knowledge14

April 27–May 1, 2014 • Moscone Center • San Francisco, CA

Lab Guide

Orchestration 202:

Password Reset

Spencer Beemiller & Yong Liang

Lab instance: https://**<<name>>**.lab.service-now.com

Login / Passwords:

admin / Knowledge14

test.user<#>/ Password12345

Lab Goal

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

Lab 1
Service Desk ServiceNow Password Reset

Mimic resetting a password from a Service Desk point of View

1. Your instance URL is on the cover page.

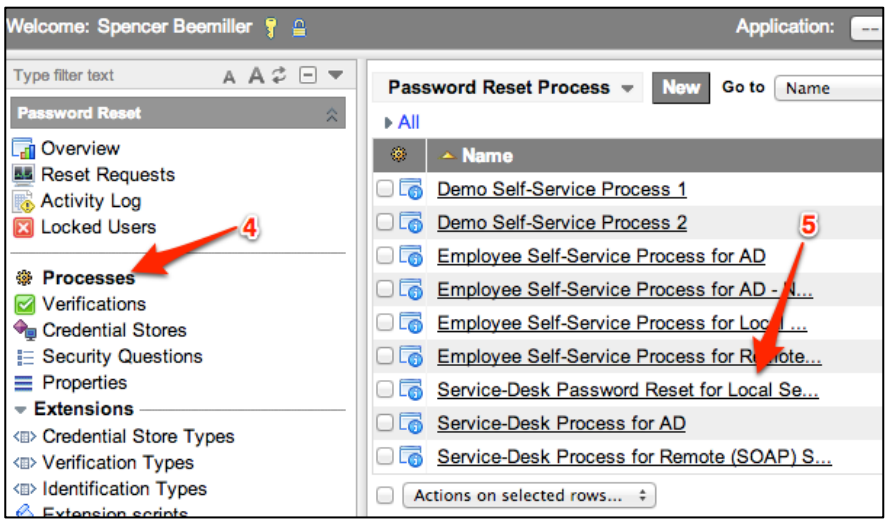
2. Login using the **admin** credentials provided.

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**.

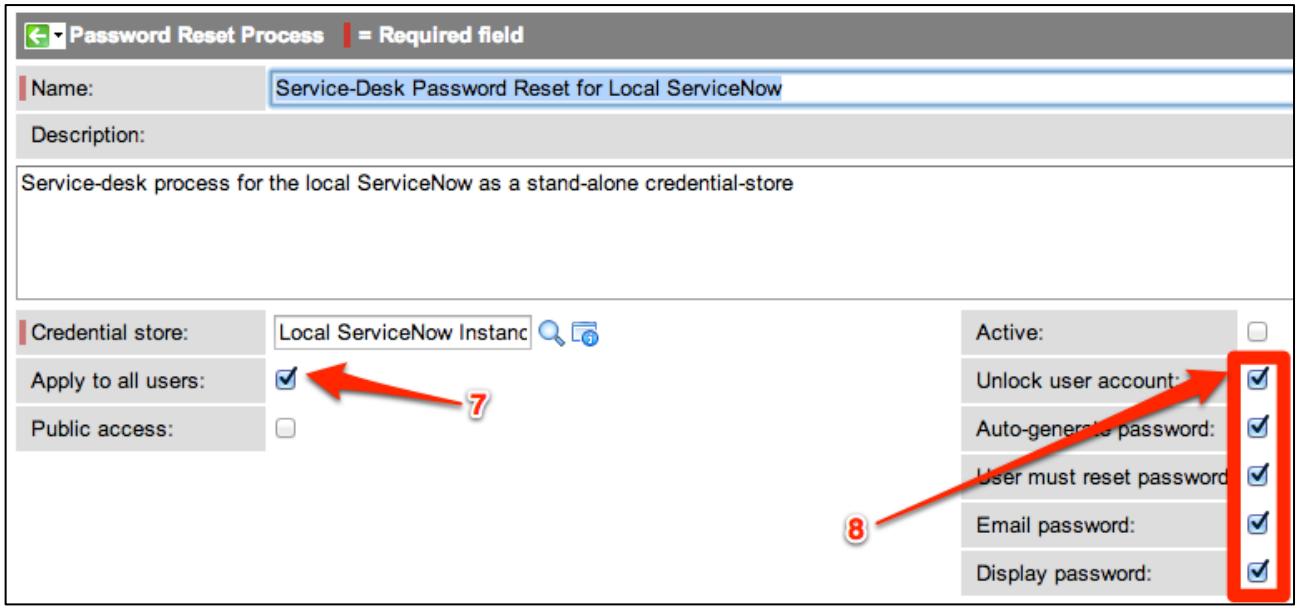
5. Click the **Service Desk Password Reset for Local ServiceNow** process to open the record.



©2014 ServiceNow, Inc. All rights reserved.

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

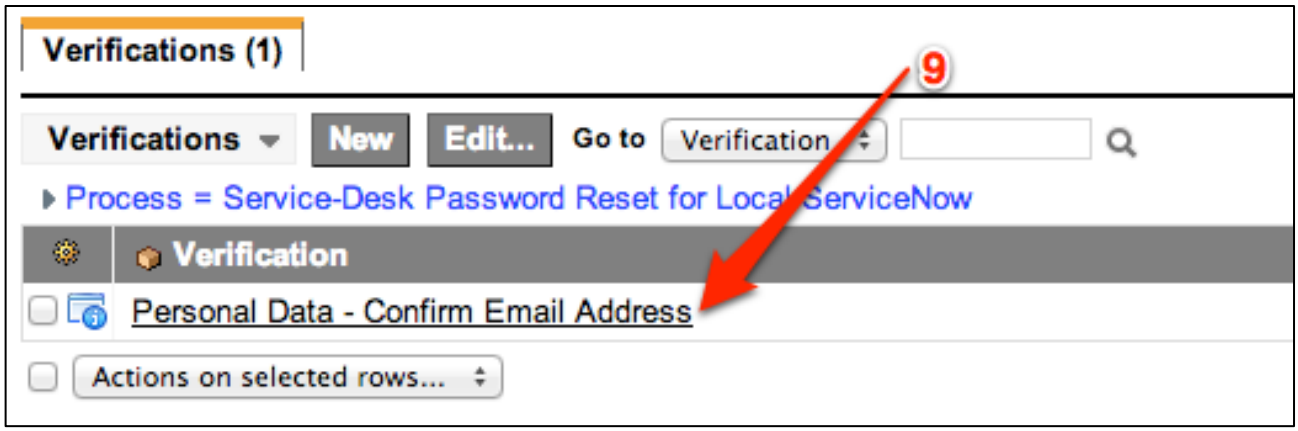
7. Click the **Apply to all users** check box.



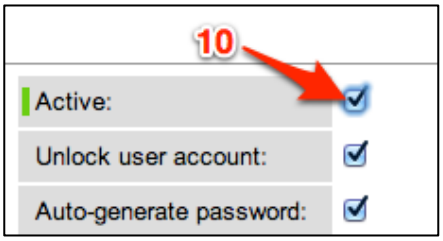
8. Ensure the following fields are checked:
   - **Unlock user account**
   - **Auto-generate password**
     - Auto-generate password is useful for Service Desk users so they can read the new password to the user over the phone.
   - **User must reset password**
     - User must reset password ensures 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.

©2014 ServiceNow, Inc. All rights reserved.

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



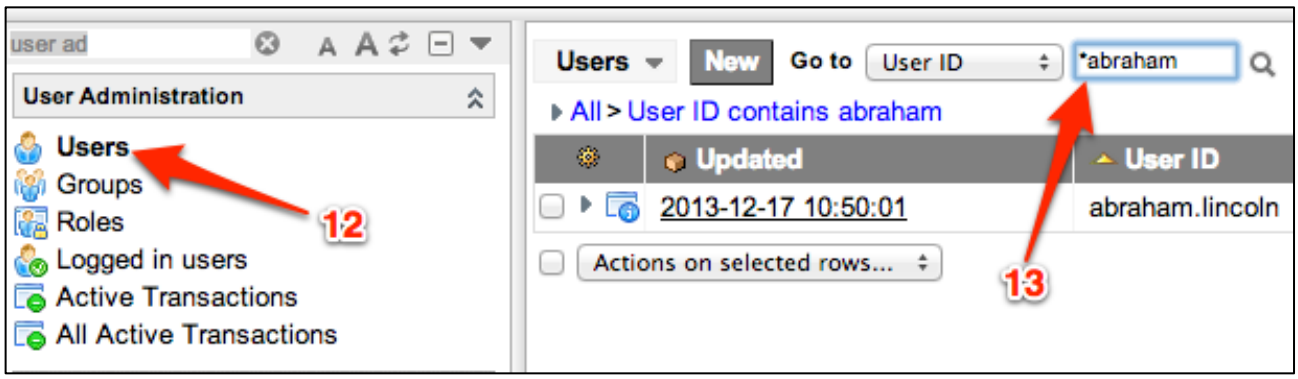
10. Activate the process by clicking the **Active** checkbox and **Update** the form.



