Minnesota Department of Human Services & MNsure

Using Microsoft Identity Manager (MIM) to Reset Your Password

MIM User Guide

Table of Contents

Microsoft Identity Manager (MIM) Self-Service Password Reset User Guide

## What is MIM Self-Service Password Reset?

MIM Self-Service Password Reset is a software product being implemented at Human Services and MNsure that will allow users to reset their password and unlock their account without having to contact the IT Service Desk.
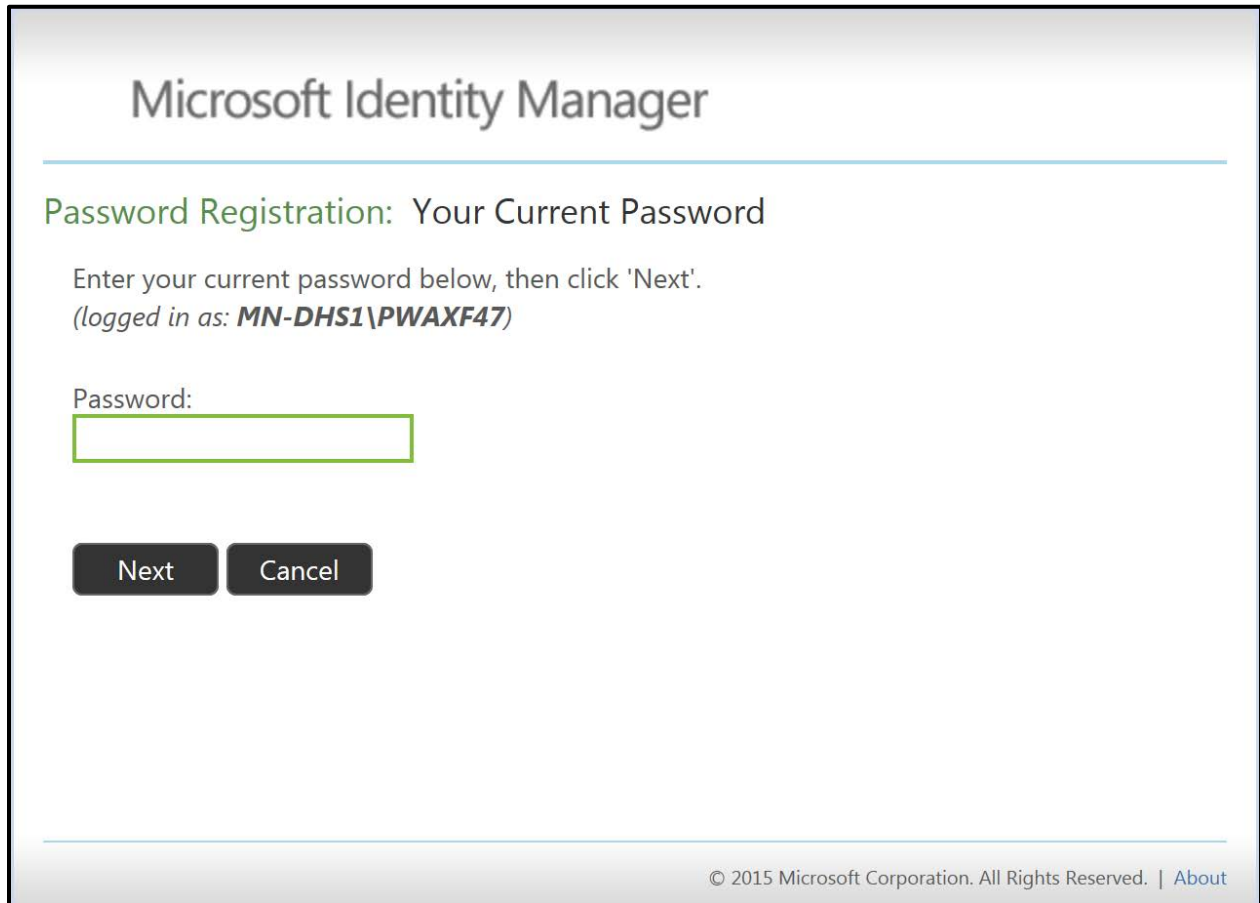
What do I do first?

