Sandburg Password Reset User Enrolment Guide
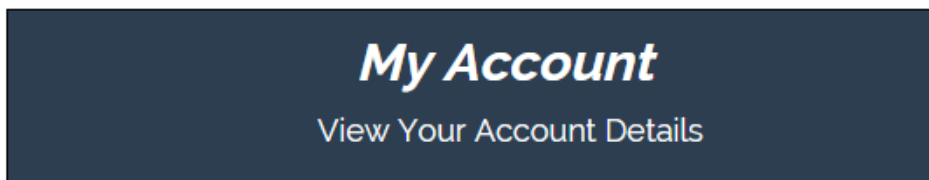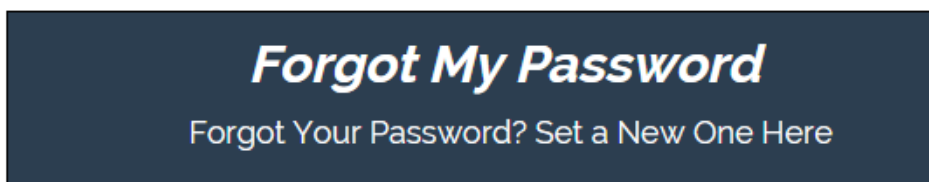
Step 1 - Access the User Portal

To use Access Manager enter the URL provided by your administrator into your web browser.
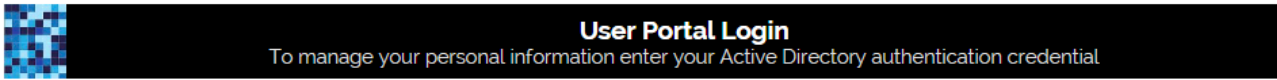

Step 2 - Home Screen

The Home Screen contains two options available to you, to begin you should configure your account, select the My Account option to do so.

Step 3 - Account Login

You must login to the Sandburg Password Reset tool with your current Sandburg username and password.
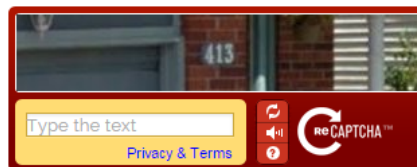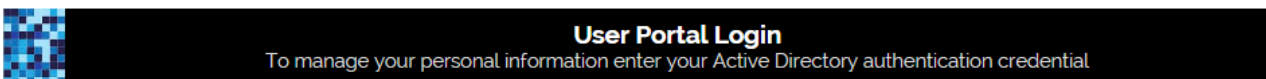

Step 4 - Captcha

You will then be presented with a security Captcha in which you must enter the text or numbers found in the graphic.

Step 5 - User Setup Wizard

The User Setup Wizard will now run, this will take you through the configuration of any details which are required for your account and have not been automatically detected. Using our default configuration this user needs to provide 2 details, PIN and Answers for Questions Authentication.

Step 6 - Questions Authentication

The default authentication module used for Password Reset and Account Unlock actions is Questions Authentication. The user will now be prompted to set their answers to the default 5 questions. Answers to the questions must be atl least 5 characters.

Step 7 - Personal PIN

The user will now be prompted to enter a personal PIN. This can be auto generated by using the "Generate New PIN" link, or can be set by the user manually.

Step 8 - Wizard Completed

Once the details have been completed the Enrolment Wizard can finish and the user should be ready to use.

Step 10 - User Dashboard

Once the wizard has been completed, you should recieve an email informing you that your self-service account is now complete.

Reply   Reply All   Forward   IM

Tue 4/21/2015 10:56 AM

PasswordReset@sandburg.edu

Your self service profile on Sandburg is now complete.

To   Robert W. Stevens

Hi Robert W. Stevens,

Your Sandburg Password Reset self-service profile on Sandburg is now complete, and you may use it to perform various account related actions such as password resets, account unlocking and more.

Remember to keep your profile up-to-date. You may login to https://passreset.sandburg.edu/userlogin.html with you current account credentials at any time.

Please do not respond to this email as it is an unmonitored account. If you have any questions or need assistance, please contact TechHelp by email at support@sandburg.edu or by phone at (309) 341-5446.

Technology Services staff will never ask for your password in an email.
Don't ever email you password to anyone or share confidential information in emails!

Step 11 - User Dashboard

After Login completes you will be directed to the dashboard. The tasks list should state that all requirements are complete.

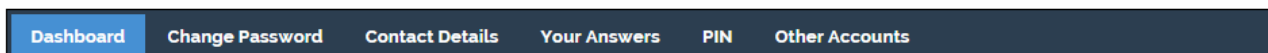CARL SANDBURG COLLEGE   **Password Reset**   Sign out Robert W. Stevens on Sandburg

Dashboard   Change Password   Contact Details   Your Answers   PIN   Other Accounts

Dashboard
This is your landing page, for important information about your Access Manager account and common tasks.

Welcome to your Nervepoint Access Manager home page. From here you can view and amend the personal information required to perform self-service password resets and account unlocks.

Tasks

No tasks, your account is completely configured.

Mobile

To manage your account on the move download the Android app here or iPhone app here.

Android app configuration steps :-

1. Start the Android app.
2. Use the app's QR code scanner to scan the QR code.
3. The app will save the link to the mobile password reset site.

When you logout of My Account you will be returned to the Home Page. From here you'll now be able to reset your password or unlock your account via Access Manager.