Self Service Password Reset
Quick Reference Guide

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Self Service Password Reset

We all play a role in keeping the CHL IT Systems secure and therefore our client and residents' information safe and our financial assets protected.

Self-service password management is available to all CHL Employees. This allows you to change your password when required, and to reset it if you forget it. You can do this from any internet enabled device (tablet, laptop, mobile phone etc). This is the IT industry's preferred approach to password management - It is more secure than other previously supported methods as you must prove your identity through another means before you can update your password.

The information contained in this document will support you in setting up, resetting, and retrieving your forgotten password.

Contents

1   Multi-factor Authentication Setup

An essential part of enabling you to manage your own password is setting up Multi-Factor Authentication (MFA) and ensuring your Security preferences are set up. This will enable you to reset your password, even if it has been forgotten.

NOTE: It is vital that you complete this process while you still have access to your network account. *This cannot be done once you have realised you have forgotten your password.*

Validate your security information by opening the following link using a Thin Client or other internet connected device:

https://mysignins.microsoft.com/security-info

On this screen, you can view which MFA options you have available and your preferred contact.
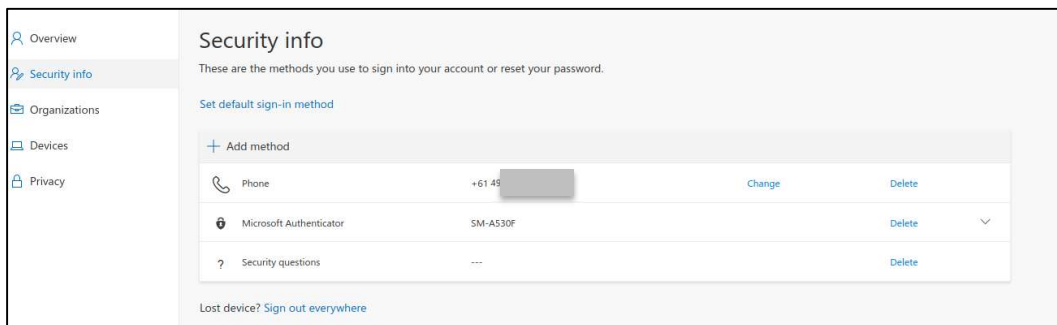
Once your preferred options have successfully been set up, you can select the default MFA method. This will be the primary way you will be prompted to log in.

1. Click on 'Set default sign-in method' link on the top of the screen.
2. Select the option you would like presented first to authenticate. Once confirmed, the selected option will appear at the top of the screen.

If at some point in the future, you would like to change the default method, click 'Change' and select the new option.

1.1   Add or Update your Security Questions

Your password can be recovered by selecting 3 questions from a pre-populated list and providing personal answers that only you would know. This section steps you through the process of setting up your questions and answers. If you are resetting existing questions, the first step is to remove the old questions:
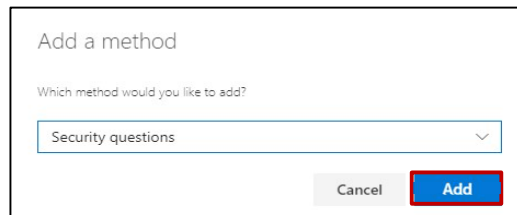
1. Delete the current security questions by clicking the '**Delete**' link next to Security questions and confirm the action by clicking '**Ok**'.
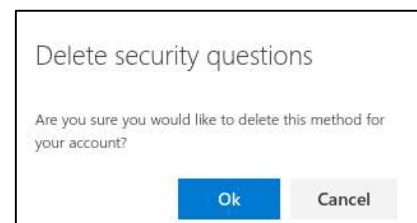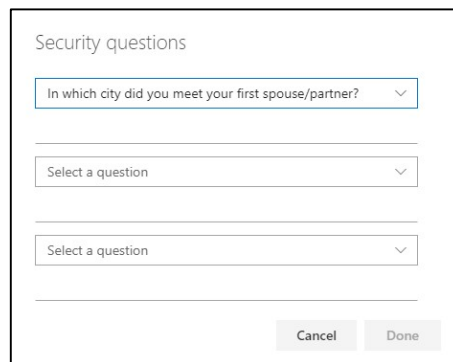
2. Click '**Add Method**'.

