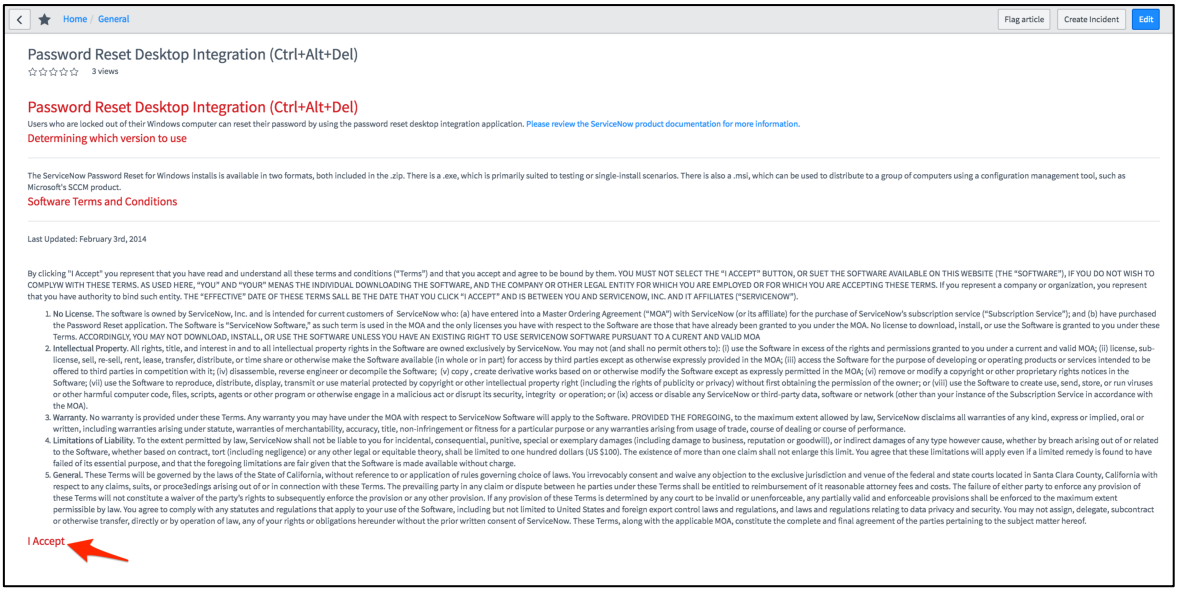
From the Windows VM: open an IE browser to connect to your ServiceNow instance. Log on as admin and navigate to **Self Service > Knowledge**. Click on the **Knowledge** tile.



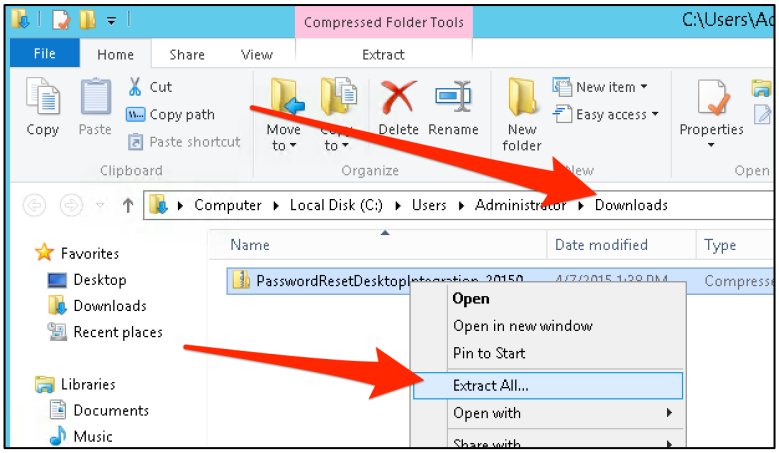
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3. Click **Password Reset Desktop Integration (Ctrl+Alt+Del)**. Scroll to the bottom of the article and click **I Accept**. Download the file from the Box location.



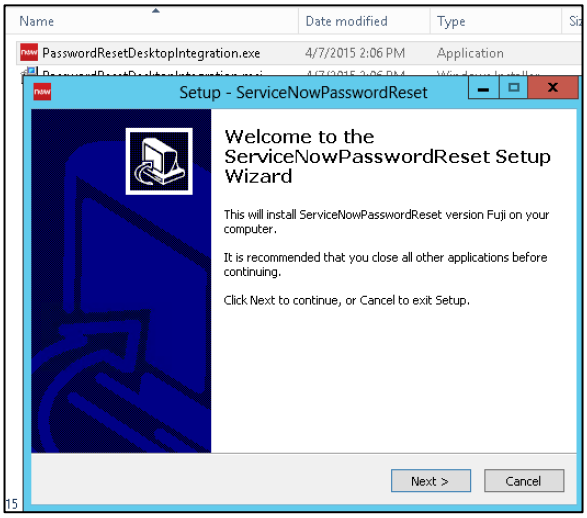


4. Save the file to the **Downloads** folder. After the file downloads, open an **Explorer** window and navigate to the **Downloads** folder. Extract the file in the same folder.



