

SELF RESET PASSWORD

User Guide

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1. INTRODUCTION

The aim of this document is illustrating to users how to autonomously reset their password connected to the service access credentials.

2. HOW TO SELF RESET YOUR PASSWORD

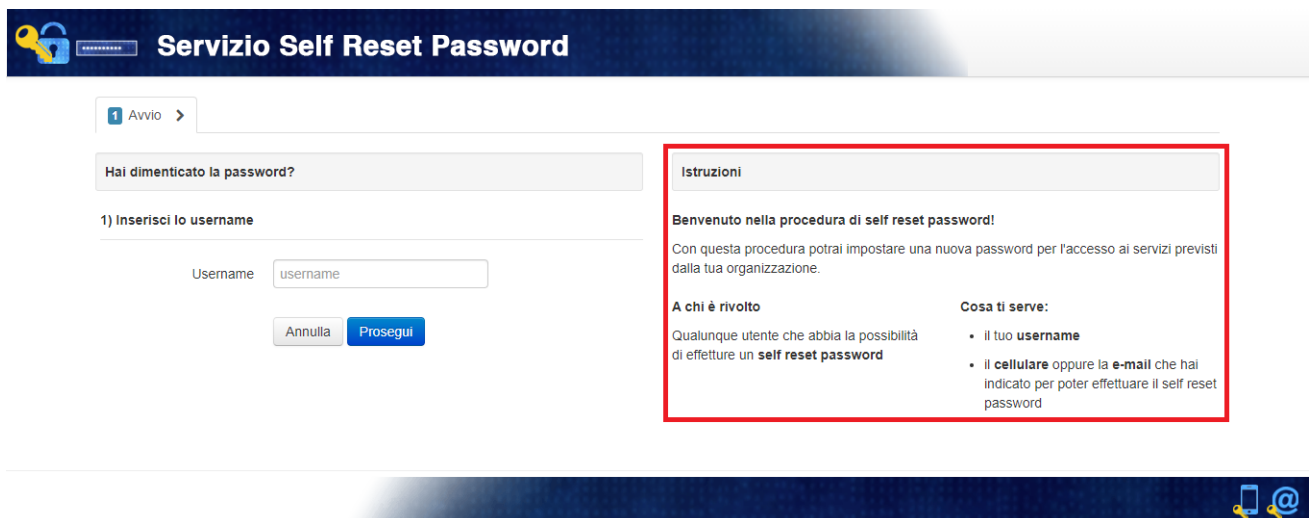
2.1 ACCESSING THE PROCEDURE

To access the password self-reset procedure, please connect to the following URL:

<https://idm.sistemapiemonte.it/reset-password/index.html>

2.2 PREMISE

To self-reset your password, users need to know the username they use to access the services and that they are able to access the email address that was entered during the configuration of the verification mechanism.



The screenshot shows the 'Servizio Self Reset Password' interface. At the top, there is a navigation bar with a key icon and the text 'Servizio Self Reset Password'. Below this, there is a breadcrumb '1 Avvio >'. A main heading reads 'Hai dimenticato la password?'. Underneath, the instruction '1) Inserisci lo username' is followed by a text input field labeled 'Username' containing the placeholder text 'username'. There are two buttons: 'Annulla' and 'Prosegui'. To the right, a red-bordered box highlights the 'Istruzioni' section, which contains the following text:

Istruzioni

Benvenuto nella procedura di self reset password!

Con questa procedura potrai impostare una nuova password per l'accesso ai servizi previsti dalla tua organizzazione.

A chi è rivolto

Qualunque utente che abbia la possibilità di effettuare un **self reset password**

Cosa ti serve:

- il tuo **username**
- il **cellulare** oppure la **e-mail** che hai indicato per poter effettuare il self reset password

Figure 1: Home page of the Self Reset Password service

2.3 ENTER YOUR USERNAME

The first step to reset your password is entering the username (Figure 2) used to access the services.



Figure 2: Type in the "Username" field

If entering your username, you type characters that are not admitted, the text turns red and the notification "username not correct" (Figure 3) is displayed. The text turns green when the username is considered valid (Figure 3).

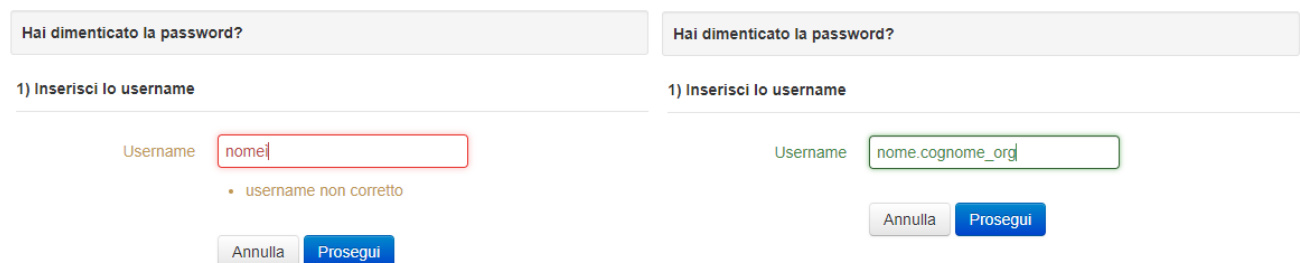


Figure 3: Username validation

After having entered your username, click on the "Continue" button (Figure 2).