11. Time to test it! First let's verify that we have an email address to confirm with the caller.

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

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



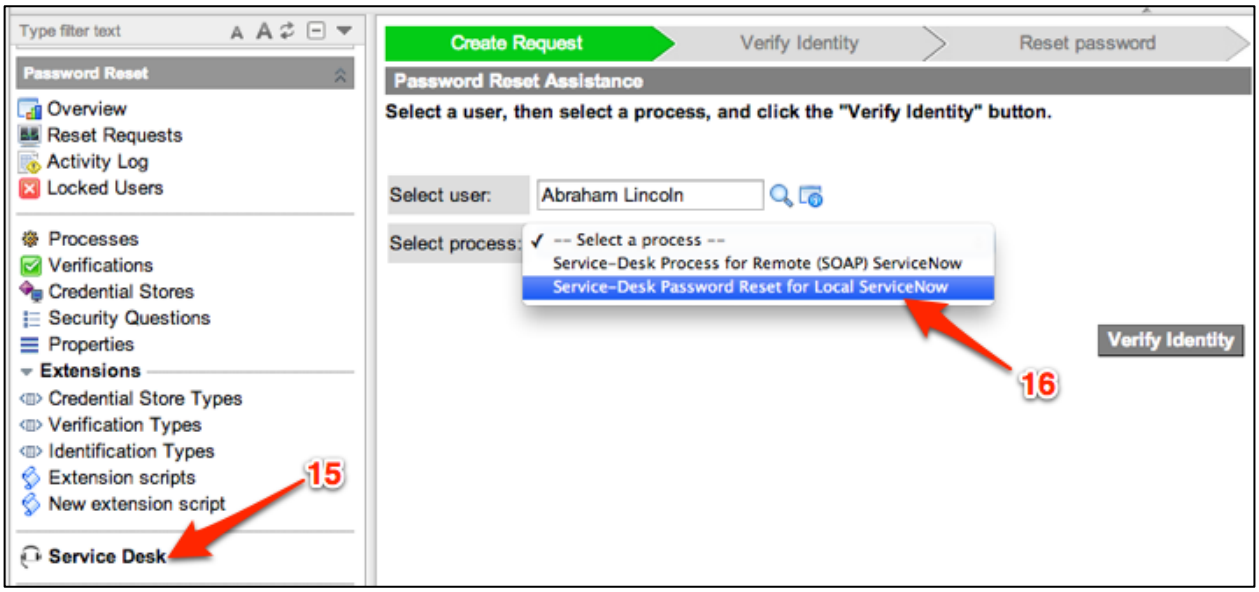
14. Either from the list view or Abraham's User record, copy or make note of his sample email address *abraham.lincoln@example.com* for verification use during the reset process.

©2014 ServiceNow, Inc. All rights reserved.

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

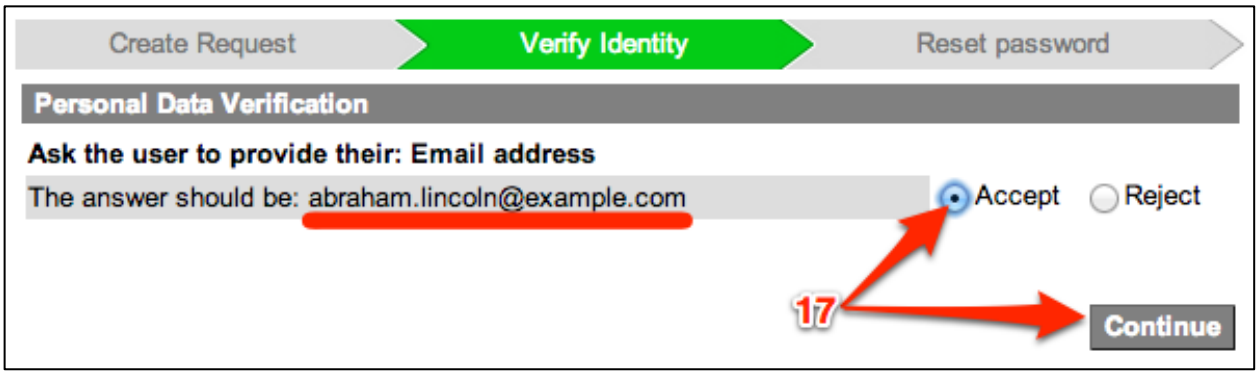
16. Select user: **Abraham Lincoln**
    Select process: **Service Desk Password Reset for Local ServiceNow**
    Click **Verify Identity**

    Note: This is the process we stepped through earlier in this section.



17. Notice that the email we verified in the User profile is the same as the email configured in Abraham's profile. **Accept** the email and **Continue.**

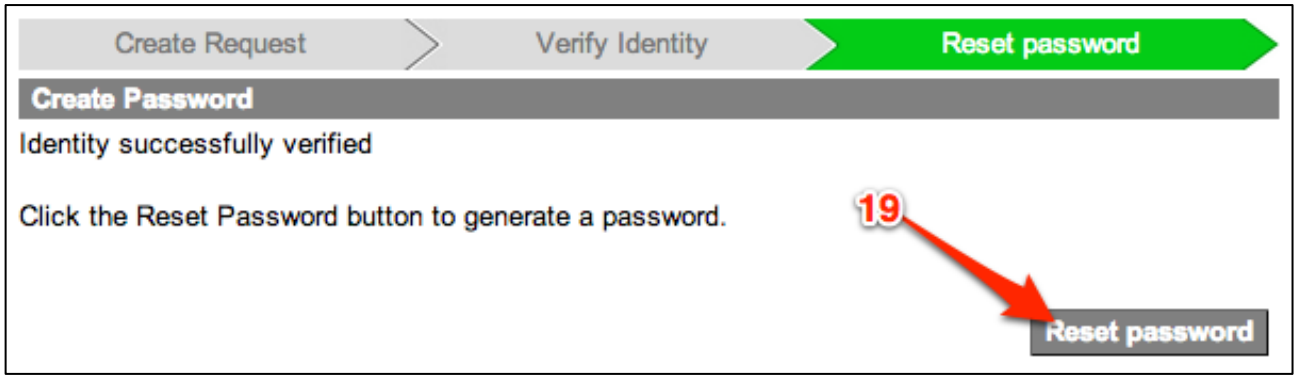
    Note: This is the Verification method defined in the **Personal Data – Confirm Email Address** process. You can adjust these to verify any field data that's defined in the User profile (user id, phone number, a custom field unique to your company, employee id, etc.)



©2014 ServiceNow, Inc. All rights reserved.

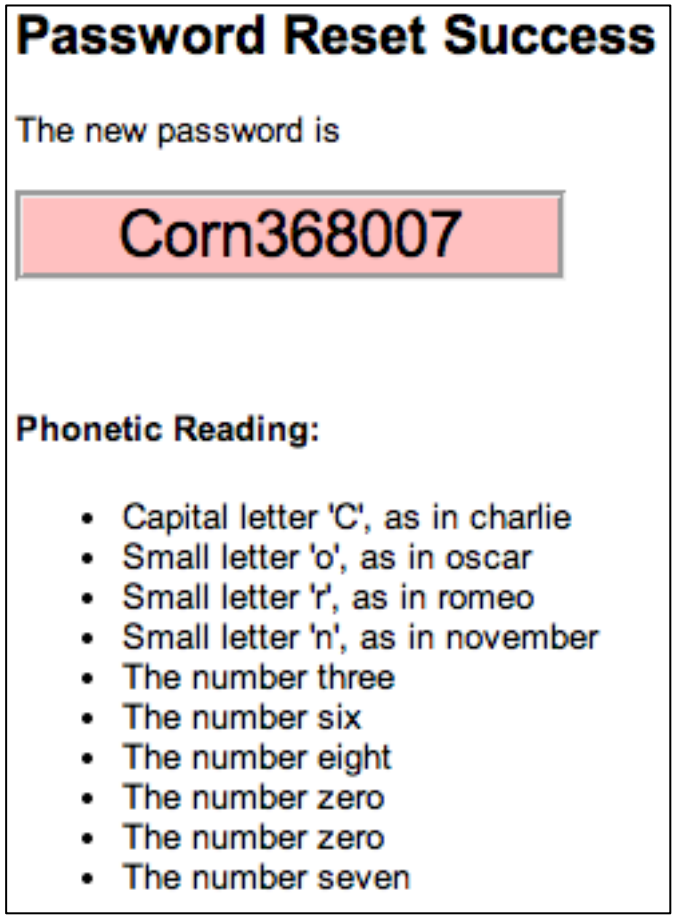
18. The last step displays a verification to ensure that the email and user's identity is correct.

19. Click **Reset Password.**



20. Because we chose to auto-generate and display the password as part of the initial process setup, the password will show up 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 will be emailed this new password and will have to change it at their first login, per our settings in the initial process setup.

