

**Oracle© Entereprise Single Sign-on  
Password Reset**

User Guide

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## Abbreviations and Terminology

Following is a list of commonly-used abbreviations and terminology.

Abbreviation or Terminology	Full Name
Administrative Console	ESSO-LM Administrative Console
Agent	ESSO-LM Logon Manager Agent
FTU	First Time Use Wizard
ESSO-AM	Oracle Enterprise Single Sign-on Authentication Manager
ESSO-PG	Oracle Enterprise Single Sign-on Provisioning Gateway
ESSO-KM	Oracle Enterprise Single Sign-on Kiosk Manager
ESSO-LM	Oracle Enterprise Single Sign-on
ESSO-PR	Oracle Enterprise Single Sign-on Password Reset

## What Is Oracle Enterprise Single Sign-on Password Reset?

Oracle Enterprise Single Sign-on Password Reset (ESSO-PR) lets you access your Windows user account when you lose or forget your password. No need to call your help desk or technical support, and no waiting for an administrator to reset your password.

All you have to do is pass a quick pop-quiz that verifies your identity, and you can reset your password yourself. And you will pass, because you will have created the quiz answers when you complete the ESSO-PR [Enrollment Interview](#).

After you complete your Enrollment Interview, you can take the ESSO-PR [Reset Quiz](#) any time you lose or forget your password. If your Quiz answers match the answers you provided in the Enrollment Interview, you can create a new Windows password and log on.

ESSO-PR is simple, quick, and secure, and it frees up your organization's technical support for other priorities. Best of all, the couple of minutes that the Enrollment Interview takes will more than make up for the time and effort if you lose your Windows password.

## A Word About Passwords

If you do forget your password, at the very least, it indicates that you picked a good one – that is, one that no one else could have guessed.

The best passwords are the ones that are the hardest to remember, because they're composed of random letters and numbers. Moreover, good network security calls for changing passwords every few weeks. As fast and easy as the ESSO-PR Reset Quiz is, it is still faster to use a password to access your network. Here are some tips for creating and managing your password:

- A meaningless string of characters is best. Mix capital and lower-case letters and use numbers.
- Avoid using the names of relatives, friends, or pets.
- Avoid any meaningful words at all - in any language. If your password is in the dictionary, someone can guess it.
- Do not share your password with others.
- Do not write or post your password - especially on "sticky-notes" near your workstation.

One trick for creating a memorable (and meaningless) password quickly is to take the first letters of a familiar phrase or quote. In this way, "Self trust is the first secret of success" (Emerson) becomes "stifsos."

## Enrollment Interview

Before you can use ESSO-PR when you really need it – to create a new Windows password – you need to provide the right answers to the questions in the [Reset Quiz](#). That is the purpose of the Enrollment Interview.

To begin enrollment, in your browser, enter the URL provided by your administrator to access the Enrollment Interview. At the enrollment screen, enter your Email address (if required), select the language in which to enroll, and click **Start**.

The screenshot shows a web browser window titled "Oracle Enterprise Single Sign-on Password Reset". The page has a dark blue header with the Oracle logo and "IDENTITY MANAGEMENT" on the left, and "ESSO-PR Enrollment" on the right. The main content area is white and contains the following text:

Welcome to the ESSO-PR enrollment process, NWARE\alanf.

Oracle Enterprise Single Sign-on Password Reset (ESSO-PR) lets you securely reset your Windows password in case you forget it. You must enroll with ESSO-PR first so that it can verify your identity whenever you need to reset your Windows password.

You are currently not enrolled. To begin enrollment, enter your email address and click "Start".

Below the text are two input fields: "E-mail: (optional)" with a text box, and "Language: English" with a dropdown menu. A "Start" button is located below the language dropdown.

At the bottom left, there is a logo for "Powered by PASSLOGIX" and the version number "v10.1.410" is displayed at the bottom center.

**Notes:** If your administrator has configured ESSO-PR to work with IBM Tivoli Identity Manager, the IBM Tivoli Identity Manager enrollment dialog box opens. Enter your username and password for that application. If your username and password are accepted, the enrollment process will continue.

The Windows Vista operating system works differently from Windows XP Professional and Windows 2000 Professional. System and network performance issues might affect the time it takes for ESSO-PR Enrollment to launch for the user under Vista.

The questions in the Enrollment Interview will be used to create the Reset Quiz you will take if you ever need to log on without your password, and the answers you provide will be the ones used to verify that it is really you when you take the Reset Quiz.