2.4 CHALLENGE WITH ALTERNATIVE EMAIL ADDRESS

The following screen is visualised (Figure 4):

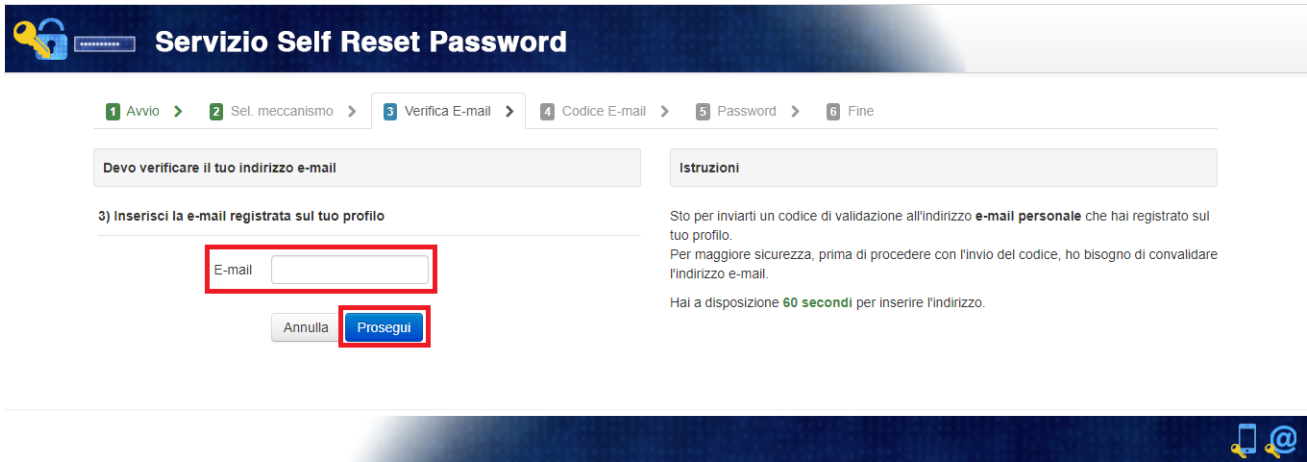
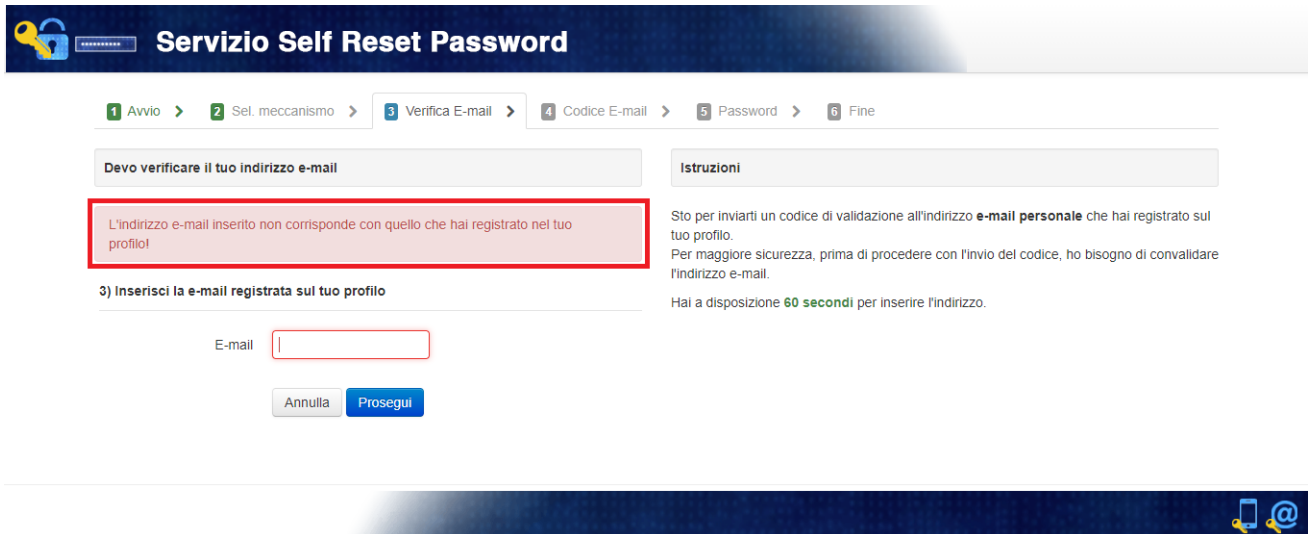


Figure 4: Identification through email address

Users must enter within 60 seconds the alternative email address they registered during the service configuration and click on “Continue” (Figure 4).

If users enter a different email address than the one they entered during configuration, the following error message is displayed (Figure 5):