21. At this time, you are welcome to logout or use another browser to test the new password with Abraham's user id login.



©2014 ServiceNow, Inc. All rights reserved.

Lab Goal

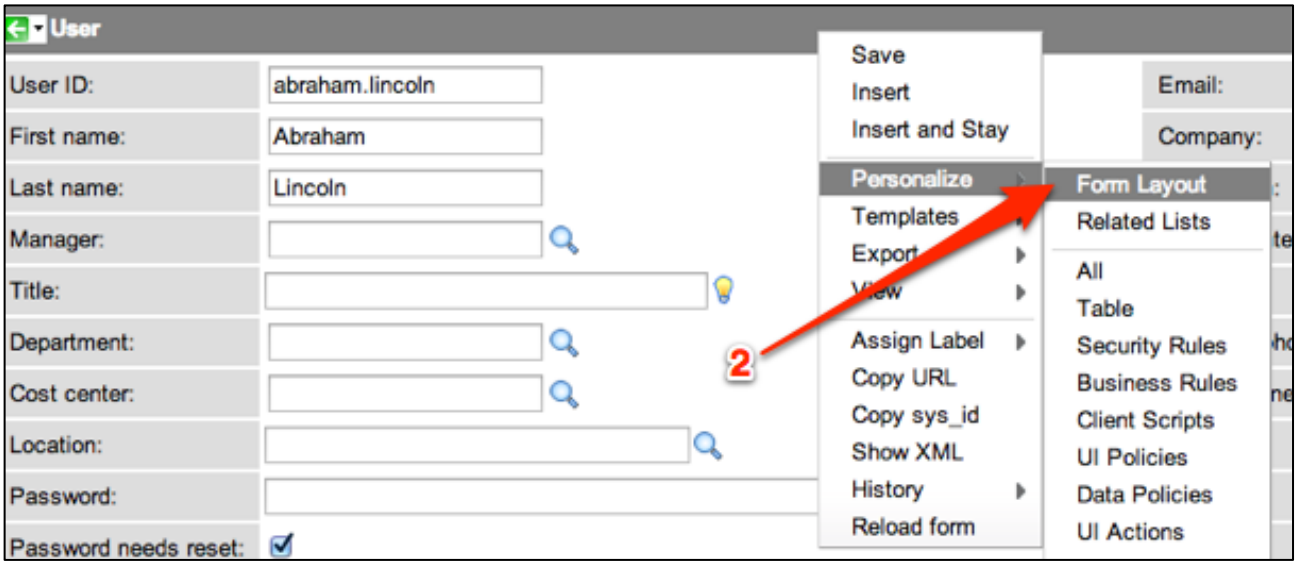
The purpose of this section of the lab is to obtain the ability to have users reset their ServiceNow passwords themselves via a public URL. Throughout this process, you will also create a new verification type, expose an employee number field in the User profile and use this field to verify the identity 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 Abraham Lincoln's user record.

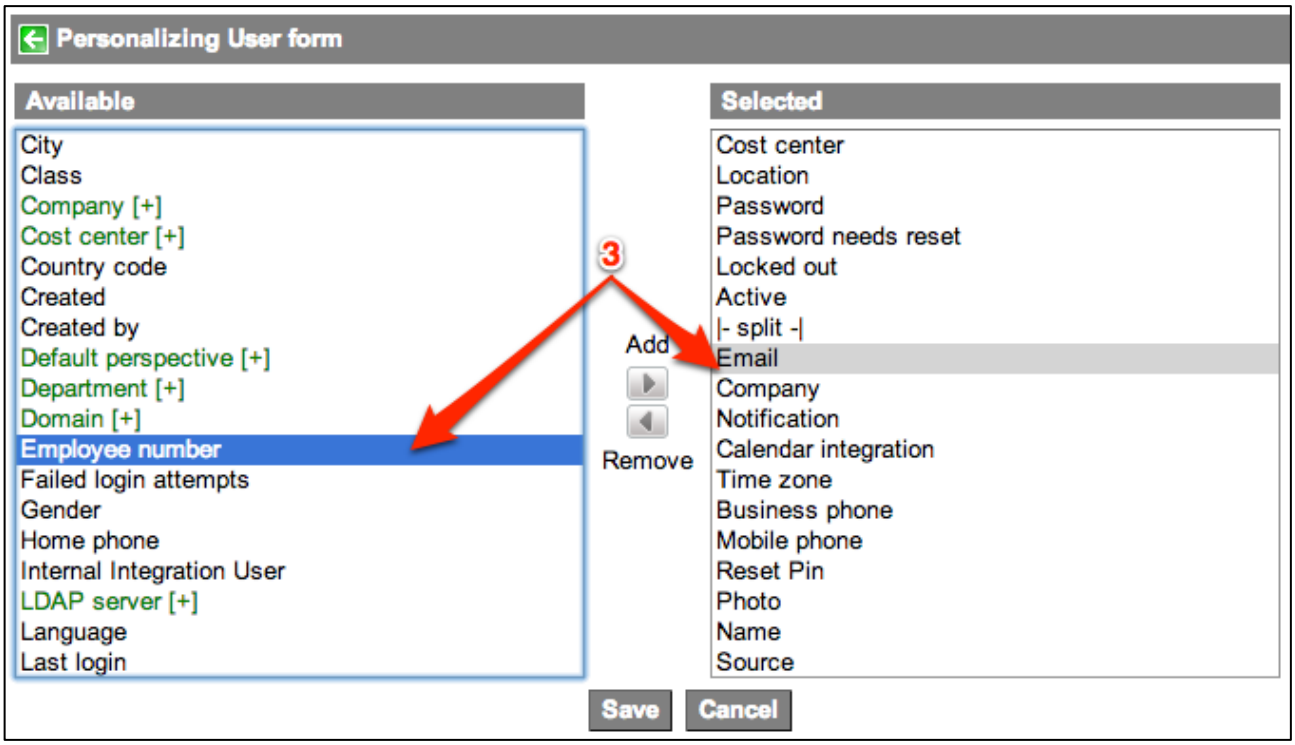
2. Once in the record, right click the top menu bar and select **Personalize > Form Layout**.



®2014 ServiceNow, Inc. All rights reserved.

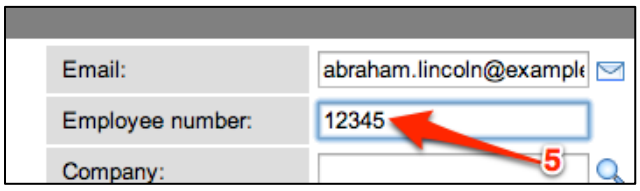
3. Find **Employee Number** in the Available column and add it to the Selected column just below Email.

   Note: This allows the field to appear in the User profile.



4. Save the changes to return to Abraham's user record.

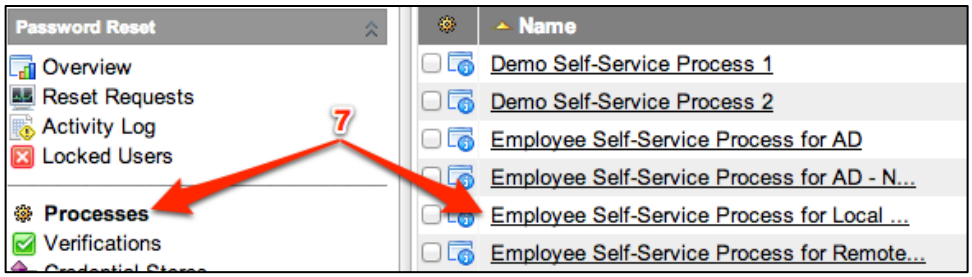
5. Enter in **12345** into the Employee Number field.



6. **Update** Abraham's user record and make note of this Employee number 12345, we will be using it later.

©2014 ServiceNow, Inc. All rights reserved.