**Note:** Reset questions will be displayed in the same language as the one in which you enrolled.

There are two types of questions in the Enrollment Interview:

- **Required Questions.** If required questions are set up, you must answer these questions to complete enrollment.
- **Optional Questions.** If optional questions are available, you can answer or skip any of them. You may be required to complete a certain number of them in order to complete the enrollment interview.

**Note:** It is important that you keep your answers to the questions as brief and as memorable as possible.



## Enrollment Questions

There are two types of questions in the Enrollment Interview.

### Required Questions

You must provide an answer to each of the required questions. These questions will be used to create the [Reset Quiz](#). Enter the briefest, simplest answers you can, because:

- You will need to remember them.
- You will need to enter your answers in the Reset Quiz exactly as you enter them here.

Be careful of how you use upper-case or lower-case characters, and be especially careful of spelling and spaces. Avoid punctuation if possible. Note and follow any format instructions or examples that the question provides.

When you have typed your answer in the text box, click **Next**.

### Optional Questions

You have the option to answer these questions or skip them. Remember that the more questions you choose to answer, the more secure the quiz will be.

### Progress Bar

The progress bar seen during the enrollment interview indicates your progress (in percentage) in satisfying the enrollment level threshold. You must answer questions until the progress bar reaches 100%.

Depending on how your administrator set up the interview, the progress bar may leap from one percentage to another as all questions may not be weighted evenly. The percentage does not indicate the number of questions you must answer to complete the interview.

Oracle Enterprise Single Sign-on Password Reset

**ORACLE**  
IDENTITY MANAGEMENT

**Step 1: Required Questions** ?

Enrollment  
Required Questions  
Optional Questions  
Finish

Progress: 25% 50% 75% 100%

Question (1 of 2):  
**In what city were you born?**

Answer:

Confirm:

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Please answer the question above.

Oracle Enterprise Single Sign-on Password Reset

**ORACLE**  
IDENTITY MANAGEMENT

**Step 2: Optional Questions** ?

Enrollment  
Required Questions  
Optional Questions  
Finish

Progress: 25% 50% 75% 100%

Question (1 of 5):  
**What color was your first car?**

Answer:

Confirm:

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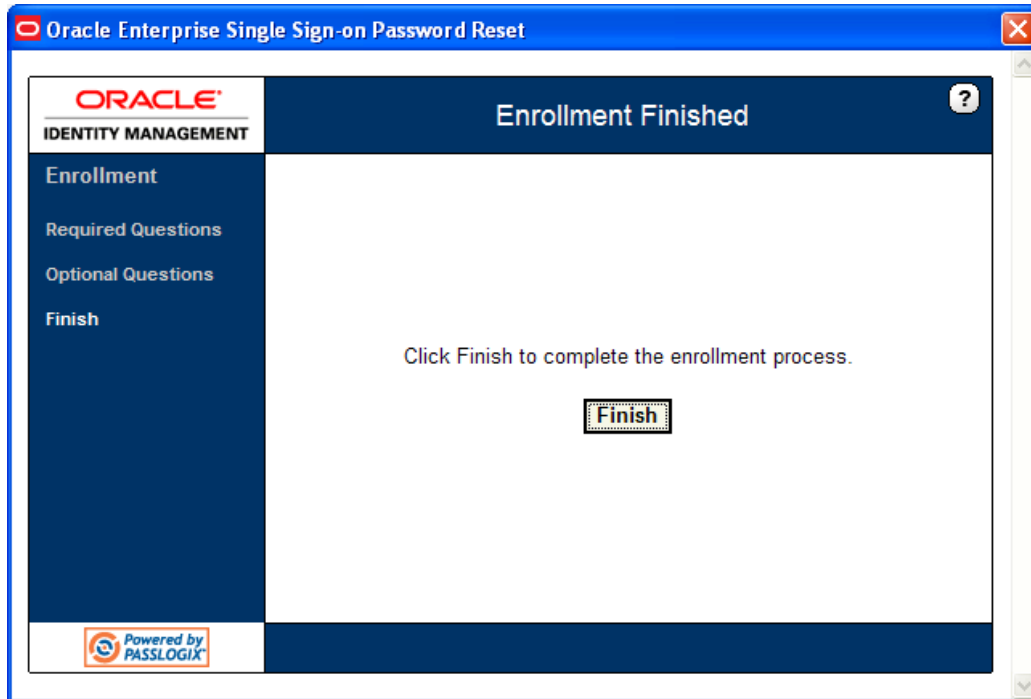
Click "Next" at any time to continue the enrollment process.

After you answer each question, click **Next** to proceed with the interview. If at any time you decide not to answer any more optional questions, or when you have answered all the questions presented, click **Finish**.