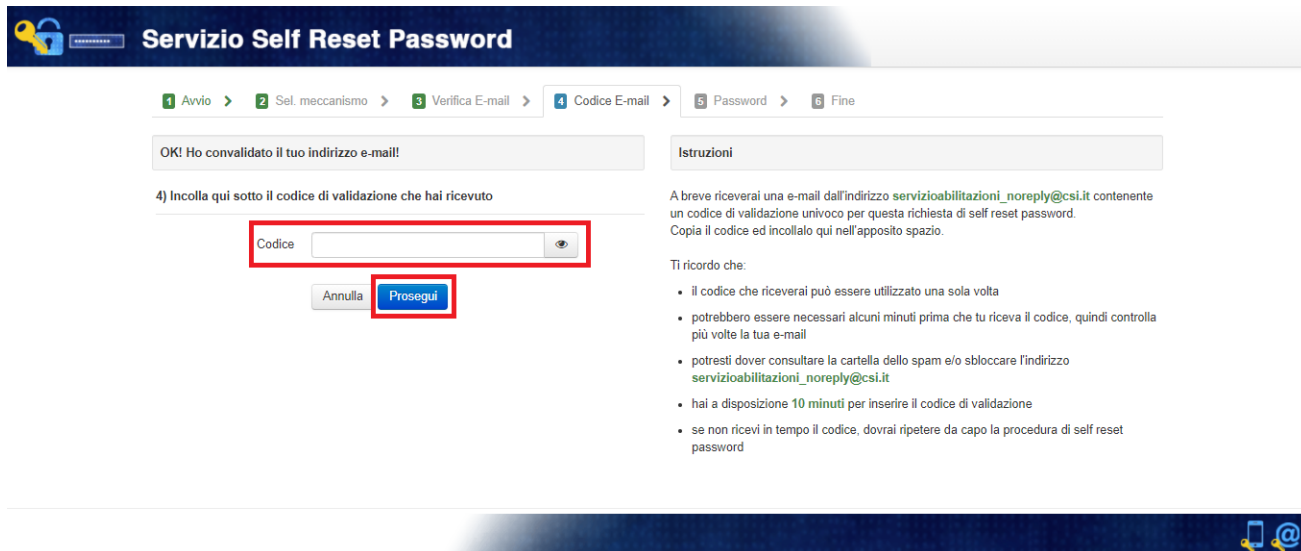


The screenshot shows the 'Servizio Self Reset Password' interface. At the top, there is a progress bar with six steps: 1. Avvio, 2. Sel. meccanismo, 3. Verifica E-mail (highlighted), 4. Codice E-mail, 5. Password, and 6. Fine. Below the progress bar, there are two main sections: 'Devo verificare il tuo indirizzo e-mail' and 'Istruzioni'. The 'Devo verificare il tuo indirizzo e-mail' section contains a red-bordered error message: 'L'indirizzo e-mail inserito non corrisponde con quello che hai registrato nel tuo profilo!'. Below this message, there is a heading '3) Inserisci la e-mail registrata sul tuo profilo' and an 'E-mail' input field. To the right of the input field are 'Annulla' and 'Prosegui' buttons. The 'Istruzioni' section contains text explaining that a validation code will be sent to the user's personal email and that they have 60 seconds to enter the address.

Figure 5: Entered email address is different than the registered one

2.5 COMPLETING THE CHALLENGE USING THE ALTERNATIVE EMAIL ADDRESS

If the entered email address corresponds to the one entered during the service configuration phase, the following screen is visualised (Figure 6):



Servizio Self Reset Password

1 Avvio > 2 Sel. meccanismo > 3 Verifica E-mail > 4 Codice E-mail > 5 Password > 6 Fine

OK! Ho convalidato il tuo indirizzo e-mail!

4) Incolla qui sotto il codice di validazione che hai ricevuto

Codice

Annulla **Prosegui**

Istruzioni

A breve riceverai una e-mail dall'indirizzo servizioabilitazioni_noreply@csi.it contenente un codice di validazione univoco per questa richiesta di self reset password. Copia il codice ed incollalo qui nell'apposito spazio.

Ti ricordo che:

- il codice che riceverai può essere utilizzato una sola volta
- potrebbero essere necessari alcuni minuti prima che tu riceva il codice, quindi controlla più volte la tua e-mail
- potresti dover consultare la cartella dello spam e/o sbloccare l'indirizzo servizioabilitazioni_noreply@csi.it
- hai a disposizione **10 minuti** per inserire il codice di validazione
- se non ricevi in tempo il codice, dovrai ripetere da capo la procedura di self reset password

Figure 6: Enter code sent to email address

In this phase the users will have to enter or paste in the “Code” field the validation code they will find in the email message sent to their alternative email address by servizioabilitazioni_noreply@csi.it. To complete the operation, it is necessary to select the “Continue” button (Figure 6).

Please remember that the code can be used only once and that the time at your disposal to enter the code is 10 minutes.

If the entered code is correct, the challenge is completed.

2.6 CHOOSING YOUR NEW PASSWORD

After the recognition phase, users may proceed to resetting their password.

To choose your new password, enter it in the fields “Password” and repeat it in “Confirm Password” (Figure 7).

The new password must:

- be minimum 8 and maximum 14 characters long;
- include upper case characters of the English alphabet (A-Z)
- include lower case characters of the English alphabet (a-z);
- at least one numeric (0-9) or a non-alphanumeric (among the following ! # \$ () * + , - : ; < = > ? _ .) character

To modify your password, it is necessary to click on the “Confirm” button (Figure 7).



Figure 7: Enter new password

If the password reset was completed correctly, the following message will be displayed (Figure 8):