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



8. Match the checkboxes to the screenshot below and **Save** the process.



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

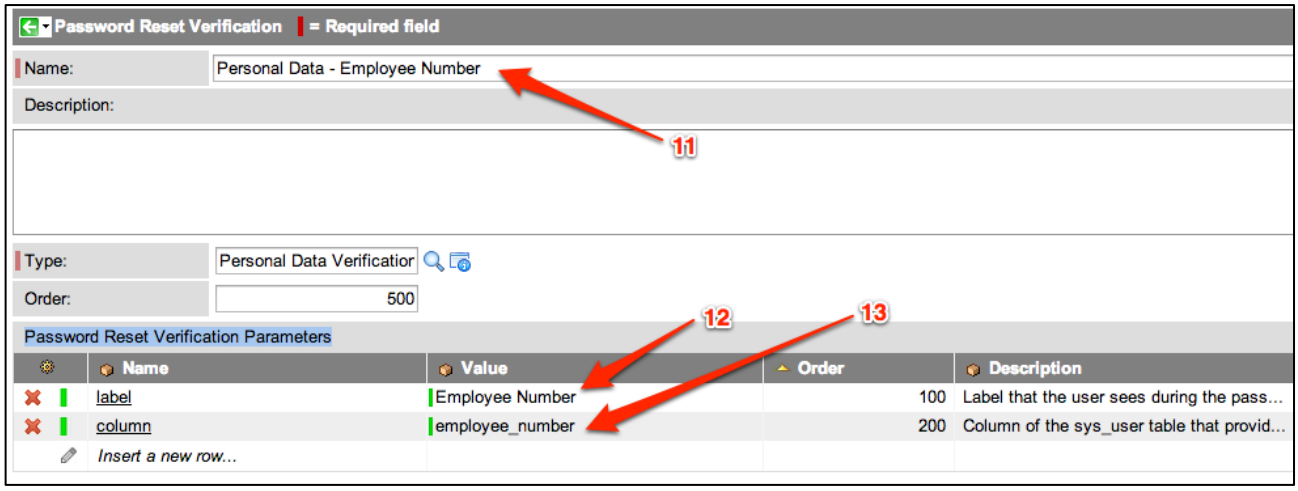


10. A few Sample Verification types are provided for you out of the cloud and we are going to use one that verifies based on personal data. Click **Sample Mock Verification #1**.

©2014 ServiceNow, Inc. All rights reserved.

11. Change the name to **Personal Data - Employee Number**.

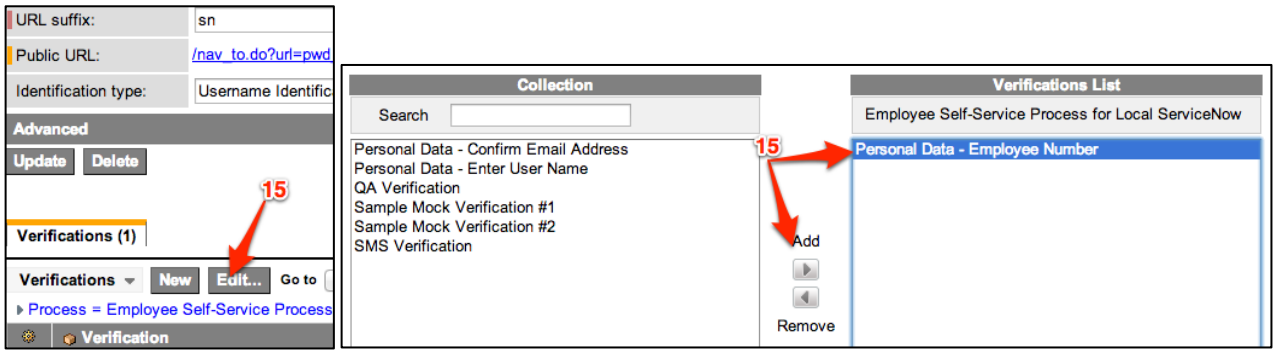
12. Under Password Reset Verification Parameters, edit the label value to: **Employee Number**.



13. Edit the column label value to: **employee_number**.

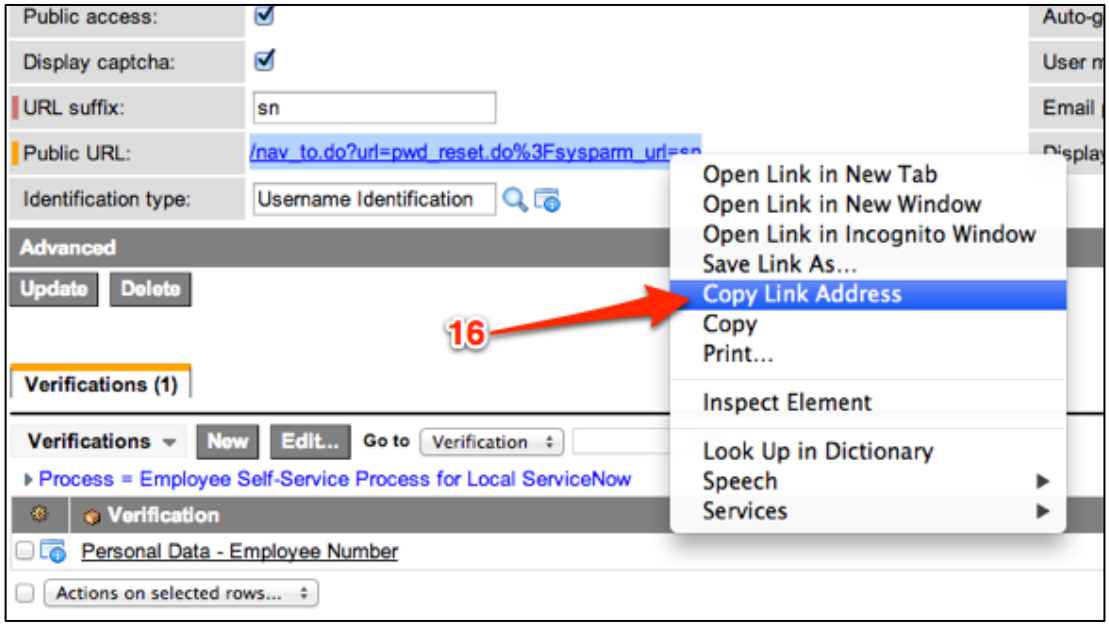
14. Click **Update** and return back to the **Employee Self-Service Process for Local ServiceNow** record under **Processes**.

15. Edit the Verification related list in the Employee Self-Service Process for Local ServiceNow process, add in the new Verification type we just made and click **Save**.



©2014 ServiceNow, Inc. All rights reserved.

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



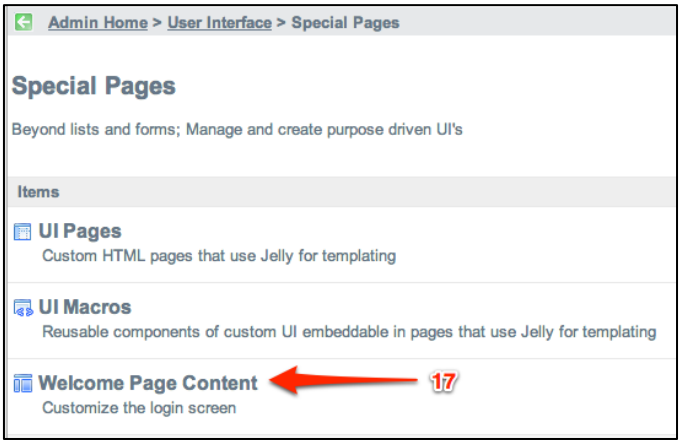
Note: If your browser does not have that option, open the link in a new tab or new window and manually copy the URL from the address bar.

Note: You can now embed this reset process on any page within your organization. Because we have access to a unique ServiceNow instance, let's embed it in the Welcome Page.

17. Go to the **System Administration Homepage** and Navigate to **User Interface > Special Pages > Welcome Page Content.**

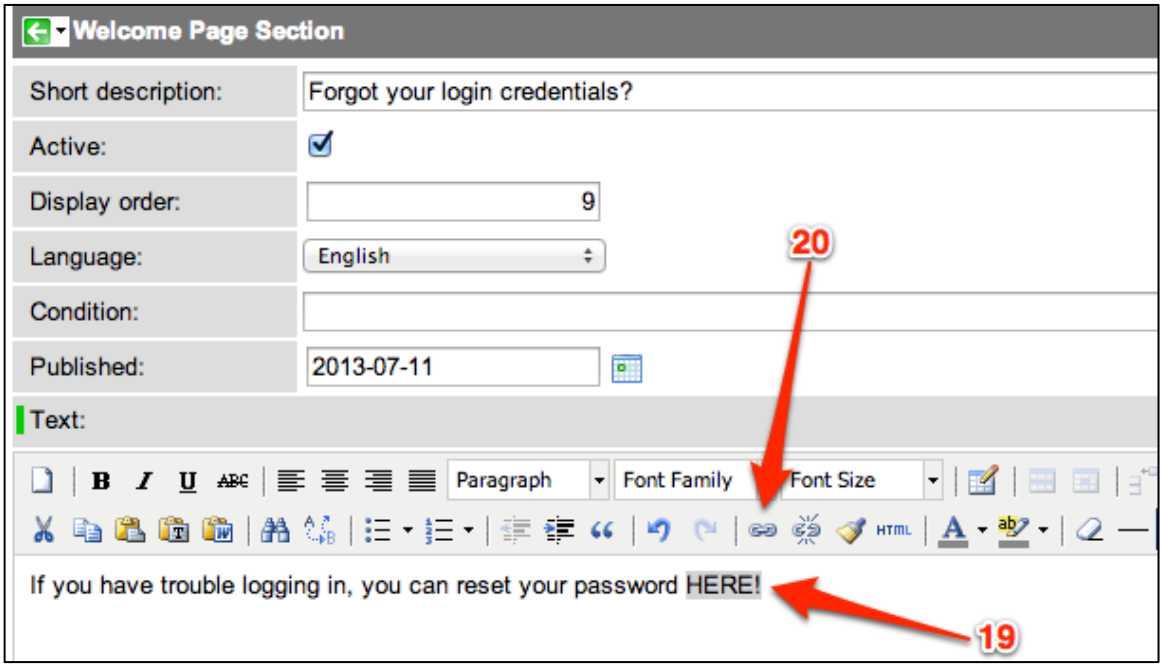
18. **Activate** the 'Forgot your login credentials?' line item and click in to the record.