1. Log into your computer.

The MIM Password Registration portal will automatically open in Internet Explorer.

2. Click "Next"
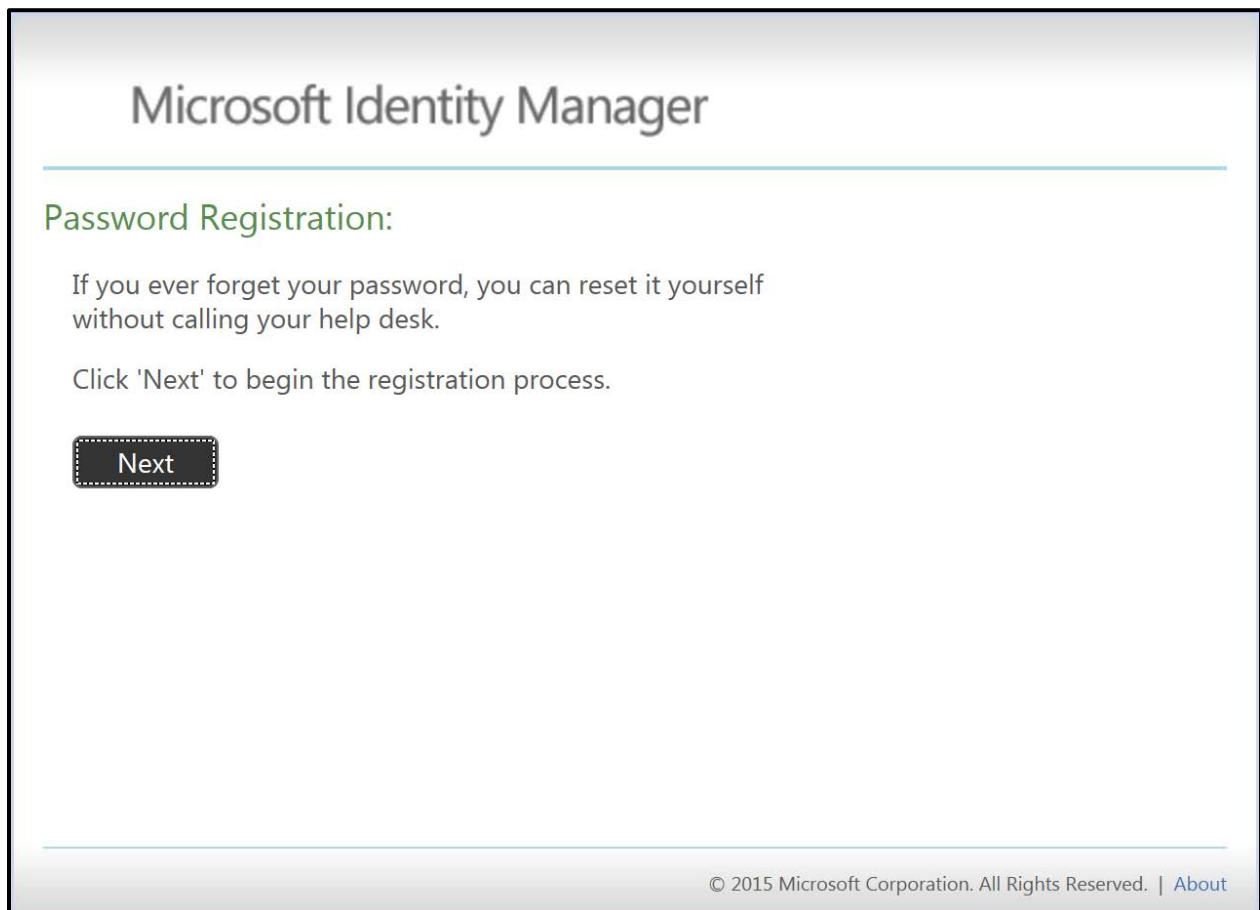
3. Enter your current network password. This is the password that you use to log into your computer each day.
4. Click "Next" to Register Your Answers.