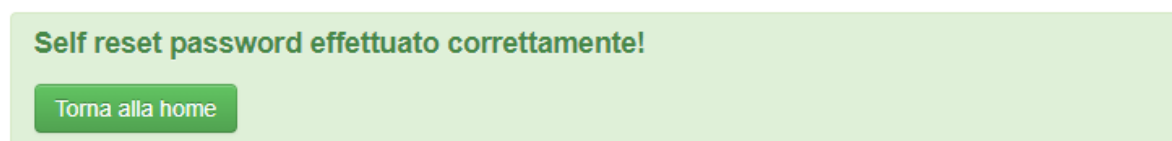


Figure 8: Modified password notification

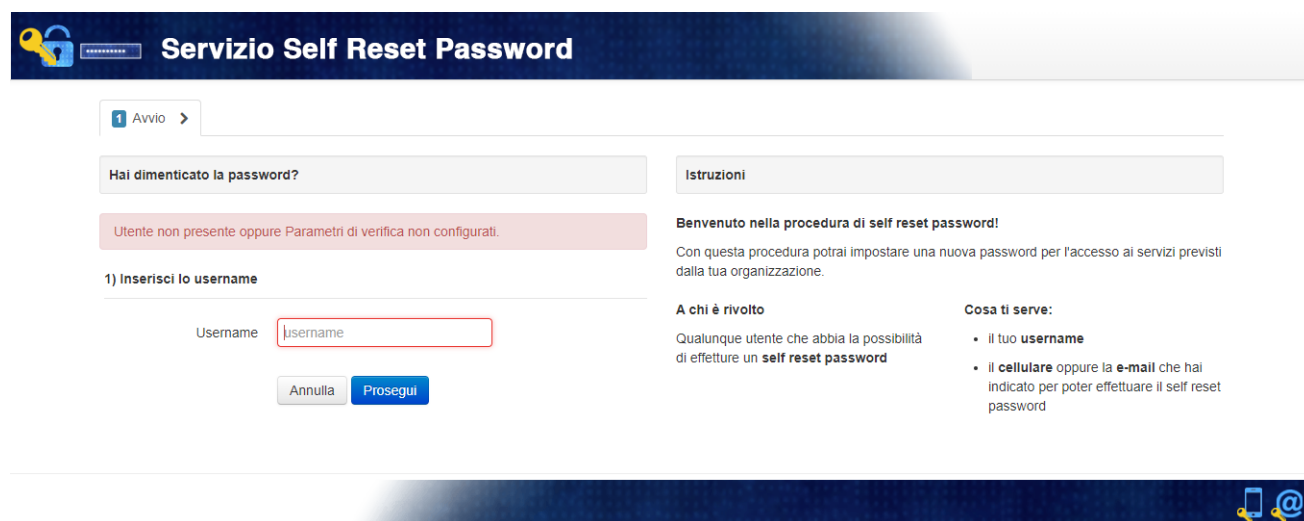
At the end of the procedure, an e-mail will be sent to the primary address of the user with sender servizioabilitazioni_noreply@csi.it indicating the date and time of the password change, the username for which it was changed and the mechanism with which the challenge was overcome.

3. POSSIBLE PROBLEMS IN THE RESET PASSWORD PROCEDURE

Below is a list of possible problems that may occur in the password reset procedure.

3.1 USER NOT PRESENT OR NOT ACTIVE PASSWORD RESET

After having entered username and having clicked on the “Continue” button, the following message may be displayed (Figure 9):



The screenshot shows the 'Servizio Self Reset Password' interface. At the top, there is a navigation bar with 'Avvio >'. Below it, a section titled 'Hai dimenticato la password?' contains a red error message: 'Utente non presente oppure Parametri di verifica non configurati.' To the right, an 'Istruzioni' box provides a welcome message and instructions. Below the error message, there is a section '1) Inserisci lo username' with a text input field containing 'username' and 'Prosegui' and 'Annulla' buttons. To the right, there are two columns: 'A chi è rivolto' and 'Cosa ti serve:'. The 'Cosa ti serve:' column lists: 'Il tuo username' and 'il cellulare oppure la e-mail che hai indicato per poter effettuare il self reset password'.

Figure 9: User not found or Verification parameters not configured

There may be two reasons for this error message to be displayed:

1. users entered the wrong username and will have to type it in again;
2. users did not configure the parameters to use the self-reset procedure.

3.2 THE TIME TO ENTER THE EMAIL ADDRESS TO RECEIVE THE VALIDATION CODE HAS EXPIRED

Users must enter within 60 seconds the email address they had chosen during the service configuration phase, where they will receive the validation code. If they complete the operation after the deadline, the following message is visualised (Figure 10):



Figure 10: The time to validate the email address has expired

To complete the procedure, users must repeat it from the start.

3.3 THE CODE ENTERED IN THE PROCEDURE IS NOT CORRECT

If the entered validation code is not correct, the message presented in Figure 11 will be visualised.

Users will have to enter or paste once again the code they received via email within 10 minutes since when they made the request.

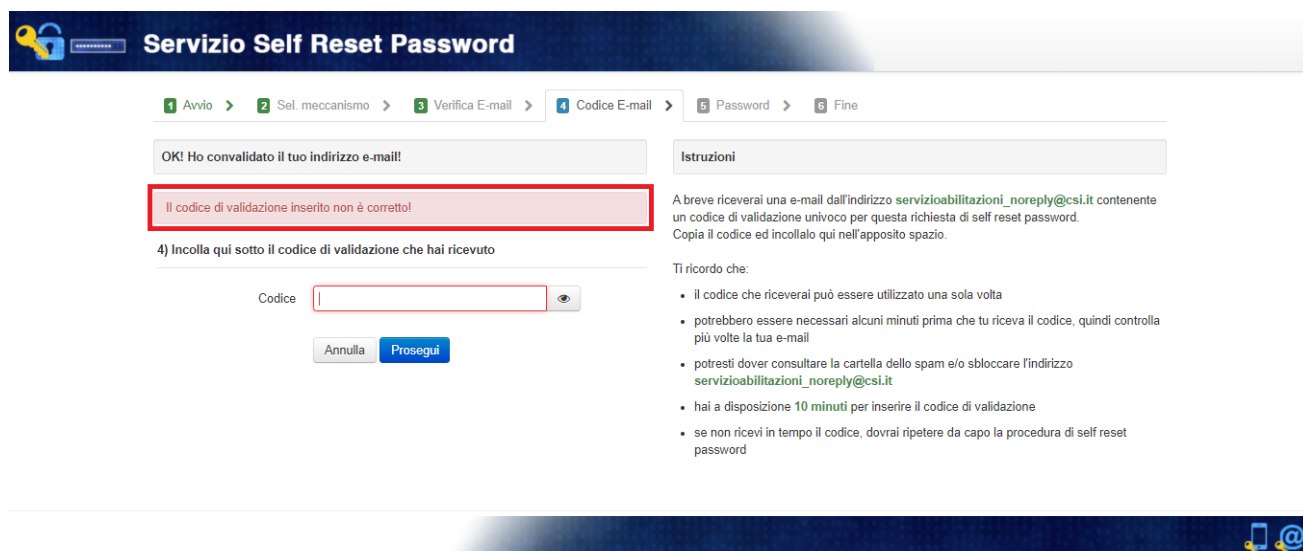


Figure 11: The validation code is not correct

3.4 THE MAXIMUM TIME TO ENTER THE VALIDATION CODE HAS EXPIRED

If users enter the validation code they received via email after 10 minutes, the following error message is visualised (Figure 12).