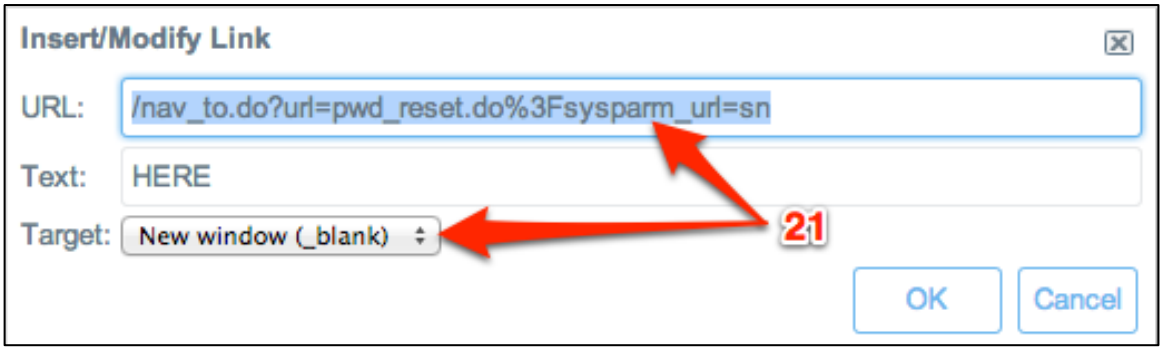
©2014 ServiceNow, Inc. All rights reserved.

19. In the Text field, replace **here** in the existing page with **HERE!** using the WYSIWYG editor.



20. Highlight **HERE!** and click the hyperlink button.

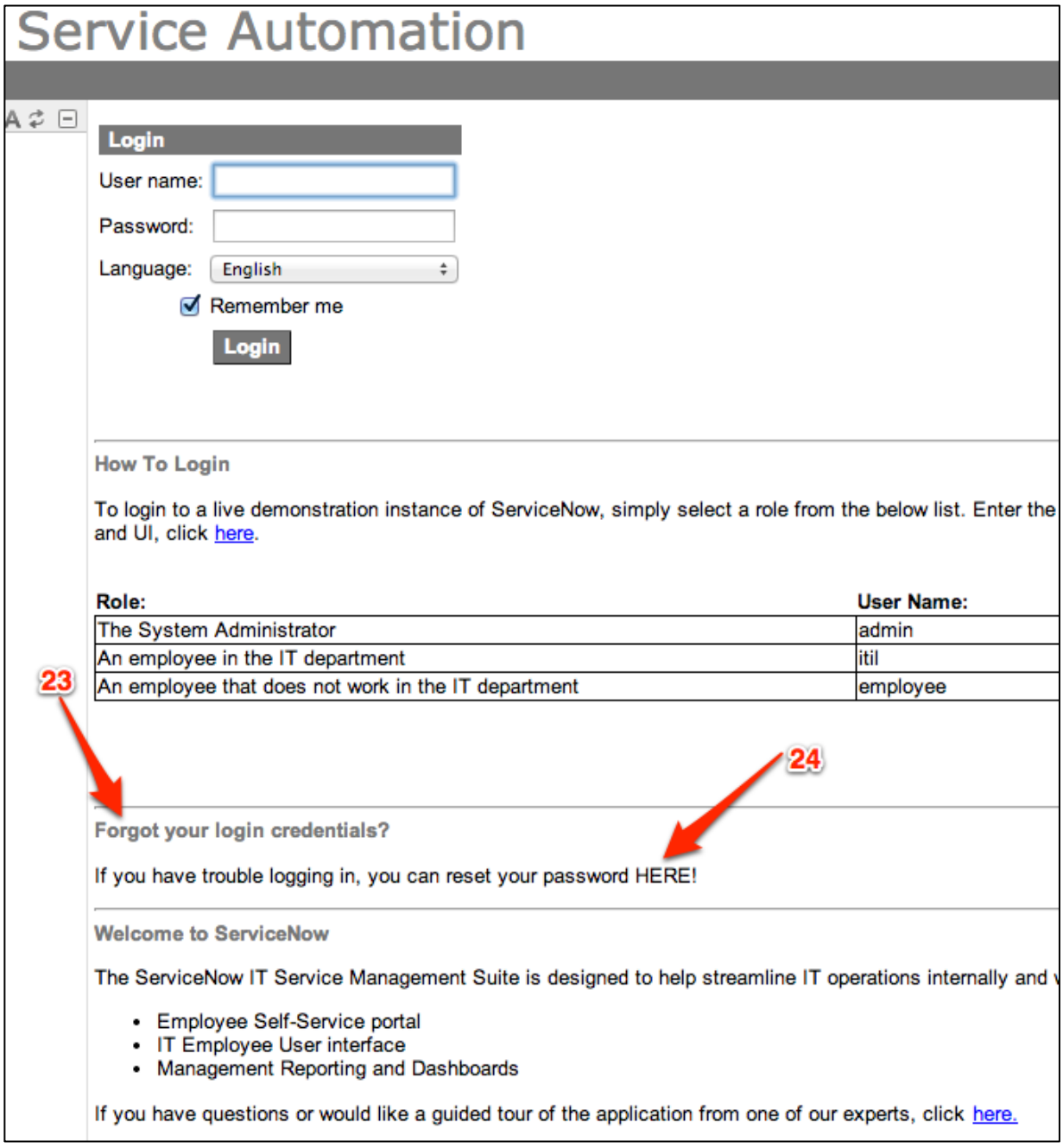
21. URL: Paste the **Public URL** copied from **Employee Self-Service Process for Local ServiceNow**
    Target: **New Window (_blank)** for the Target
    Click **OK**.



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

©2014 ServiceNow, Inc. All rights reserved.

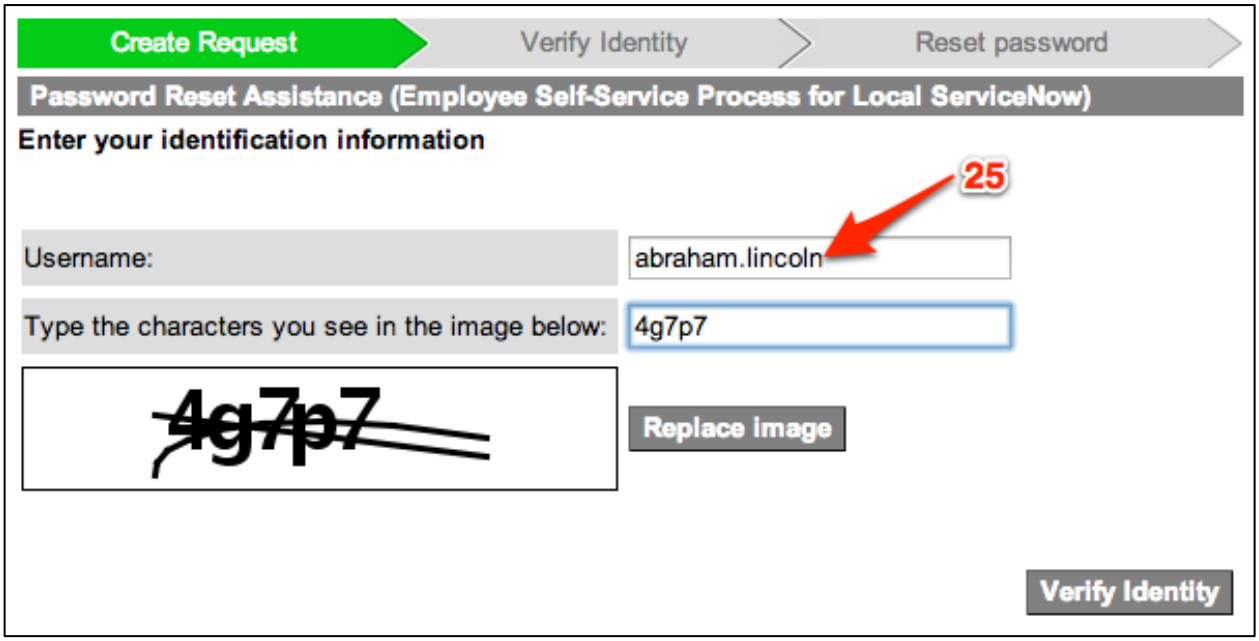
23. A **Forgot you login credentials?** section should display on the public ServiceNow login page.



