

Self-service password management user guide


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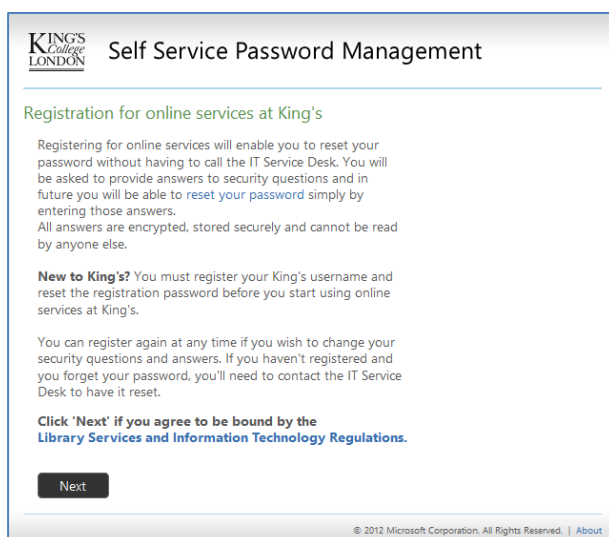
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How to register for online services and self-service password management

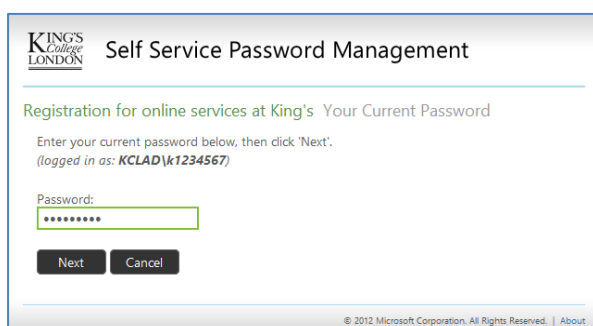
- Visit <http://kclpword.kcl.ac.uk>
- Click the link titled “Register for online services and self-service password management”. You will see a pop-up login dialog box prompting you for a username and password.
- Enter your username in the format **KingsUsername@kcl.ac.uk**. For example, if your King's username is **k1234567**, then log in with the username **k1234567@kcl.ac.uk** or **KCLAD\k1234567**.



- You will arrive at the main registration screen. If you agree to be bound by the University's Library Services and Information Technology Regulations, click the 'Next' button.



- At the password registration screen, enter your current King's password and click the 'Next' button.



- Enter a memorable date in the format ddmmyy. This will be your first security question for self-service password reset. Then click the 'Next' button.

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Registration for online services at King's Question and answer registration

Enter a memorable date.
The answer must contain
exactly six digits.

Your memorable date (in the form ddmmyy)
231297

The responses you provide are encrypted and stored securely.

Next **Cancel**

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- Set up answers to at least two more security questions. Answers are not case sensitive but must be at least four characters long. Then click the 'Next' button.

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Registration for online services at King's Question and answer registration

You must answer at least
two questions to register.
You can answer more than
two, but you'll need to
remember all the answers
you provide. Answers are
not case sensitive but must
be at least four characters
long.

A memorable place from your childhood

A memorable street name from your childhood

The town/city in which you were born

The name of the first primary school you attended

Your mother's town/city of birth

Your mother's middle name

Your father's town/city of birth


Your father's middle name

The responses you provide are encrypted and stored securely.

Next **Cancel**


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- That's it! You can now reset your password at any time by simply providing answers to your security questions.
Tip: You can change your security questions and answers at any time by registering again.



Self Service Password Management

Completed: You are now registered

 Thank you for registering.
To set a new password, please follow the link below.

[Self Service Password Reset at
http://passwordreset.kcl.ac.uk](http://passwordreset.kcl.ac.uk)

1. Go to the Password Reset Portal
2. Verify your identity
3. Choose your new password

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How to reset your password

To reset your password, you will need to know **your King's username** and **either** of these:

- The answers to your security questions

OR

- Your current password

If you have forgotten the answers to your security questions and you don't know your current password: Contact the IT Service Desk.

If you have forgotten the answers to your security questions, but you know your current password: Register again and set up new security questions. Then reset your password by entering the answers to your security questions.

If you know the answers to your security questions: You can reset your password by entering the answers to your security questions as described below. You don't need to know your current password to do this.

- Visit <http://kclpword.kcl.ac.uk> and click the "Reset your password" link
- On the Password reset main page, enter your King's username and click the "Next" button.