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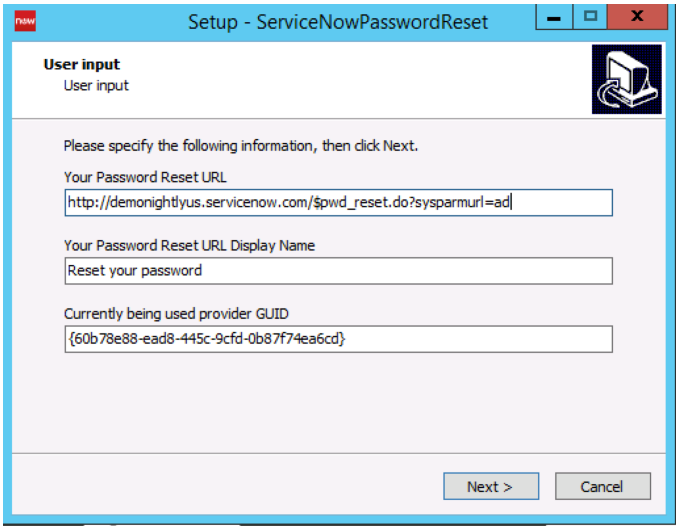
5. Double-click **PasswordResetDesktopIntegration.exe** to install the component. Click **Next** on the Wizard screen.



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

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

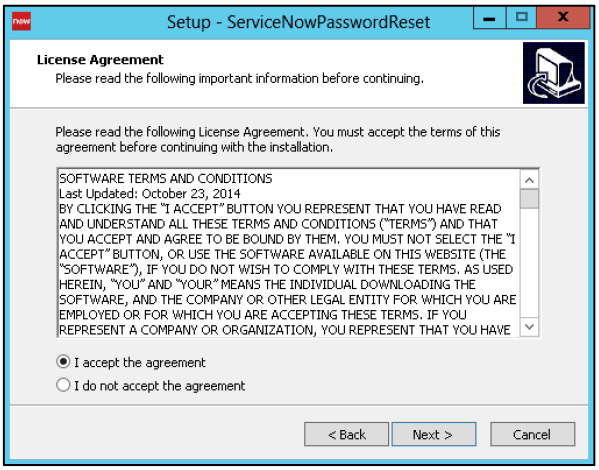
7. Open the file **K16 Password Reset Lab5.txt** from the Desktop location. Copy the Credential Provider GUID value from the text file and enter it as shown in the screenshot (including the curly braces). This specifies the specific credential provider on which to show the Reset password link. An organization can have multiple credential providers including custom ones.



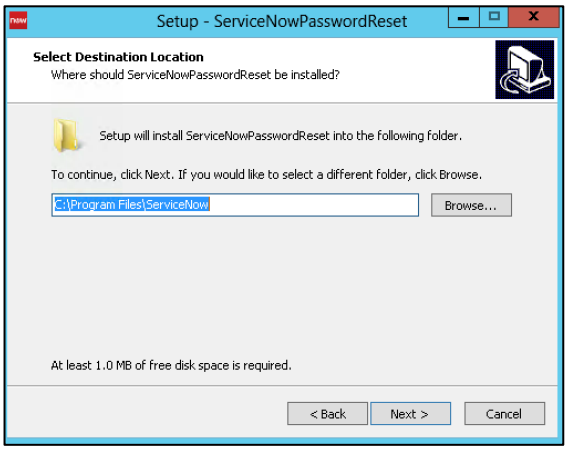
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8. Click **Next**.