The answers to your security questions should not contain data that can be easily found on social media platforms such as Facebook, Google, Twitter, Instagram, or by using search engines such as Google, YAHOO! or Bing. It is your responsibility to consider the security of your registered answers. You can be creative but please also be mindful of security. If you have questions about the security of your answers, please contact Security Lifecycle Management - Click this link to e-mail Security Lifecycle Management.

How do I register my answers?

1. Answer at least four of the twenty five questions available to register.
   a. Each answer must contain a minimum of four characters.
   b. No two answers may be the same.
2. When finished answering the security questions, click "Next".

Microsoft Identity Manager

Password Registration: Register Your Answers

You must answer at least 4 questions to register.

Each answer must contain at least four characters, and no two answers may be the same.

What or where is your favorite restaurant?

What was the name of your first or favorite pet?

List a memory of your grandmother, or mother in one or two words.

If you could live anywhere, where would that be?

What was the name of your favorite grade school teacher?

3. You are now registered! Close the browser window.

Microsoft Identity Manager

Completed: You are now registered

If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

Resetting a password or unlocking an account with MIM Password Reset

The two ways to reset your password or unlock your account using MIM Password Reset are by using:

1. The MIM client which is integrated with Windows
2. The MIM portal which is accessed through an internal website

We will cover both options in this document.

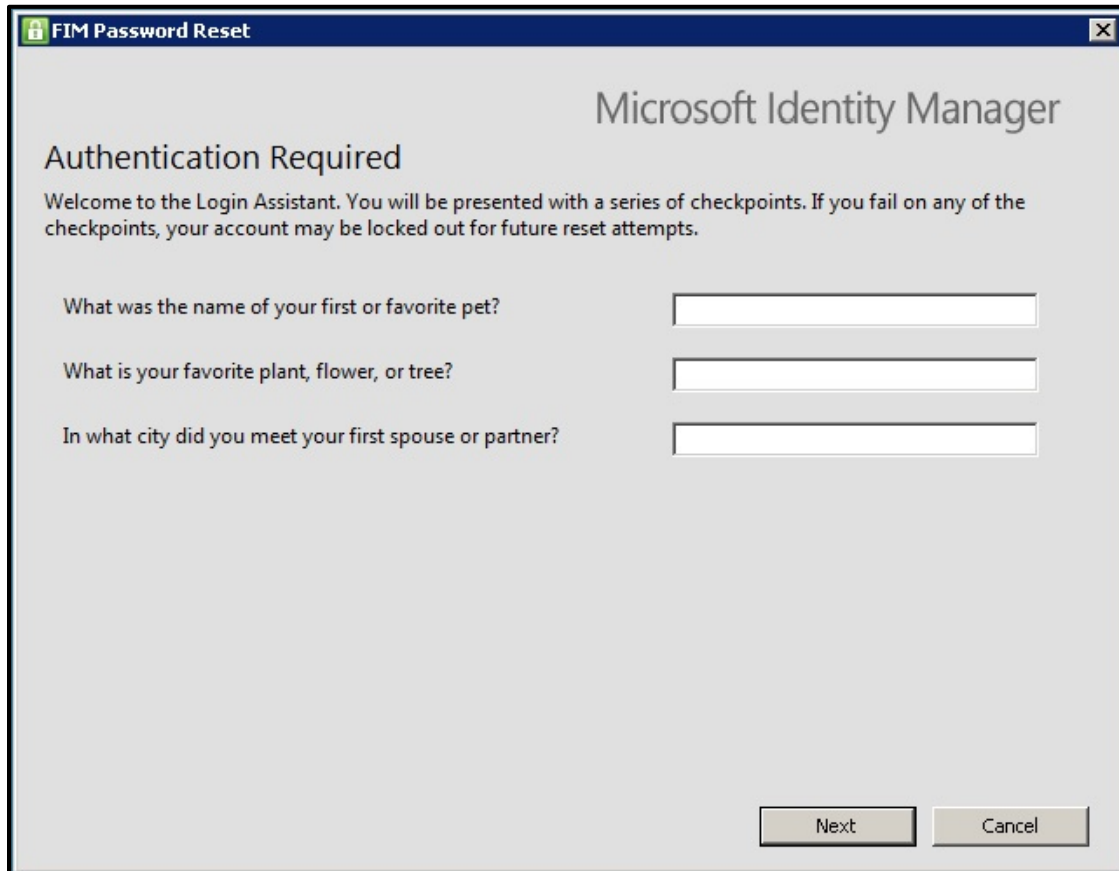## Resetting a password or unlocking an account with the MIM client

