


# **Sandburg Password Reset User Enrolment Guide**

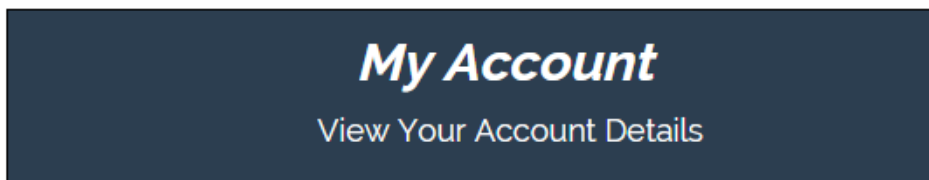
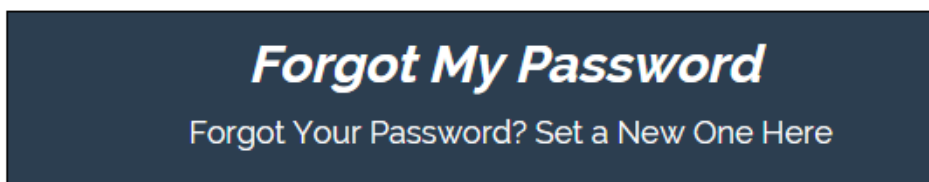
## Step 1 - Access the User Portal

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

 <https://passreset.sandburg.edu/home.html?0>

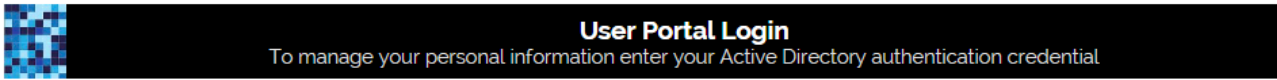
## Step 2 - Home Screen

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.



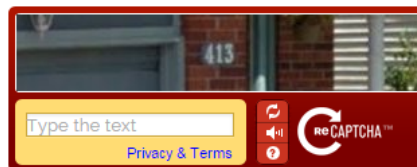
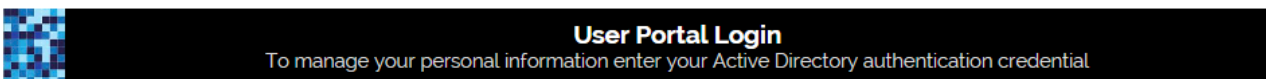
User Name:

Password:

Next

### 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.



Back Cancel Login



## 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.

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This wizard walks you through the steps required to configure your account for our self service account features.

### User Setup

You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*.  
The list below shows the steps where we need details from you.

<b>Incomplete</b>	Answer Your Personal Questions
<b>Incomplete</b>	Provide A Personal Identification Number (or PIN)

Show steps that are already completed

< Previous Next > Cancel Finish



## 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 at least 5 characters.

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This wizard walks you through the steps required to configure your account for our self service account features.

### User Setup

Answer Your Personal Questions. You can create your own personal questions in the dashboard once this wizard is complete and your account is setup.

Where were you born?

What is your favorite TV show?

What was your first telephone number?

What was your first pets name?


Where was your first school?

Show answers on screen

< Previous Next > Cancel Finish


## 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.



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This wizard walks you through the steps required to configure your account for our self service account features.


### User Setup

Your Personal Identification Number (PIN)

- ★ Use the  *Generate* buttons to get you started, or choose your own PIN.
- ★ Take your time, choose a PIN you will remember.
- ★ Try *not* to use a PIN you use for something else such as your banking PIN.

Show PIN on screen


 **Generate New PIN**

[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

## Step 8 - Wizard Completed

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



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This wizard walks you through the steps required to configure your account for our self service account features.

### User Setup

The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.

Now Complete  
Now Complete

Answer Your Personal Questions  
Provide A Personal Identification Number (or PIN)

< Previous

Next >

Cancel

Finish



## Step 10 - User Dashboard

Once the wizard has been completed, you should receive 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](mailto: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.

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**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.