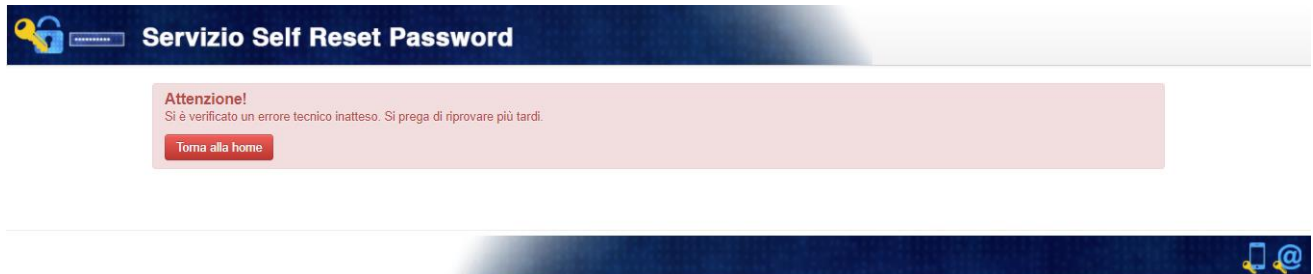


Figure 12: Validation code entered after 10 minutes

To complete the procedure, users must repeat it from the start.

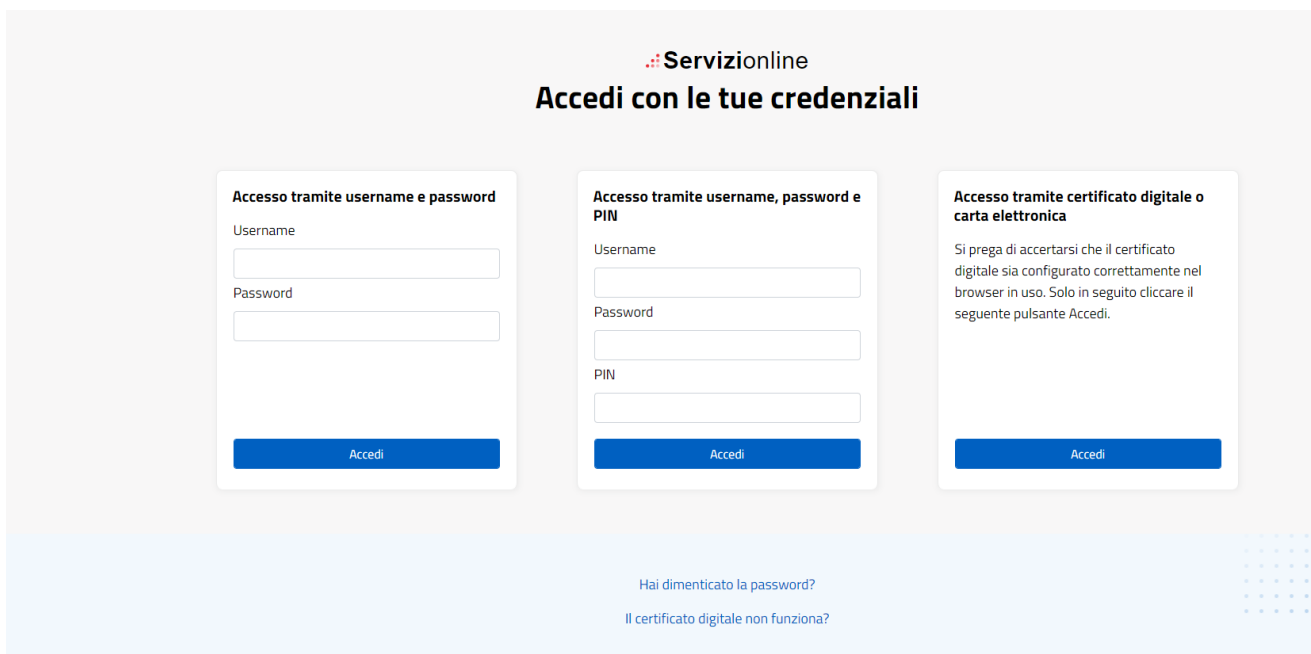
4. HOW TO CONFIGURE THE VERIFICATION MECHANISM

4.1 ACCESSING THE PROCEDURE

To access the procedure to configure the email address as verification mechanism, users must go to the following URL

<https://idm.sistemapiemonte.it/bogestioneutentiext/>

and log in with the provided credentials (Figure 13).



The screenshot shows the 'Servizionline' portal authentication page. The main heading is 'Accedi con le tue credenziali'. There are three login options:

- Accesso tramite username e password:** Fields for Username and Password, with an 'Accedi' button.
- Accesso tramite username, password e PIN:** Fields for Username, Password, and PIN, with an 'Accedi' button.
- Accesso tramite certificato digitale o carta elettronica:** A text box with instructions: 'Si prega di accertarsi che il certificato digitale sia configurato correttamente nel browser in uso. Solo in seguito cliccare il seguente pulsante Accedi.' and an 'Accedi' button.