## Completing the Enrollment Process

If you reach the end of the question set without enough points to meet the enrollment level threshold, ESSO-PR displays a message stating that you have not reached the minimum enrollment threshold and you need to answer more questions: "You have not answered enough questions to satisfy the enrollment requirement. Please answer more questions until the progress bar reaches 100%."

ESSO-PR will then begin the optional question set, prompting you to answer questions you previously skipped. You must answer questions until the progress bar reaches 100%.



At the final screen of the interview, click **Finish** again.

## About the Reset Quiz

If you lose or forget your password, you'll need to reset it, that is, erase the old password you have forgotten and supply a new one. The Reset Quiz is how ESSO-PR verifies your identity when you need to reset your password.

The Reset Quiz is like having a bank officer verify your identity over the telephone by asking for a piece of information that only you would be likely to know; your mother's maiden name is a common example. You might be asked for several such items from different sources—your place of birth, your current address, and so on—that only you would be likely to know. ESSO-PR uses the same idea: not just one question, but a group of questions that confirm your identity.

If you need to reset your password, click the ESSO-PR **button** on the Windows logon dialog box. At the ESSO-PR reset logon dialog box, enter your username to begin the Reset Quiz.

ESSO-PR displays one of the questions from your [Enrollment Interview](#). Type the answer to the question exactly as you did in the Enrollment Interview, and click **Answer**. Repeat this process until the New Password dialog box appears.

The Reset Quiz might not use all of the questions from your interview. How many questions the quiz asks depends on how your administrator has set it up. Questions can have different point values, and it is your overall score that ESSO-PR uses to authorize a password reset.

**Notes:** Depending on how your administrator configured ESSO-PR, after passing the Reset Quiz, you might have the option to choose whether to reset your password or unlock your account.

Reset questions will be displayed in the language in which you enrolled.

## Taking the Reset Quiz to Reset Your Password

You can use the Reset Quiz to reset your password at your own workstation from the Windows logon, or, you can use Internet Explorer to take the Reset Quiz on any other workstation that is already logged on.

### Starting the Reset Quiz at the Windows Logon (On Your Own Workstation)

- Click the ESSO-PR **button** in the upper-right corner of the window. ESSO-PR displays a logon prompt that asks for your username.
- Type your username and click **OK**. ESSO-PR begins the Reset Quiz.

### Starting the Reset Quiz From a Logged-On Workstation

**Note:** You will need the Web address of the ESSO-PR Reset Quiz start page to use this method. This address might be available as a link on your organization's intranet or it could be in the Internet Explorer Favorites list.

1. Open Internet Explorer and point the browser to the ESSO-PR Reset Quiz start page. ESSO-PR displays a logon prompt that asks for your username.

ORACLE ESSO-PR ?

User name: smith

Domain: NWARE

OK

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2. Type your username and click **OK**. ESSO-PR begins the Reset Quiz.

ORACLE ESSO-PR

Question:  
What high school did you go to?

Answer:  
.....

Answer Cancel

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3. Enter your answers when the questions are presented to you. When you answer enough questions correctly to reach your threshold score, the Reset Password screen displays.

ORACLE ESSO-PR

New password:  
.....

Confirm new password:  
.....

Submit Cancel

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4. Enter a new password and confirm it. Then click the **Submit** button. Your password is reset.

## After You Pass the Reset Quiz

Depending on how your administrator configured ESSO-PR, after passing the Reset Quiz, you may have the option to choose whether to reset your password or unlock your account:

- If you choose to reset your password, you will be taken to the Reset Password Page.
- If you choose to unlock your account, the ESSO-PR Change Password Service will unlock your account and you will be presented with a Finish page.

## If You Fail the Reset Quiz

- Try again. ESSO-PR selects and displays quiz questions in random order. You might very well be asked different questions on your next try.
- Enter your answers carefully. Your quiz answers must exactly match the ones you entered during your [Enrollment Interview](#). How you use upper-case and lower-case letters does not matter, but spelling, spacing, and punctuation do.
- If you are using a workstation other than your usual one, make certain that you have provided the correct—that is, your own—username and ID. Otherwise, you might be taking the quiz against another user's answers.

If all else fails, call your administrator to reset your password. If you do take this last resort, you should also re-take the Enrollment Interview to revise your answers to be simpler or easier to remember.

## Temporary Passwords

Your administrator might also have configured ESSO-PR to provide you with a temporary password after you pass the Reset Quiz. In this case, ESSO-PR will give you a temporary password, which you use to log on to Windows. You can then change your temporary Windows password to a permanent one using the Windows Change Password feature.