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Self Service Password Management

Password Reset:

To reset your password, enter your King's username below and then answer the security questions.

You can use this service only if you have [registered for online services](#).

Note: You have five attempts to answer the questions correctly before being locked out. If you know your current password but aren't sure of the answers to the security questions, [register for online services](#) again (using your current password) and set up new questions and answers, then come back here.

If you don't know your current password and don't remember the answers to your security question, please contact the IT Service Desk.

Examples:
k1234567, KCLAD\k1234567
k1234567@kcl.ac.uk

- Enter the memorable date you provided when registering for the service. Then click the “**Next**” button.

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Password Reset: King's College London, Question and Answer Reset

Enter the answers to the security questions. Answers are not case sensitive.

Your date of birth (in the form ddmmyy)

Next **Cancel**

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- You will be presented with two of the security questions that you chose when registering. Enter the answers to those questions. The answers are not case-sensitive, i.e. you don't need to worry about lowercase/uppercase. Then click the “**Next**” button.

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Password Reset: King's College London, Question and Answer Reset

Enter the answers to the security questions. Answers are not case sensitive.

A memorable place from your childhood

A memorable street name from your childhood

Next **Cancel**

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- If you entered the correct answers, you can then choose a new password. The password must meet the complexity criteria listed on the page. You will need to enter the new password twice to catch any possible typing errors. Then click the “**Next**” button.

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Login Assistant You were successfully authenticated.

Account Unlock: Keep Your Current Password
 Password Reset: Choose Your New Password and Unlock Your Account
 (Resetting password for FIMDEV\k1596292)

Please enter the new password of your choice below.

You must choose a password that you have never used before at King's.

It **MUST** be between 8 and 14 characters in length
MUST include one upper and one lower case character
MUST include at least one number and can contain punctuation
 It **MUST NOT** contain your name or King's ID
 Please avoid pound signs as some third-party systems (e.g. Shibboleth) won't recognise them

Re-enter the password:

- That's it! Close your browser window and start using your new password. An automatic confirmation will be sent to your King's email address. This is to ensure that you are alerted in the event that your account has been compromised and your password gets changed by someone else.
Note: If you have saved your password in any applications, email programs or in wireless network settings on your mobile devices, you will need to update the saved password with your new password.

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Success: Your password has been reset

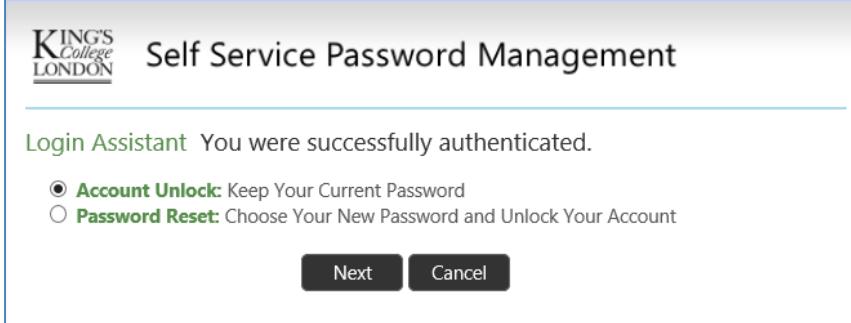
You can now close this window and start using your new password to log in.

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How to unlock your AD account

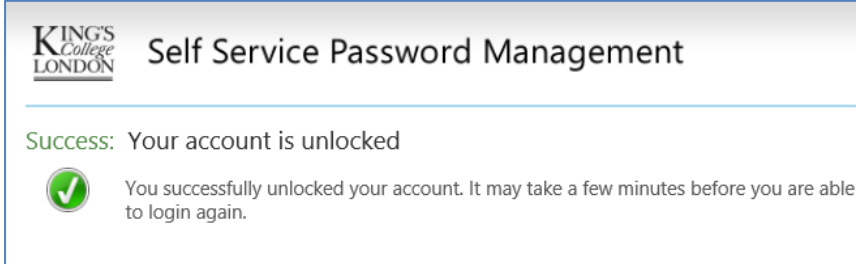
If you enter your password incorrectly more than 20 times when logging on to any King's IT Service, your account will be locked for 15 minutes. This is a security measure intended to prevent brute force attacks (attempts at guessing your password).

If your account has been locked out, you can either wait 15 minutes or you can unlock it yourself. To unlock your account follow the same process as for resetting your password but when you get to the last step, select the radio button marked "**Account Unlock**".