At the bottom, there are links for 'Hai dimenticato la password?' and 'Il certificato digitale non funziona?'.

Figure 13: Portal authentication page

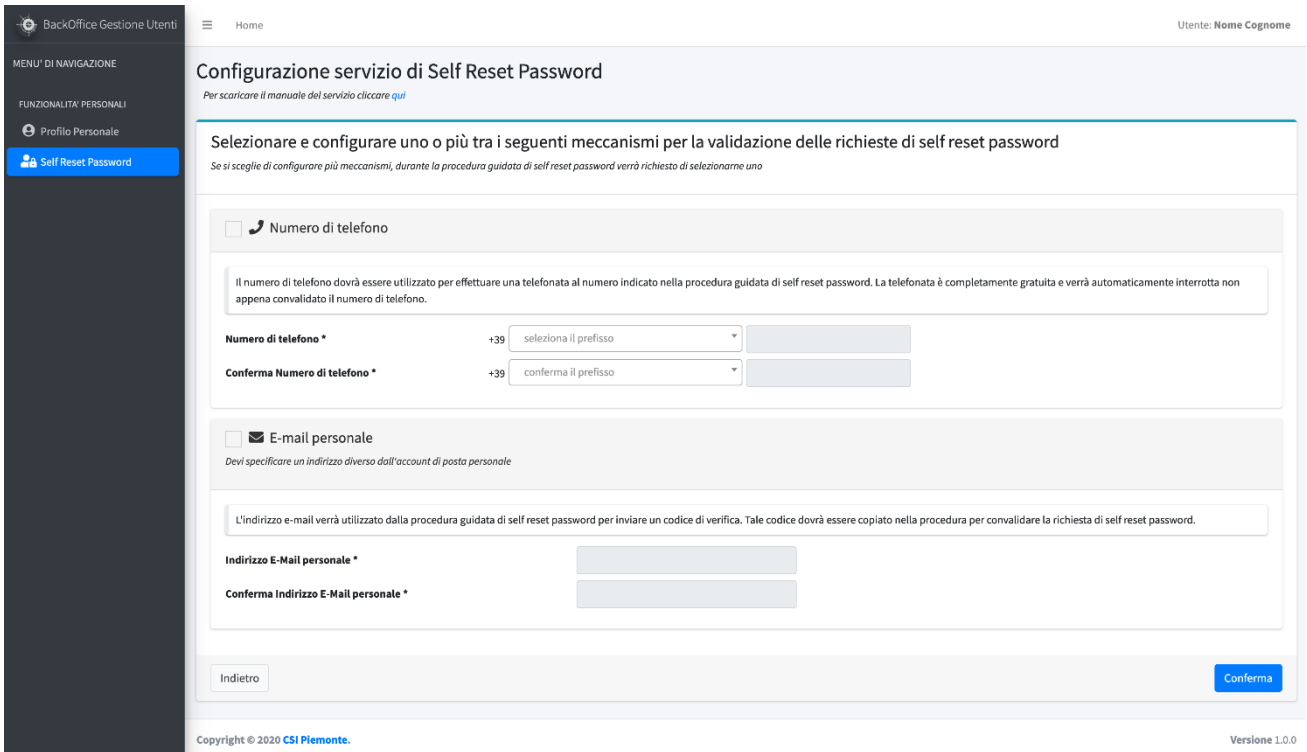
4.2 CONFIGURING THE VERIFICATION MECHANISM

After accessing, users need to select “Self Reset Password” in the browsing menu (Figure 14).



Figure 14: Menu item to be selected

In the displayed page (Figure 15) it is possible to define an *Italian phone number* and/or an alternative email address to be used during the Self Reset Password procedure (see Chapter 2).



BackOffice Gestione Utenti Home Utente: Nome Cognome

MENU DI NAVIGAZIONE

FUNZIONALITÀ PERSONALI

Profilo Personale

Self Reset Password

Configurazione servizio di Self Reset Password

Per scaricare il manuale del servizio cliccare qui

Selezionare e configurare uno o più tra i seguenti meccanismi per la validazione delle richieste di self reset password

Se si sceglie di configurare più meccanismi, durante la procedura guidata di self reset password verrà richiesto di selezionarne uno

Numero di telefono

Il numero di telefono dovrà essere utilizzato per effettuare una telefonata al numero indicato nella procedura guidata di self reset password. La telefonata è completamente gratuita e verrà automaticamente interrotta non appena convalidato il numero di telefono.

Numero di telefono * +39

Conferma Numero di telefono * +39

E-mail personale

Devi specificare un indirizzo diverso dall'account di posta personale

L'indirizzo e-mail verrà utilizzato dalla procedura guidata di self reset password per inviare un codice di verifica. Tale codice dovrà essere copiato nella procedura per convalidare la richiesta di self reset password.