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

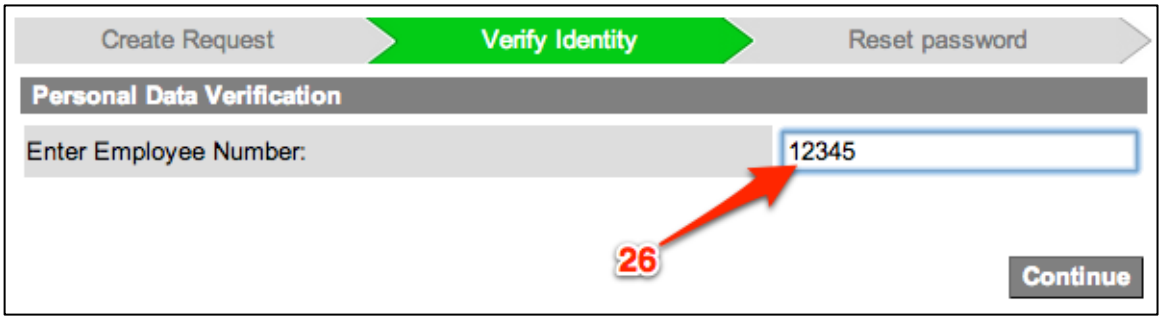
©2014 ServiceNow, Inc. All rights reserved.

25. Type username: **abraham.lincoln”**
    Captcha: match what is shown
    Click **Verify Identity**



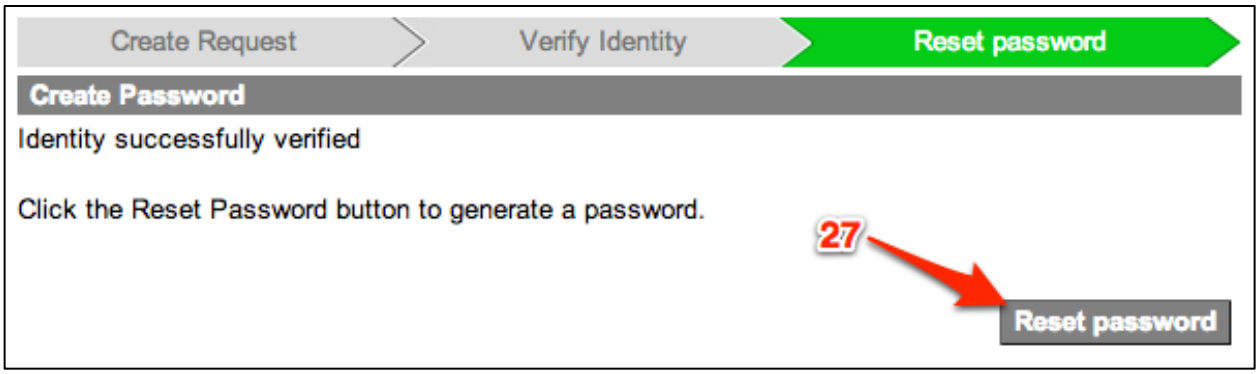
26. Notice that the Verification method we created shows up here asking the user to verify their identity using their unique Employee Number.

    Enter 12345 from the value we placed earlier and **Continue**.

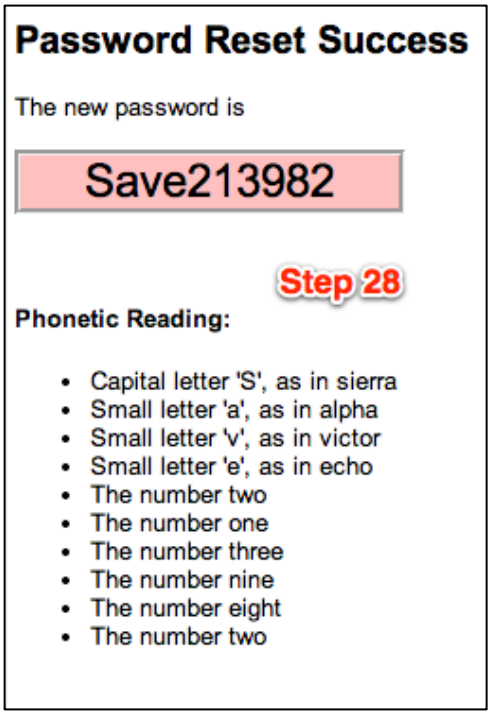


©2014 ServiceNow, Inc. All rights reserved.

27. A confirmation screen should display confirming successful verification of Abraham's identity. You can now click **Reset Password**.



28. Lastly because of the options selected in the process definition, the password should display onscreen for Abraham to use on his next login. It should look similar to the following image:



©2014 ServiceNow, Inc. All rights reserved.

Lab Goal

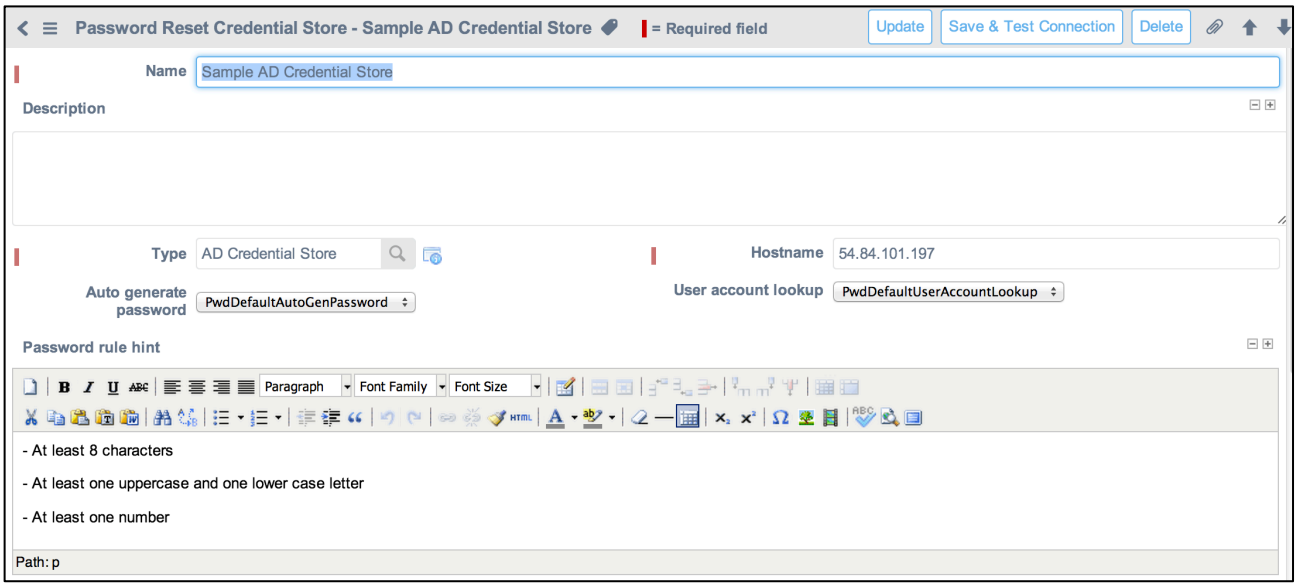
<Company> has their ServiceNow instance integrated with Active Directory. They want to use ServiceNow to let their employees to reset their passwords. For example, to define a password reset process that requires the end user to answer a few security questions and enter a verification code sent via SMS text message.

Lab 3
Self-Service AD Password Reset

Create an Active Directory Credential Store

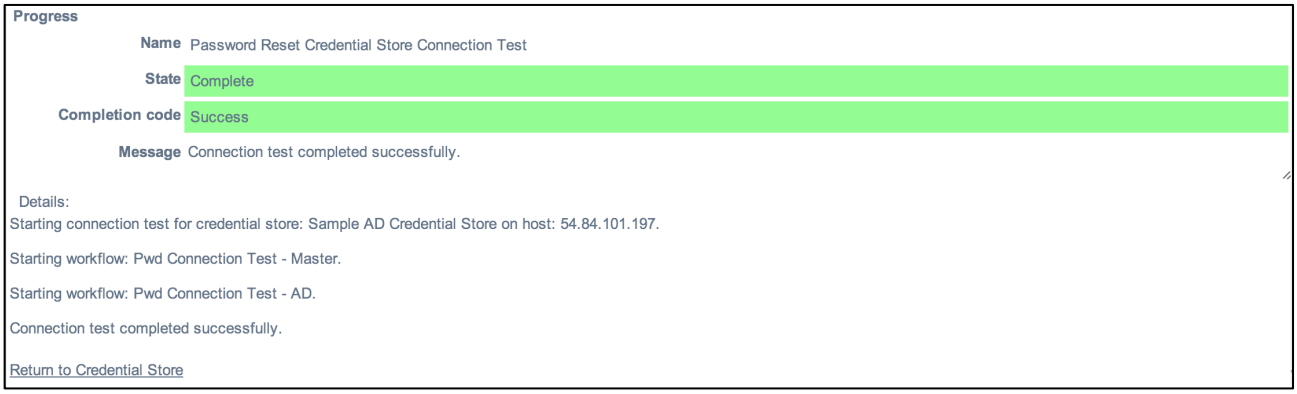
First we need to create a credential store that connects to an AD server. This requires the full ServiceNow Password Reset Application.