We will review resetting a password and unlocking an account with the MIM client via the Windows Logon screen. After registering the Windows Logon screen will come up with the hyperlink "Problems Logging In?". You will also see this option when you press Ctrl+Alt+Del to unlock a computer – whether it has been locked by a screensaver after a period of inactivity or manually locked. Following the "Problems Logging In?" link will allow you to reset your password and unlock your account.

1. Enter your user name
2. Click on the "Problems Logging In?" link
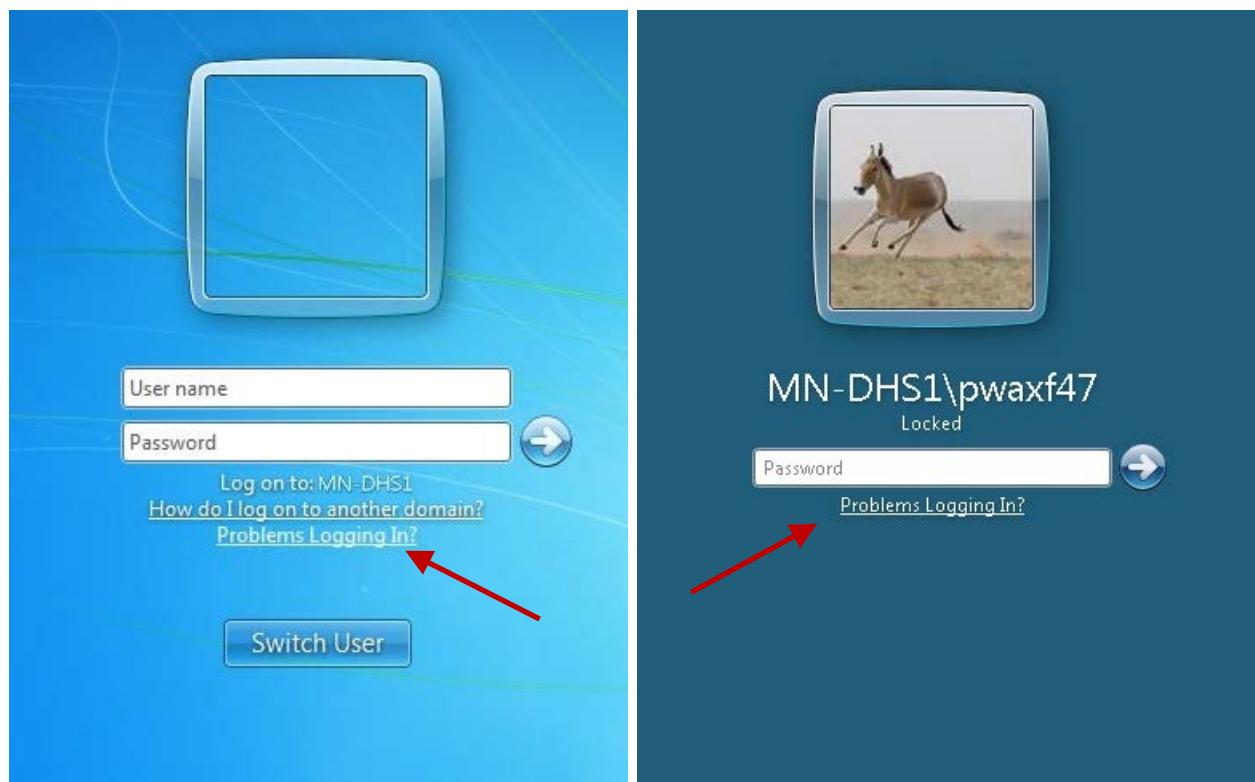
You will see the screen below. Three of the four questions you answered when registering will be selected randomly.