3. Click the drop-down box and select '**Security Questions**' and click '**Add**'.

4. Expand the drop-down box and select the security question you want to use. Enter you answer on the line below. Do this for all 3 questions and click '**Done**' once complete.
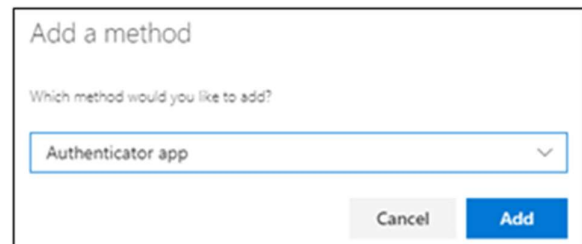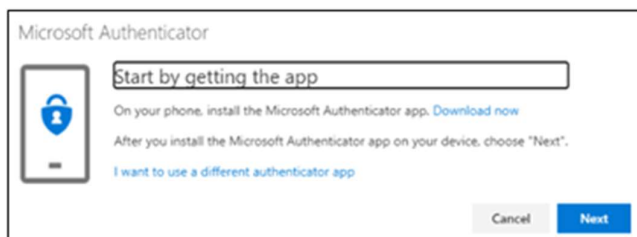

1.2 Adding Microsoft Authenticator App

The Microsoft Authenticator app is the preferred method for the 2nd form of authentication. The app is installed on all CHL issued mobiles phones and can be downloaded for both iOS and Android personal phones from the relevant app store.

 NOTE: While Service Desk support is limited on personal devices, the team will assist with this process where possible.

Follow the below steps to add the Authenticator app as your 2nd Method.

1. Make sure the authenticator app is installed on your phone.
2. Select 'Authenticator app' on the drop-down list and click '**Add**' button.
3. Click **Next**

4. The following screen will appear. Click **Next** to show the QR code.
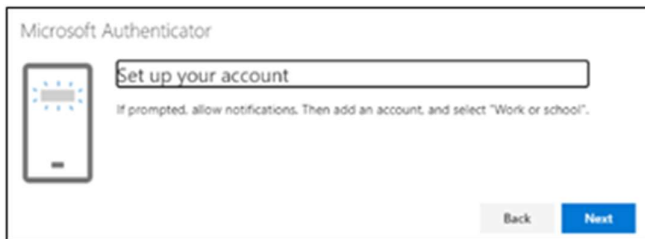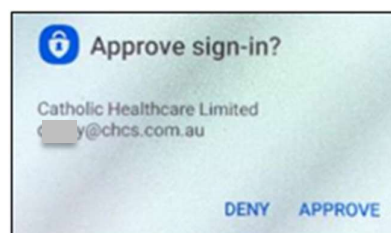

5. Open the Microsoft Authenticator app on your phone.
6. The next step will depend on the phone you are using Tap:
   '**Add Account**' or '**Scan QR code**'
7. Tap the **+** in the top right corner to add a new account.
8. If prompted, select **Work or School Account**.
9. Hold the phone over and centre the QR code displayed on your computer screen in the box displayed on your phone. Once the phone scans the QR code correctly, your account is automatically added to your Authenticator app.
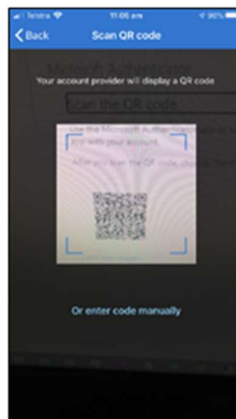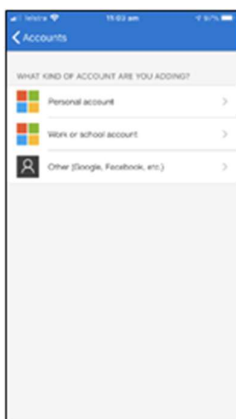
10. On your computer screen showing the QR code and click **Next**. The following screen will be displayed.

11. Click **Next**, and you will receive an authentication request display on your phone, as shown below.
12. Tap **Approve** on your phone, and you should see the following screen appear on your computer screen. Your phone may prompt you to enter your PIN.
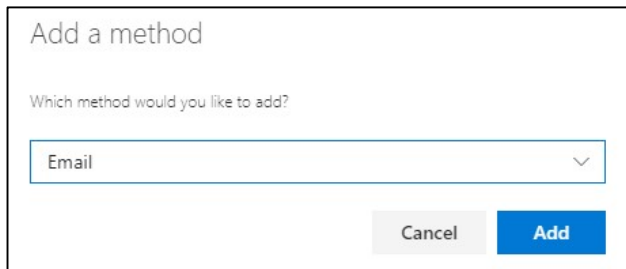
Your Microsoft Authenticator App is now setup for Multi-Factor Authentication.