1. Navigate to **Password Reset > Credential Stores**
2. Click **New**.
3. Fill in required fields as shown below, then click **Save & Test Connection**.



®2014 ServiceNow, Inc. All rights reserved.

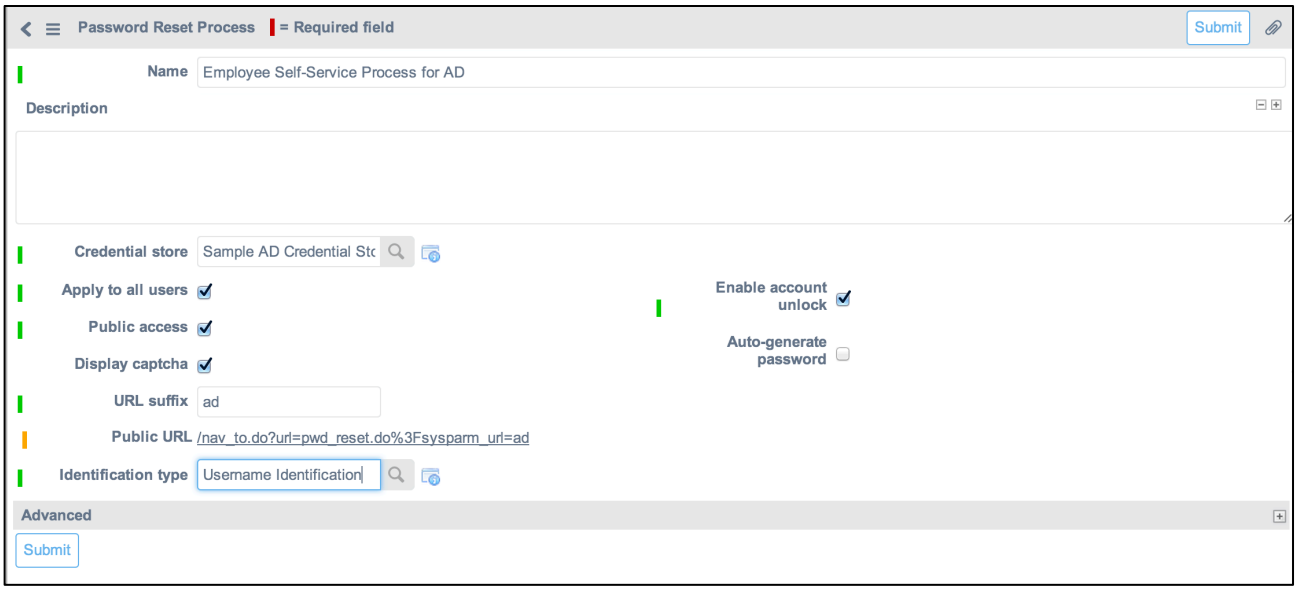
4. Your screen should like this:



Create a Process

Create a password reset process for the credential store we just created.

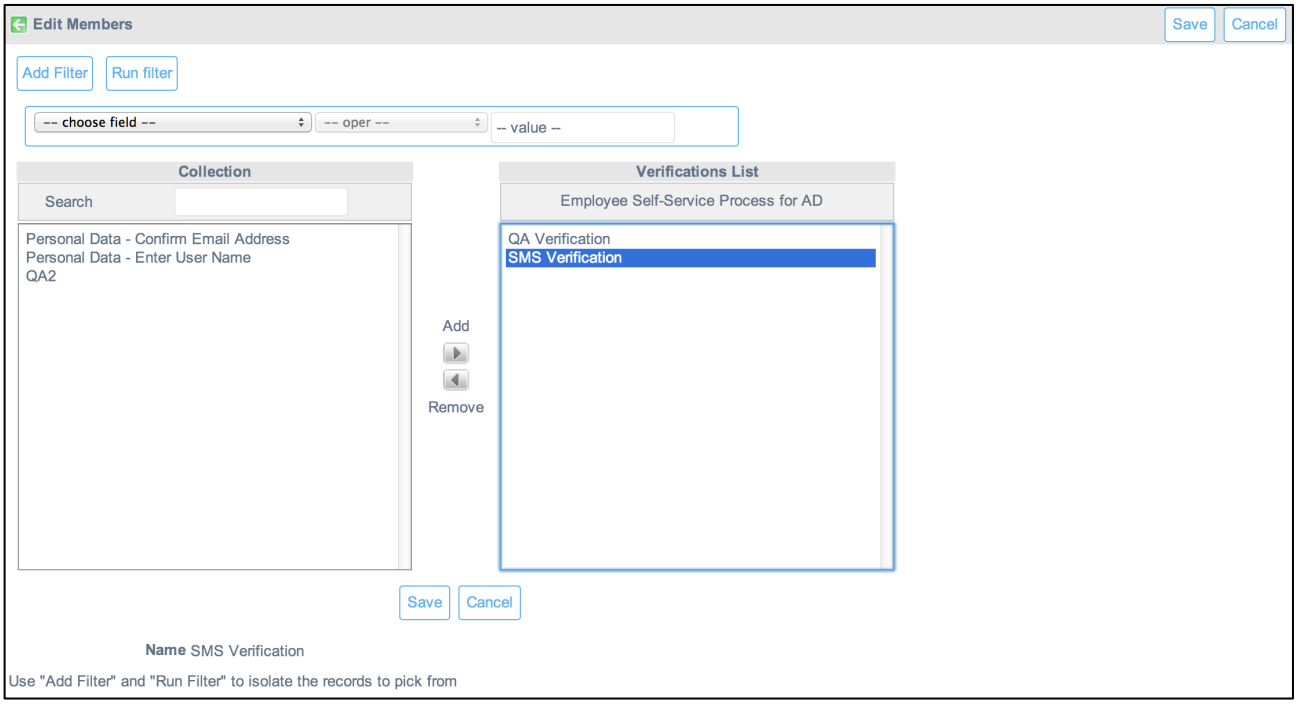
1. Navigate to **Password Reset > Processes**.
2. Click **New**.
3. Fill in fields as below:



4. Open the process just created and click **Edit** under to **Verifications.**

®2014 ServiceNow, Inc. All rights reserved.

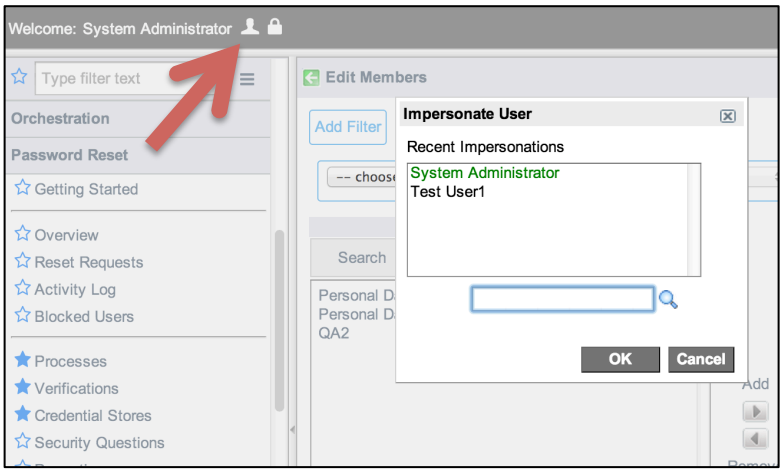
5. Add **QA Verification** and **SMS Verification** as members then click **Save.**



Enroll User

Enroll Test User<*your_instance_number*> for the AD process just created.

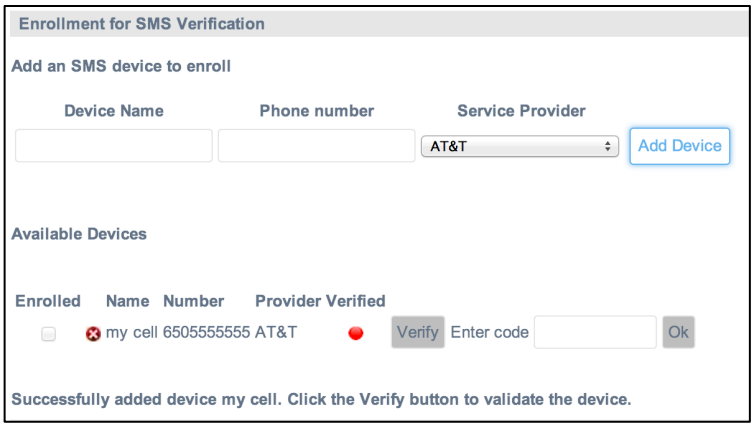
1. Impersonate or login as the test user. Password **Password12345.**



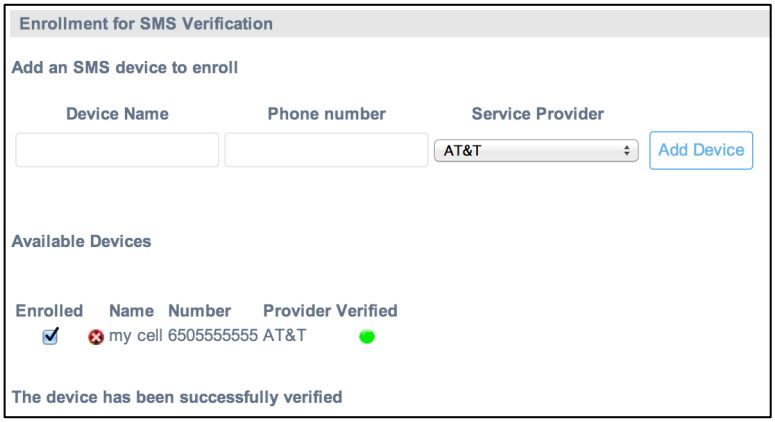
©2014 ServiceNow, Inc. All rights reserved.