3. Answer two of the three questions correctly to proceed with resetting your password.

The screen below will appear after you answer your security questions correctly.

You may choose to "Keep your current password and unlock your account" or "Enter a new password and unlock your account".

Keep your current password and unlock your account

1. Choose "Keep your current password and unlock your account" to unlock your account only.
2. Click "Next"

You will receive confirmation that you have successfully unlocked your account. It may take a few minutes before you are able to login with your current password.

3. Click "Finish".

Enter a new password and unlock your account

1. This time choose "Enter a new password and unlock your account" to reset your password and unlock your account.
2. Enter a new password in the "New password" field.
3. Enter the password a second time in the "Confirm new password" field.
4. Click "Next"

You will receive confirmation that you have successfully reset your password. It may take a few minutes before you are able to login with your new password.
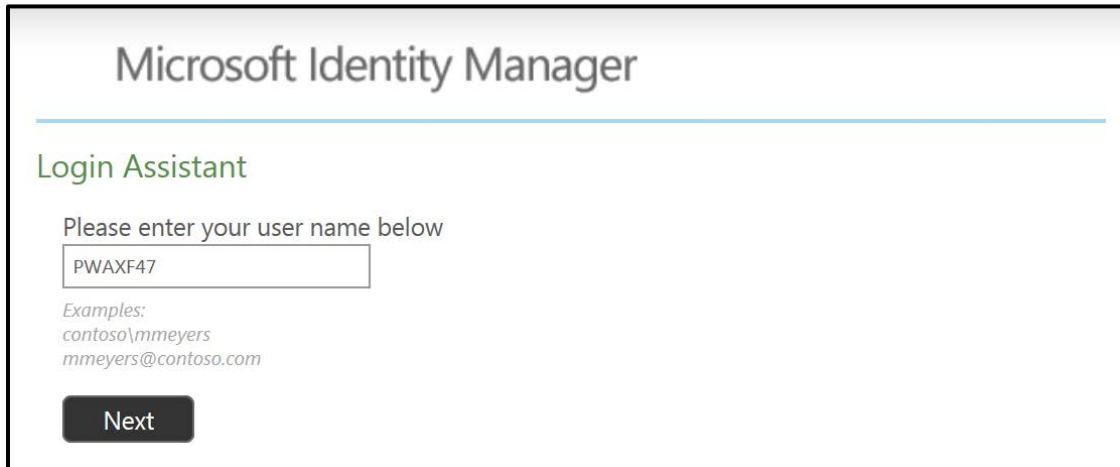
5. Click "Finish".

Resetting a password or unlocking an account with the MIM portal

In this section, we will review resetting a password and unlocking an account with the MIM portal via Internet Explorer.

1. [Click on this link to open the MIM portal](#)
2. Enter your network logon ID in the user name field. This is the same user name you use to log onto your computer each day.
3. Click "Next"

You will be presented with the screen below. Three of the four questions you answered when registering will be selected randomly.

4. Answer two of the three questions correctly to proceed with resetting your password.

After answering your security questions correctly, you may choose "Account Unlock: Keep Your Current Password" or "Password Reset: Choose Your New Password and Unlock Your Account".

Keep your current password and unlock your account

1. Choose "Account Unlock: Keep Your Current Password" to unlock your account only.
2. Click "Next"

Your account has now been successfully unlocked.