1.3 Adding a Recovery Email Address

1. Go to the update security info page as shown above and click '**Add Method**'.
2. Click the dropdown and select Email as shown below and click '**Add**'.
3. Enter the email that you want to use as a recovery email, as shown below and click '**Next**'.

NOTE: You must use an email address that is not your work email, so you have access to retrieve any security prompts in the event you are locked out of your CHL Account.
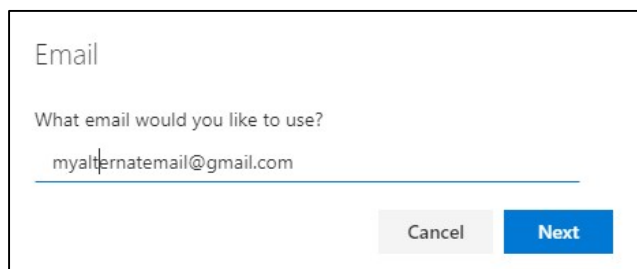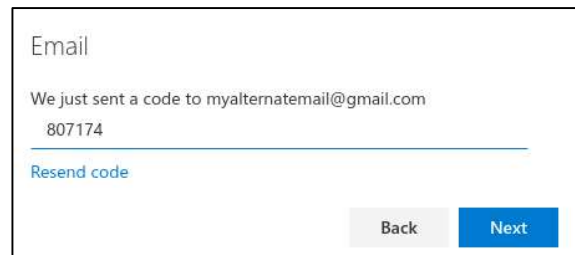
4. Microsoft will send a verification email to the address entered. Retrieve the code sent to this email address and enter it into the field before clicking '**Next**'.

NOTE: If you are using web-based email, (such as Gmail, Yahoo, Hotmail etc.) do not close the current web page. Instead, open your email in a new tab or browser window.
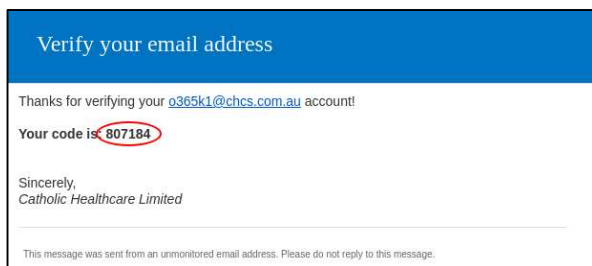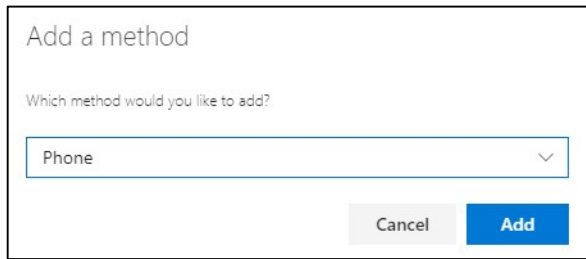
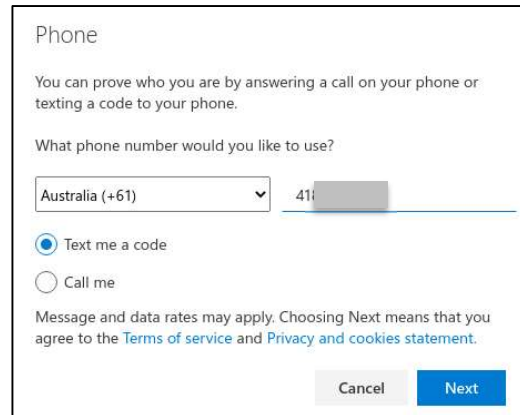A message in the right-hand corner of your browser will confirm 'Email was successfully registered'.

1.4 Adding SMS

1. Go to the update security info page as shown above.
2. Click '**Add Method**'.
3. Click the dropdown and select 'Phone' as shown below and click '**Add**'.