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

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

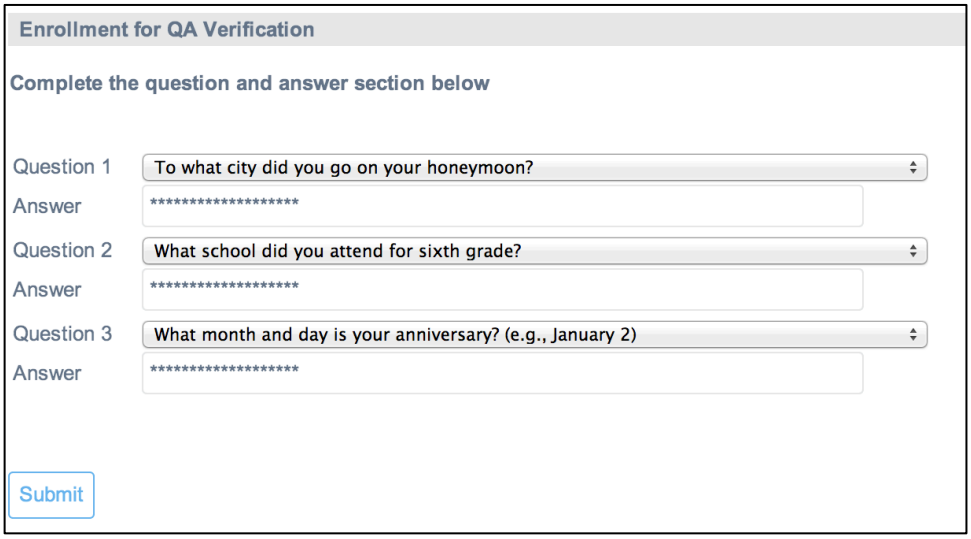


4. You should receive a text message with the code **7777**. **Enter code** and click **OK**.

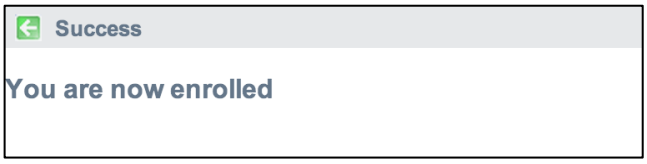


®2014 ServiceNow, Inc. All rights reserved.

5. Select 3 questions and give answers. When all done, click **Submit**.



6. When all done, click **Submit**.



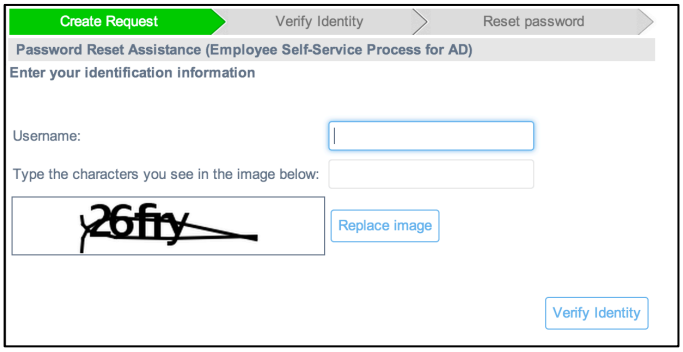
Reset Password

Now we are ready to reset your test user's password using the AD process.

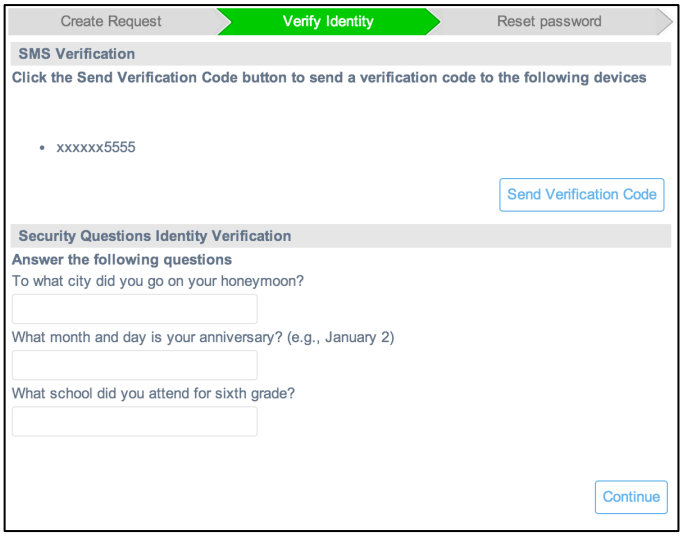
1. **Logout** of your instance.
2. Go to https://<your-instance>/pwd_reset.do?sysparm_url=<url-suffix>

©2014 ServiceNow, Inc. All rights reserved.

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



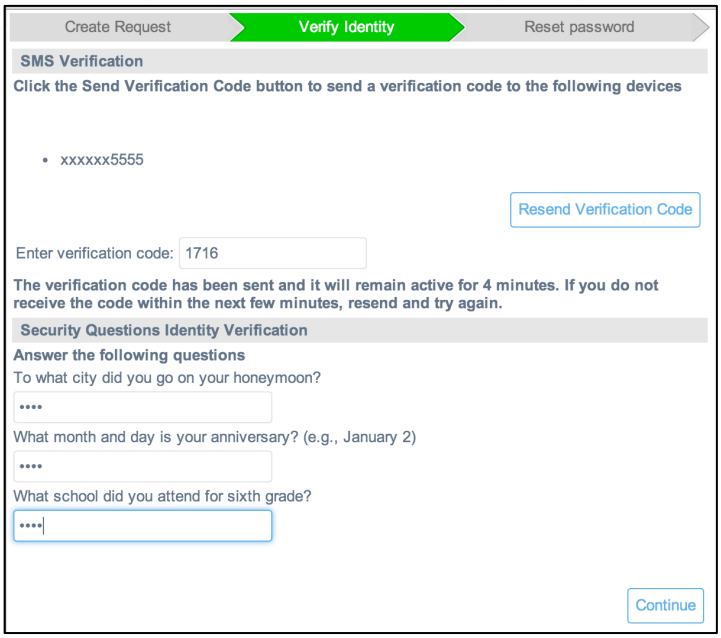
4. On the next page, click **Send Verification Code**.



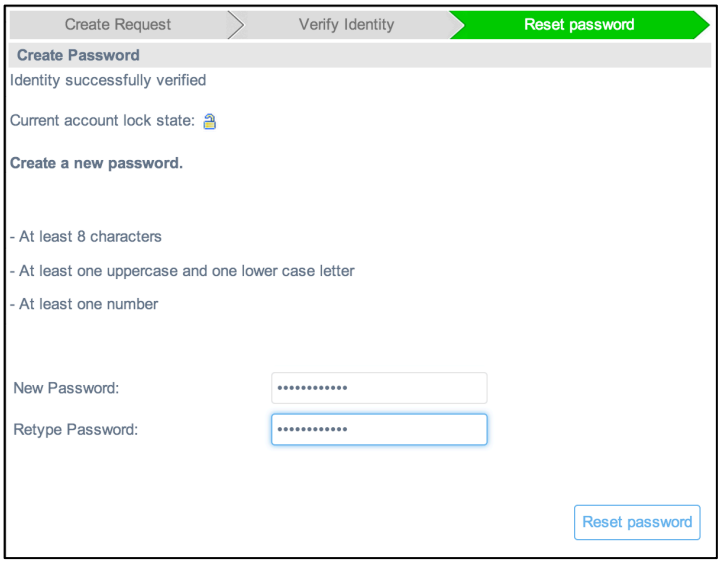
5. Enter verification code **7777** from your SMS text message.

©2014 ServiceNow, Inc. All rights reserved.

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



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



8. Wait until it returns to successful screen.



®2014 ServiceNow, Inc. All rights reserved.