

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

User Guide

Release 11.1.1.5.0

E20989-01

March 2011

Copyright © 2011, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Table of Contents

Abbreviations and Terminology.....	4
What Is ESSO-PR?.....	5
A Word About Passwords.....	6
Enrollment Interview.....	7
Enrollment Questions.....	8
Required Questions.....	8
Optional Questions.....	8
Progress Bar.....	8
Completing the Enrollment Process.....	10
About the Reset Quiz.....	11
Taking the Reset Quiz to Reset Your Password.....	12
Starting the Reset Quiz at the Windows Logon (On Your Own Workstation).....	12
Starting the Reset Quiz From a Logged-On Workstation.....	12
After You Pass the Reset Quiz.....	14
If You Fail the Reset Quiz.....	14
Temporary Passwords.....	14

Abbreviations and Terminology

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

Abbreviation or Term	Full Name
Administrative Console	ESSO-LM Administrative Console
Agent	ESSO-LM Logon Manager Agent
FTU	First Time Use Wizard
ESSO-Anywhere	Oracle Enterprise Single Sign-on Anywhere
ESSO-PG	Oracle Enterprise Single Sign-on Provisioning Gateway
ESSO-LM	Oracle Enterprise Single Sign-on Logon Manager
ESSO-PR	Oracle Enterprise Single Sign-on Password Reset
ESSO-UAM	Oracle Enterprise Single Sign-on Universal Authentication Manager

What Is ESSO-PR?

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 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.



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.



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.

The screenshot shows the Oracle Identity Management enrollment interface. At the top left is the Oracle logo and 'IDENTITY MANAGEMENT'. The main header is 'Step 1: Required Questions' with a help icon. A progress bar shows 25% completion. A sidebar on the left lists 'Enrollment', 'Required Questions', 'Optional Questions', and 'Finish'. The main content area displays 'Question (1 of 3): What is your mother's maiden name?' with an answer field (masked with dots), a 'Confirm:' field (also masked), and 'Next' and 'Cancel' buttons. A footer note says 'Please answer the question above.'

ORACLE
IDENTITY MANAGEMENT

Step 2: Optional Questions

Progress: 25% 50% 75% 100%

Enrollment
Required Questions
Optional Questions
Finish

Question (1 of 1):
What was the name of your first school?

Answer: *(minimum 2 characters)*

Confirm:

Next **Finish** **Cancel**

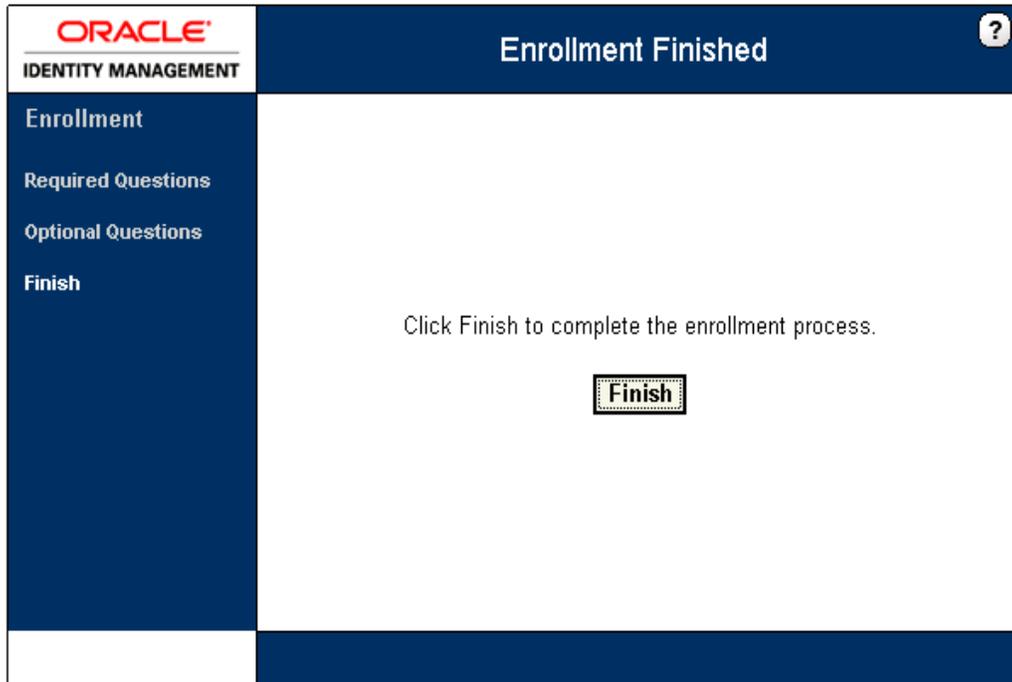
Click "Next" at any time to continue the enrollment process.