4. Enter your mobile phone number as shown below. Make sure the country is set to Australia and click
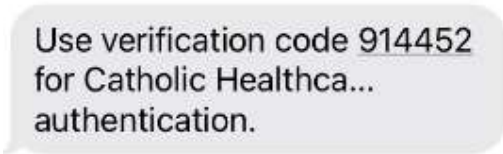

'**Next**'.

5. You should now get an SMS on your phone as shown below. Type the code you received on your phone as shown below and click '**Next**'.
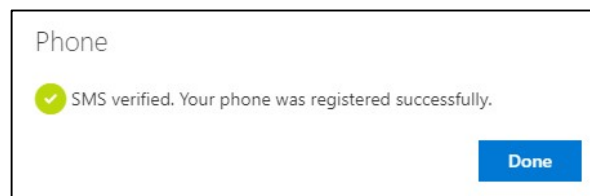

You should see the following message displayed. Click '**Done**' to finish.

2 Self Service Password Reset

1. Open your internet browser and navigate to the CHL Web Portal website - webportal.chcs.com.au

NOTE: If you are using an eCase tablet, click the icon to take you to Web Portal

2. Click the **Forgot My Password** option
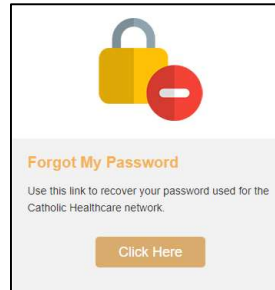
3. Enter your CHL email address into the email field and enter the text you see in the image as shown and click '**Next**'.

Next you need to select what method you want to use to recover your password. Each method is described below.

2.1 Recover password using SMS

If selecting the 'Text my mobile phone' option, the screen will look like the following.

1. Enter the phone number you have set up for MFA into the field then click '**Text**'.
2. You should receive a text message to your selected phone containing a 6-digit code. Enter the code you received into the field. Click '**Next**' and you will be prompted to create a new password.

3. Enter a new password in the first field and re-type it to confirm in the second field, clicking '**Finish**' when complete.

You will receive a confirmation if your password has met the complexity requirements and was reset. You should now be able to log in using the new password you set up.

2.2 Recover password using email

If selecting the 'Email my alternate email' option, the screen will look like the following.

1. Click the Email button to continue. An email from should now be sent to your recovery email address. Open the email and look for the verification code.
2. Enter the code you received in your email into the field.
3. Click '**Next**' to continue and set your new password.

4. Enter a new password in the first field and re-type it to confirm in the second field, clicking '**Finish**' when complete.

You will receive a confirmation if your password has met the complexity requirements and was reset. You should now be able to log in using the new password you set up.

2.3 Recover password using the authenticator app

If select the Enter a code from my authenticator app option, the screen will look like the following.

1. Go to your mobile phone and open the Authenticator app. It is the same app that you used to set up your Multi-Factor authentication.
2. Once you open the app, a screen like below will appear. Tap on your account to display your verification code.
3. After tapping your account, the following screen with your verification code will be displayed. Take note of the One-time password code.
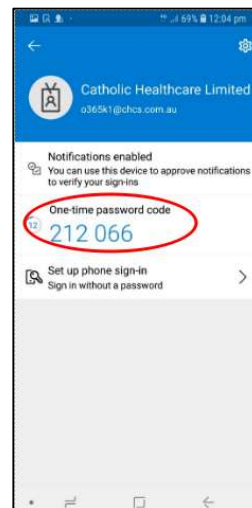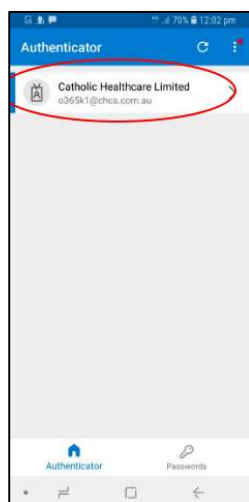
4. Take the code from the step above and enter it as shown below then click '**Next**' to continue and set your new password.

2.4 Recover password using Security Questions

If you select Answer my security questions, the screen will look like the screen below.

1. Enter the answers to the security questions you have setup as shown.
2. Click '**Next**' to continue.
3. Enter a new password in the first field and re-type it to confirm in the second field, clicking '**Finish**' when complete.

You will receive a confirmation if your password has met the complexity requirements and was reset. You should now be able to log in using the new password you set up.