Enter a new password and unlock your account
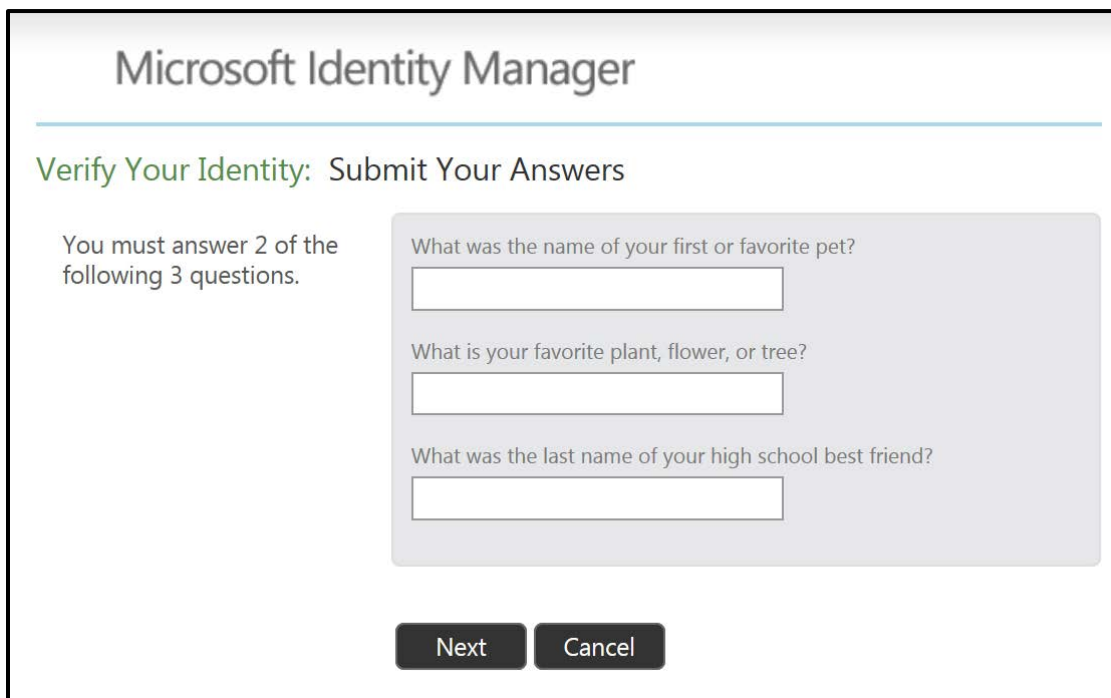
1. Click on this link to open the MIM portal
2. Enter your network logon ID in the user name field. This is the same user name you use to log onto your computer each day.
3. Click "Next"

Microsoft Identity Manager

Login Assistant

Please enter your user name below

PWAXF47

Examples:
contoso\mmeyers
mmeyers@contoso.com

Next

© 2015 Microsoft Corporation. All Rights Reserved. | About

4. Choose "Password Reset: Choose Your New Password and Unlock Your Account" to reset your password and unlock your account.
5. Enter a new password
6. Type the password again in the "Re-enter the password" field
7. Click "Next"

Your password has now been successfully reset.

FAQs

Will the IT Service Desk still be available to assist me with my password if I need help?

This software is available for your convenience so that you can avoid being on hold and can quickly get yourself working again. The IT Service Desk will still be available if you need assistance.

What are the current password requirements?

The current password requirements for your network password are:

- Password Length - Passwords must be at least:

    - 8 characters long for user accounts
    - 12 characters long for privileged accounts
    - 14 characters long for device, service and application accounts

- Password Complexity - Passwords must contain at least:

    - 3 of the 4 character types below for user accounts
    - 4 of the 4 character types below for privileged accounts
    - 4 of the 4 character types below for device, service and application accounts.

    Character Types: lower case letters, upper case letters, numbers and special characters.

- Minimum Password Age - Passwords must be in place for at least 1 day.