Indirizzo E-Mail personale *

Conferma Indirizzo E-Mail personale *

Indietro

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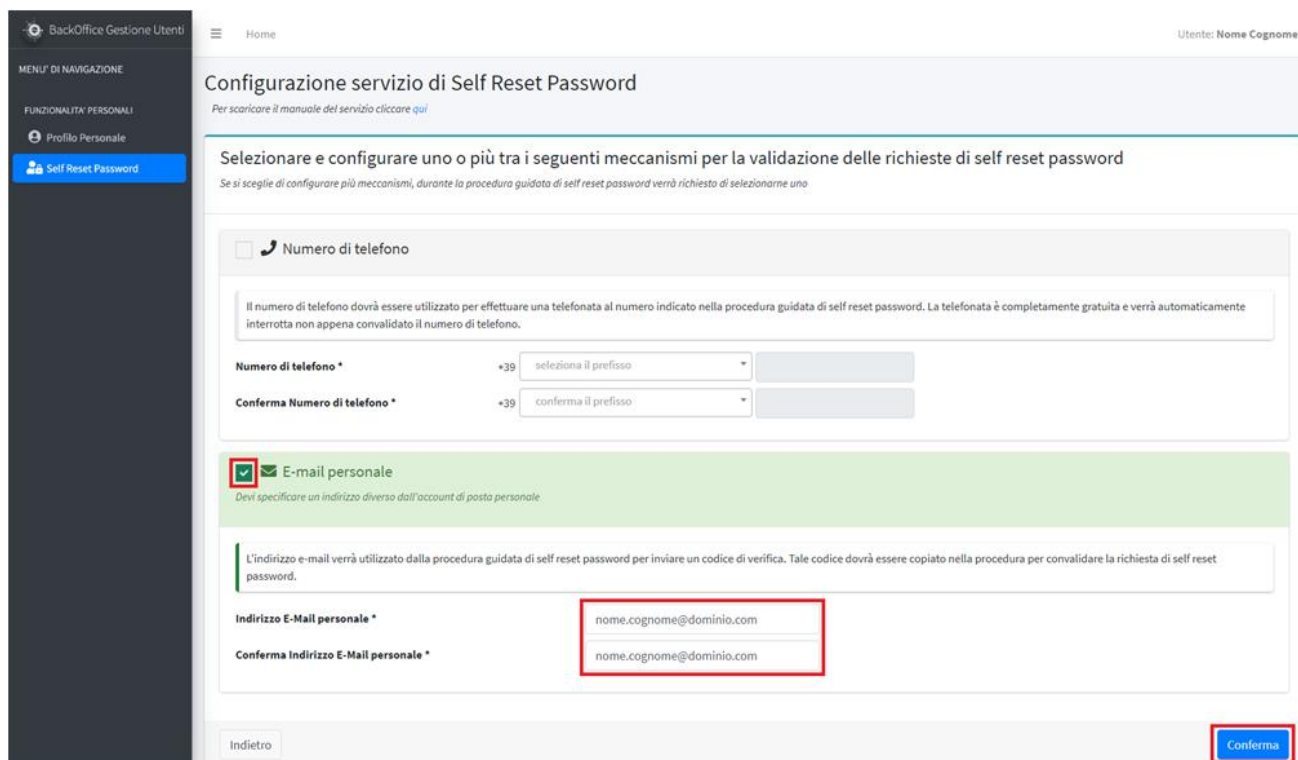
Figure 15: Verification mechanism configuration

Selecting “personal email address” (Figure 16) users will need to enter and confirm an alternative email address to be used during the verification.

The entered email address and the confirmed one must coincide and must have a valid format.

To save the configuration it is necessary to select the “Confirm” button (Figure 16).

The entered data in this phase can be modified at any moment.



BackOffice Gestione Utenti Home Utente: Nome Cognome

MENÙ DI NAVIGAZIONE

FUNZIONALITÀ PERSONALI

- Profilo Personale
- Self Reset Password**

Configurazione servizio di Self Reset Password

Per scaricare il manuale del servizio cliccare [qui](#)

Selezionare e configurare uno o più tra i seguenti meccanismi per la validazione delle richieste di self reset password

Se si sceglie di configurare più meccanismi, durante la procedura guidata di self reset password verrà richiesto di selezionarne uno

Numero di telefono

Il numero di telefono dovrà essere utilizzato per effettuare una telefonata al numero indicato nella procedura guidata di self reset password. La telefonata è completamente gratuita e verrà automaticamente interrotta non appena convalidato il numero di telefono.

Numero di telefono * +39

Conferma Numero di telefono * +39

E-mail personale

Devi specificare un indirizzo diverso dall'account di posta personale

L'indirizzo e-mail verrà utilizzato dalla procedura guidata di self reset password per inviare un codice di verifica. Tale codice dovrà essere copiato nella procedura per convalidare la richiesta di self reset password.

Indirizzo E-Mail personale *

Conferma Indirizzo E-Mail personale *

Indietro

Figure 16: Verification mechanism

5. HOW TO FIND THE INFORMATION RELATED TO YOUR PERSONAL PROFILE

To view your personal profile information, you need to:

1. Access the procedure (see Chapter 4.1);
2. Select the Profilo Personale " item in menu (Figure 17).

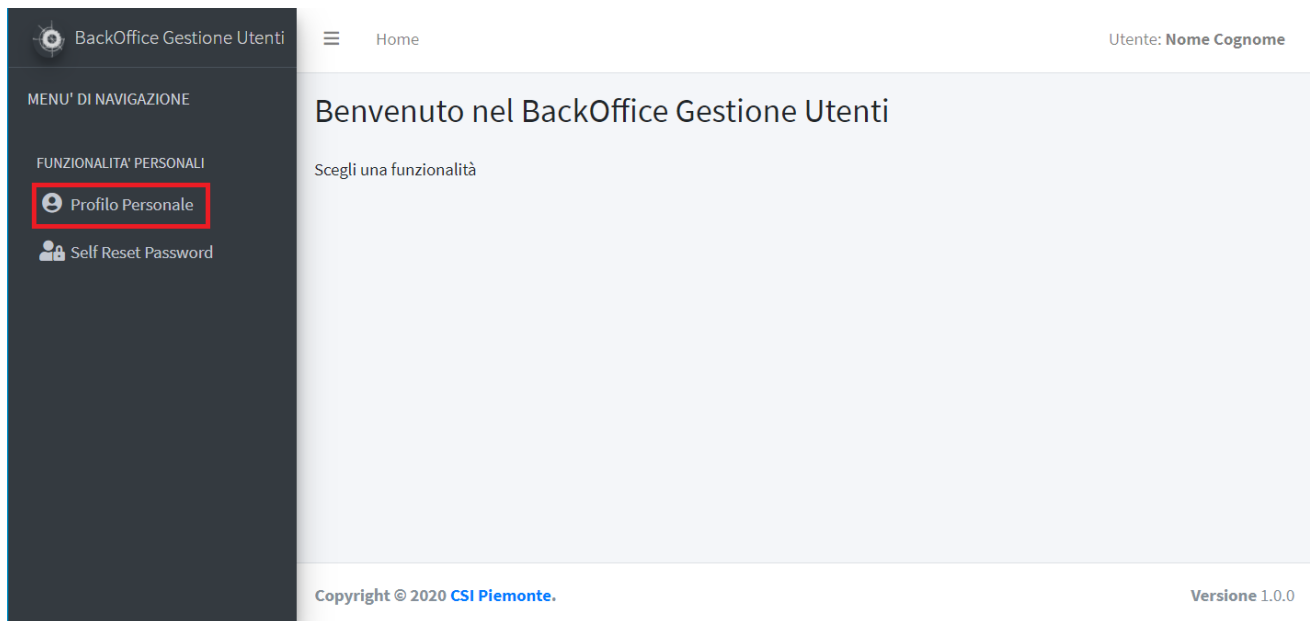
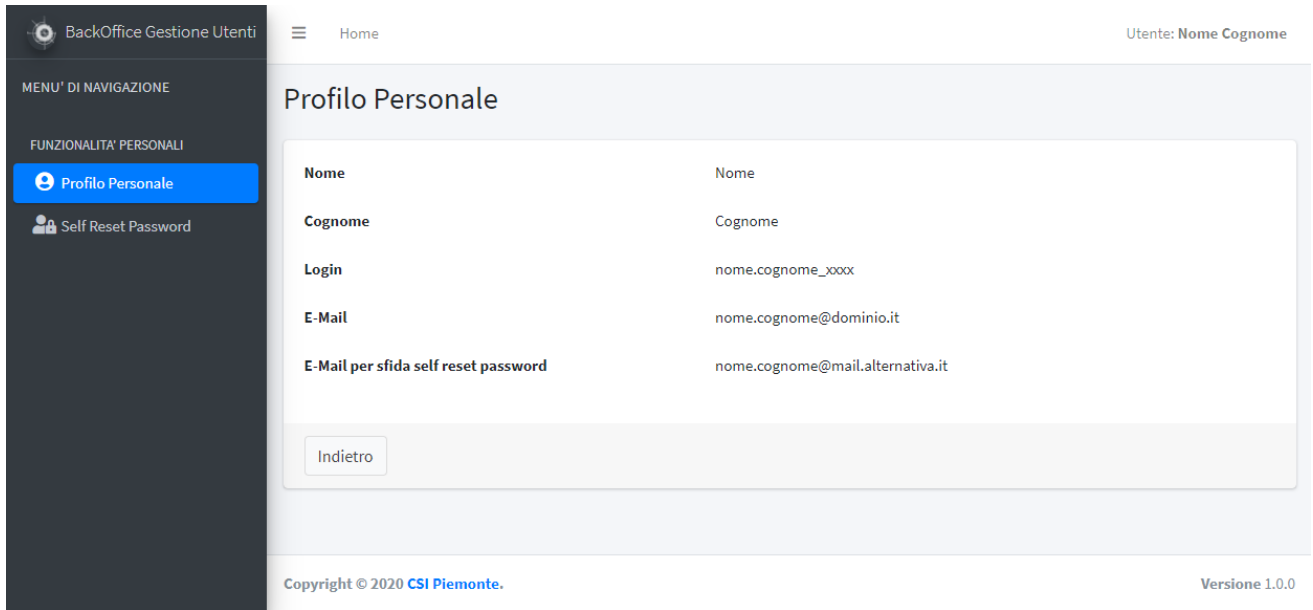


Figure 17: Menu item to select

The page shown (Figure 18) shows all the information related to the account with which the procedure was authenticated:

1. The Name and Surname of the authenticated user;
2. The Login with which the user accesses the services;
3. The primary E-mail address linked to the user that is used to reset the password and for sending the PIN;
4. The alternative E-Mail address to be used for the challenge in the self reset password phase, if it has been entered with the "Self Reset Password" function (see Chapter 4.2).



The screenshot shows a web application interface for user management. On the left is a dark sidebar with a navigation menu. The main content area displays the 'Profilo Personale' page. At the top of the sidebar, it says 'BackOffice Gestione Utenti'. Below that, under 'MENU DI NAVIGAZIONE', there are two items: 'FUNZIONALITA' PERSONALI' and 'Profilo Personale' (which is highlighted in blue). Below that is 'Self Reset Password'. The main content area has a header with 'Home' and 'Utente: Nome Cognome'. The title 'Profilo Personale' is centered. Below the title is a white box containing a table of user details. At the bottom of this box is an 'Indietro' button. At the bottom of the page, there is a copyright notice 'Copyright © 2020 CSI Piemonte.' and the version 'Versione 1.0.0'.

Nome	Nome
Cognome	Cognome
Login	nome.cognome_0000
E-Mail	nome.cognome@dominio.it
E-Mail per sfida self reset password	nome.cognome@mail.alternativa.it

Indietro

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Figure 18: Personal user's profile