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

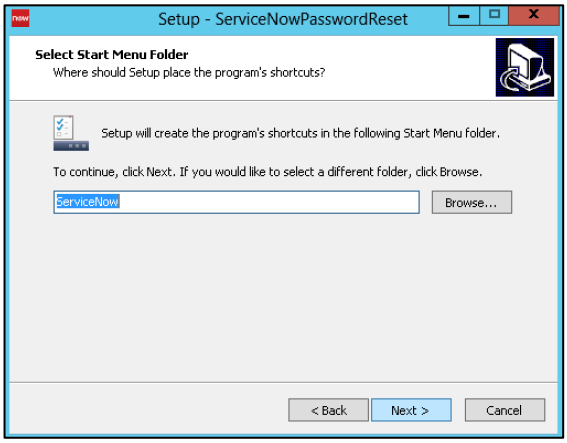


10. Enter the **Destination Location** install path. Click **Next**.

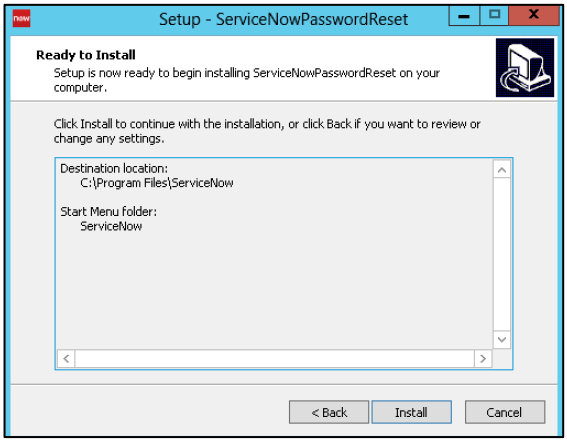


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11. Select **Start Menu Folder**. Click **Next**.

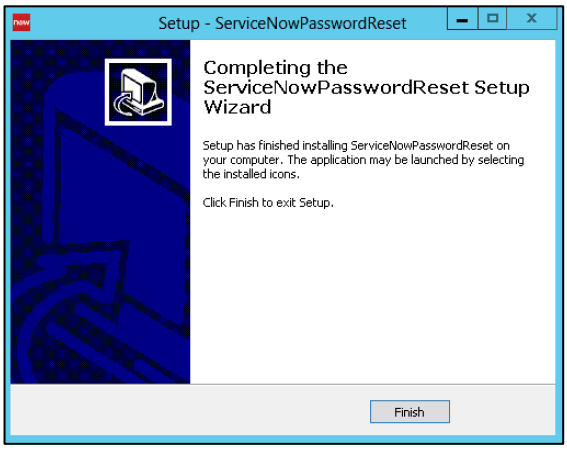


12. In the **Ready to Install** dialog window, click **Install**.

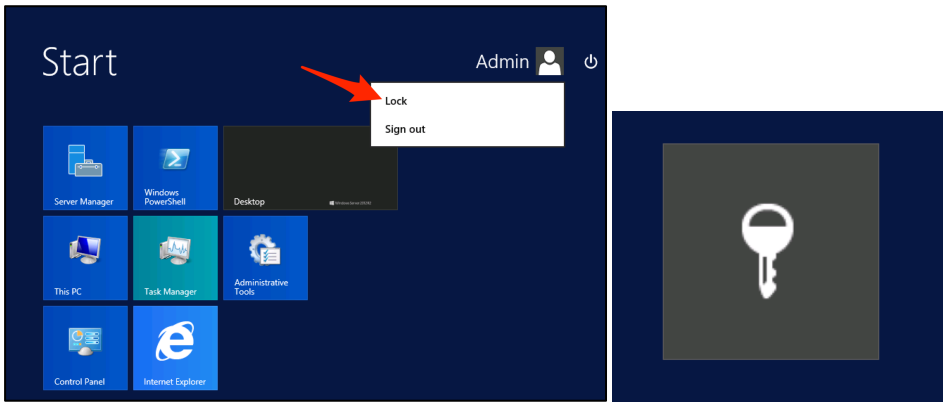


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13. Click **Finish** to complete the installation.



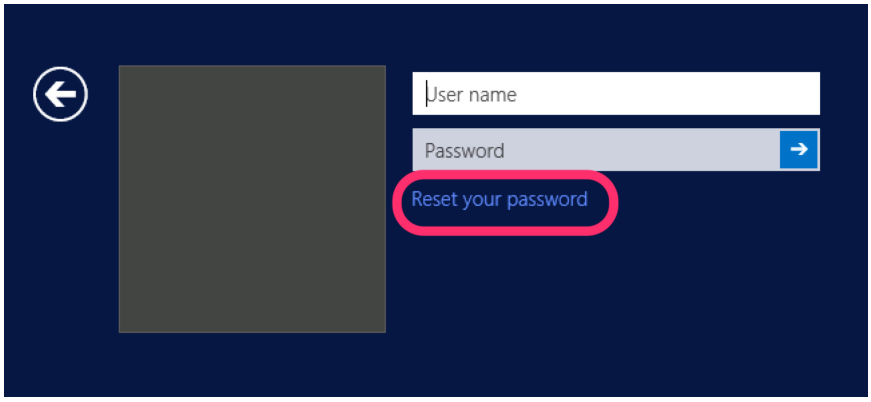
14. Lock the machine to access the **Reset your password** link. Navigate to **Start > Admin > Lock**. Click the **Lock** tile.



15. You should see the **Reset your password** link on the login screen. This step confirms windows desktop installation was successful.

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16. Click the **Reset your password** link. This will launch an IE browser and open the self service password reset page.



17. Follow the same steps as before to reset a user's password.

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