The screenshot shows the 'Self Service Password Management' page for King's College London. The page title is 'Self Service Password Management'. Below the title, it says 'Login Assistant You were successfully authenticated.' There are two radio button options: 'Account Unlock: Keep Your Current Password' (which is selected) and 'Password Reset: Choose Your New Password and Unlock Your Account'. At the bottom, there are two buttons: 'Next' and 'Cancel'.

Then click "**Next**" to unlock your account.



The screenshot shows the 'Self Service Password Management' page for King's College London. The page title is 'Self Service Password Management'. Below the title, it says 'Success: Your account is unlocked'. There is a green checkmark icon and the text: 'You successfully unlocked your account. It may take a few minutes before you are able to login again.'

Troubleshooting common issues

How can I change my password if I know my current password but I've forgotten the answers to my security questions?

Register for SSPR again using your current password.

After setting up your questions and answers, you will be able to use the Password Reset service.

How can I change my password if I've forgotten both my password AND the answers to my security questions?

Please contact the IT Service Desk.

Password Registration: I can't log in and/or I get an "Error 401 – Unauthorised"

Possible causes:

- The King's username you entered doesn't exist.
- You entered a King's username without adding @kcl.ac.uk.
Your King's user name begins with the letter "k" and has 7 numbers. When registering for online services, enter the User Name in the format *KingsUsername@kcl.ac.uk*. For example, if your King's username is **k1234567**, then enter **k1234567@kcl.ac.uk** in the "User Name" box.
- You entered an incorrect King's password.
If you have studied at King's before and you are unable to register, try logging with the password that you used for your previous course.
- Your web browser is unsupported. The Password Registration Service supports all mainstream desktop and mobile browsers but some less popular mobile web browsers (e.g. Dolphin or UC browser on Android) don't support the particular authentication method used.

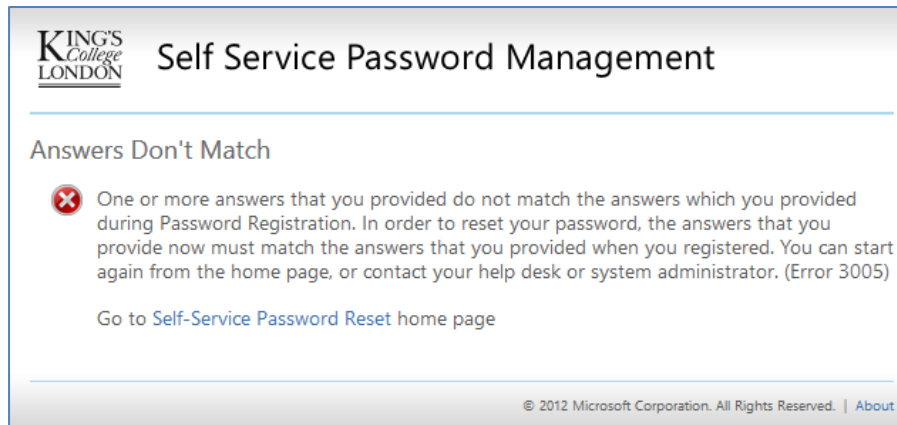
Password Reset: "Access Denied" (Error 3001)



The screenshot shows the King's College London logo on the left and the title 'Self Service Password Management' on the right. Below the title is a horizontal line. Underneath, the text 'Access Denied' is displayed. To the left of the message is a red circle with a white 'X' icon. The message text reads: 'Please ensure that you have entered your King's username correctly and that you have previously registered for online services. If you still cannot reset your password, please contact the IT Service Desk for assistance. (Error 3001)'. Below the message is a blue link that says 'Go to Self-Service Password Reset home page'. At the bottom right of the page, there is a small copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

- You entered a non-existent King's username.
- You haven't registered for Password Reset.
- You entered wrong answers to the security questions more than five times and as a result have been locked out of self-service password management. You should contact the IT Service Desk, who will unlock your account.


Password Reset: “Answers don’t match” (Error 3005)



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Self Service Password Management

Answers Don't Match

 One or more answers that you provided do not match the answers which you provided during Password Registration. In order to reset your password, the answers that you provide now must match the answers that you provided when you registered. You can start again from the home page, or contact your help desk or system administrator. (Error 3005)

Go to [Self-Service Password Reset home page](#)

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- You have entered a wrong answer to a security question.
If you do this five times in a row, you will be locked out using self-service password management and should contact the IT Service Desk, who will unlock your account.