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** .

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.



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)

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

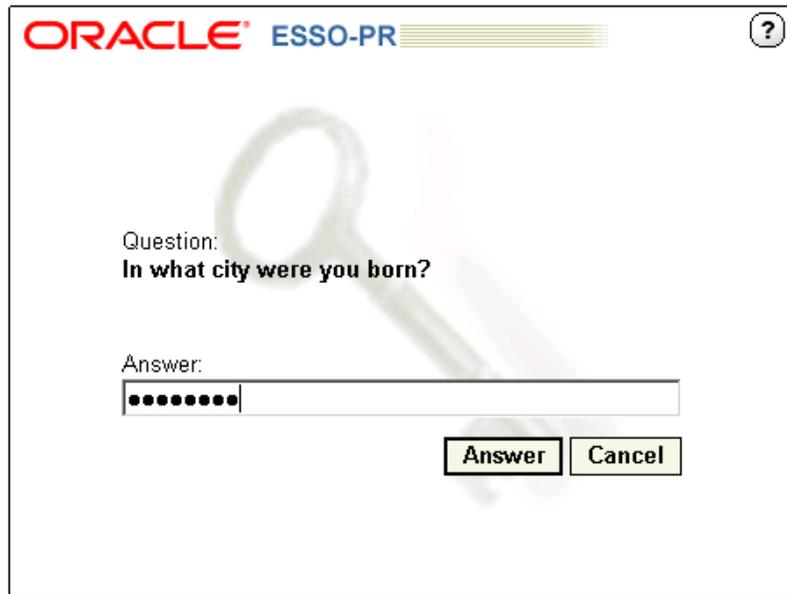
Starting the Reset Quiz From a Logged-On Workstation



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.

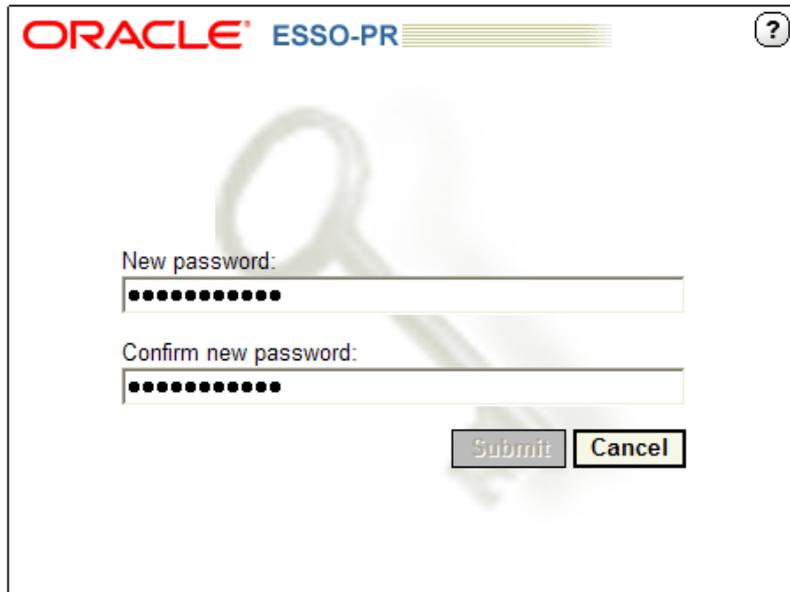
1. Open Internet Explorer and point the browser to the ESSO-PR Reset Quiz start page. ESSO-PR displays a logon prompt that asks for your username.

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



The screenshot shows a web interface for Oracle ESSO-PR. At the top left, the text "ORACLE" is in red and "ESSO-PR" is in blue. To the right of this text is a progress bar with several horizontal lines. In the top right corner, there is a question mark icon inside a circle. The main content area features a large, faint watermark of a key. Below the watermark, the text "Question:" is followed by the question "In what city were you born?". Underneath the question is a text input field labeled "Answer:" containing several black dots. At the bottom right of the input field are two buttons: "Answer" and "Cancel".

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.



The screenshot shows the same Oracle ESSO-PR interface. The top header and progress bar are identical to the previous screen. The main content area now features the same key watermark. Below the watermark, there are two text input fields. The first is labeled "New password:" and contains several black dots. The second is labeled "Confirm new password:" and also contains several black dots. At the bottom right of the input fields are two buttons: "Submit" and "Cancel".

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.