- Maximum Password Age - Passwords must be changed at least:

    - Every 90 days for user accounts
    - Every 60 days for privileged accounts
    - Every 180 days for device, service and application accounts

- Password History - New passwords must be different from the previous 24 passwords used by that account.

- Account Lockout - User and administrator accounts must be locked out after no more than:

- o 3 consecutive invalid logon attempts by that user during a 24 hour period for systems with a data protection categorization of High.
- o 5 consecutive invalid logon attempts by that user during a one hour period for systems with data protection categorization of Moderate.
- o 10 consecutive invalid logon attempts by that user during a one hour period for systems with data protection categorization of Low.

The account must remain locked for at least 30 minutes or until unlocked by an administrator.

How do I get the registration window to stop coming up every time I log into my computer?

You may choose to close the MIM Password Registration window, but you will be prompted to register every time you log into your computer until registration has been completed. You can also click on this link to begin the MIM Password Registration process at any time.

When I log into MIM I receive the message "Access Denied Temporarily". What should I do?

If you receive the message below then you have been temporarily locked out of the MIM Self-Service Password Reset application. You can wait 30 minutes for your account to automatically unlock or you can contact the IT Service Desk to have them reset your network password for you.

Is there a limit on how many times I can try to answer my security questions to authenticate?

Yes, you have 3 tries to answer your security questions in MIM. If you fail to answer the questions correctly you will receive this message.

After receiving the message "Answers Don't Match" 3 times you will be locked out of the MIM Self-Service Password Reset application for 30 minutes. You can wait 30 minutes and try using MIM again or contact the IT Service Desk to have your network password reset for you.

If you lock yourself out of the MIM Self-Service Password Reset application 3 times your account will no longer unlock after a 30 minute wait. You will see the "Access Denied" message shown below.

At this point you are permanently locked out of MIM and will need to contact the IT Service Desk to have your MIM account unlocked before you will be able to use the self-service application again.

After the IT Service Desk has unlocked your MIM account you will see the screen below the next time you log into your computer. Click the Yes button and follow the MIM Password Registration steps located at the beginning of this document.
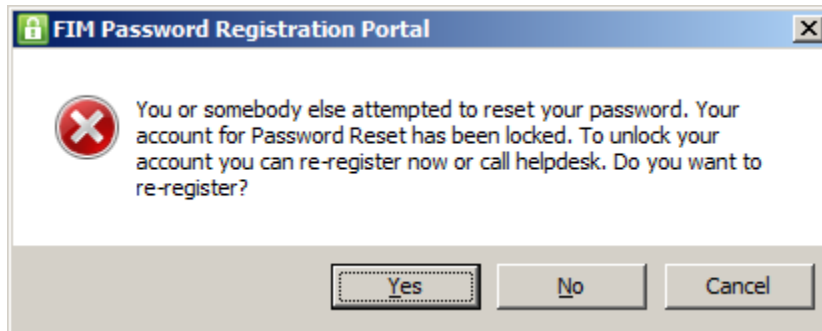
Is there a way to reset my security questions?

Yes, you may reset your security questions at any time by following this link - Click here to reset your security questions. Follow the MIM Password Registration steps located at the beginning of this document as resetting your security questions is the same as registering again.

Are the answers to the security questions case sensitive?

No, it does not matter if you type the answers to your security questions in uppercase (capital) or lowercase (small) letters.

Why doesn't the MIM registration window automatically come up when I work remotely?

The MIM registration option is not available if you connect through Citrix. With VPN you log into your computer first and then log into VPN to connect to the network. If you are having problems with your password you will not be able to login and reach the network to use MIM Password Reset. If you are working remotely please contact the IT Service Desk for assistance with your password.

What does "The password does not comply with your organization's password policies" mean?

1. Make sure your password follows the current password requirements for your network password as covered earlier in the FAQs.
2. [Click here to review the current password requirements](#)

Remember that passwords must be in place for at least 1 day. If you recently changed your password and 1 day has not passed then you will not be able to change your password again.