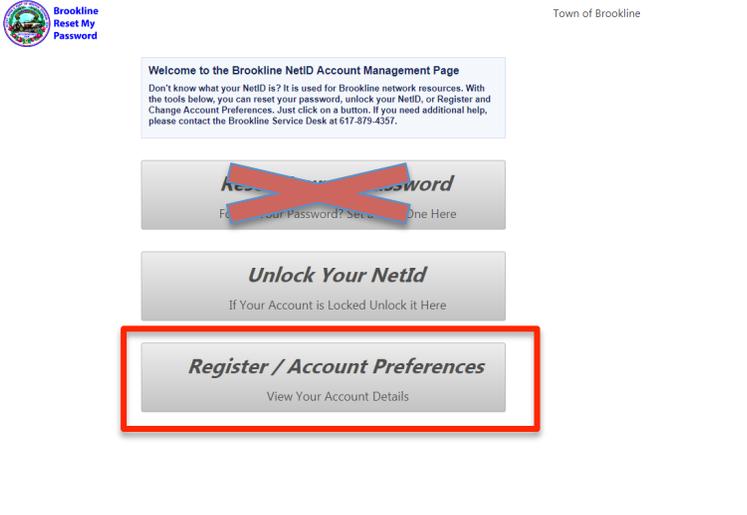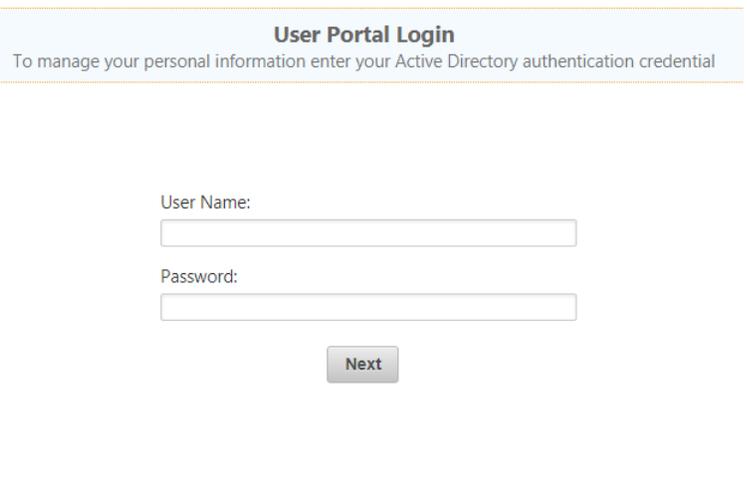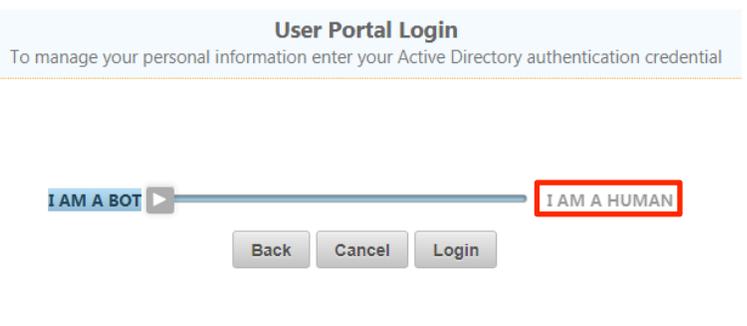**Brookline Information Technology Department**

User instructions for RESET MY PASSWORD, the Brookline Information Technology Department's self-service password reset tool (Version: DECEMBER 2017)

Step 1: Create an Account on our new PSB Password Reset Tool

Step 1 To begin registration, visit: https://rmp.brooklinema.gov/home.html?0 Click "Register/Account Preferences" **DON'T CLICK** on "Reset Your Password" yet.	
1.2: User Portal Login A. Enter the username and password you currently use to log into PSB WiFi Network, Munis, or School Dude. This is your Active Directory username and password. *Note: This username uses "first initial, last name" syntax. I.e. The username for Pepper Potts would be 'ppotts'* *If you don't know this username and password, please contact the Help Desk (x4357)* B. Click "NEXT"	
1.3: Proving You are Human You will be directed to a page designed to ensure you are a real person and not an automated tool attempting to hack into our network. A. Slide the arrow to the RIGHT toward "I AM A HUMAN" B. Click "LOGIN"	

Brookline Information Technology Department

1.4: Beginning User Setup This page simply tells you that you need to add a "recovery" email address and security questions to complete registration. A. Click "NEXT"	This wizard walks you through the steps required to configure your account for our self service account features. **User Setup** You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*. The list below shows the steps where we need details from you. Incomplete Email Addresses Incomplete Answer Your Personal Questions ☐ Show steps that are already completed < Previous Next > Cancel Finish

1.5: Adding a Recovery Email Address
 	
You need to add a personal email address to be your "recovery" email address in case you get locked out and where you will receive alerts and confirmation requests.
 	
   A. Enter a PERSONAL email address
   B. Click "ADD"
 	
The page will refresh. You should see your personal email address and your PSB email address
 	
   C. Click "NEXT"
	This wizard walks you through the steps required to configure your account for our self service account features.
	User Setup
	
	We occasionally need to send you messages and confirmations. Please provide your contact details here.
	Email Addresses
	
	Add Email Address
	[ ] **Add**
	
	pepper_potts@psbma.org All Notifications ▾
	
	< Previous Next > Cancel Finish

1.6: Choosing Security Questions
 	
You need to choose security questions to be used to verify your identity.
 	
   A. Answer ANY two questions
 	
   B. Click "NEXT"
	This wizard walks you through the steps required to configure your account for our self service account features.
	User Setup
	
	Please answer 2 of the questions below:
	Where were you born?
	[ ]
	What is your favorite TV show?
	[ ]
	What was your first telephone number?
	[ ]
	What was your first pets name?
	[ ]
	What color was your first car?
	[ ]
	☐ Show answers on screen
	
	< Previous Next > Cancel Finish

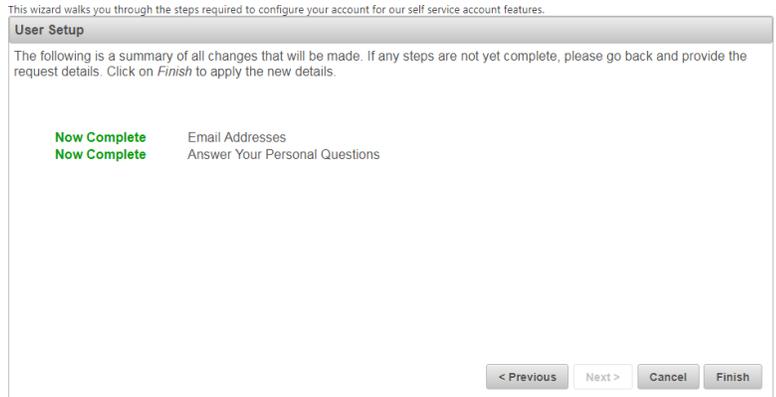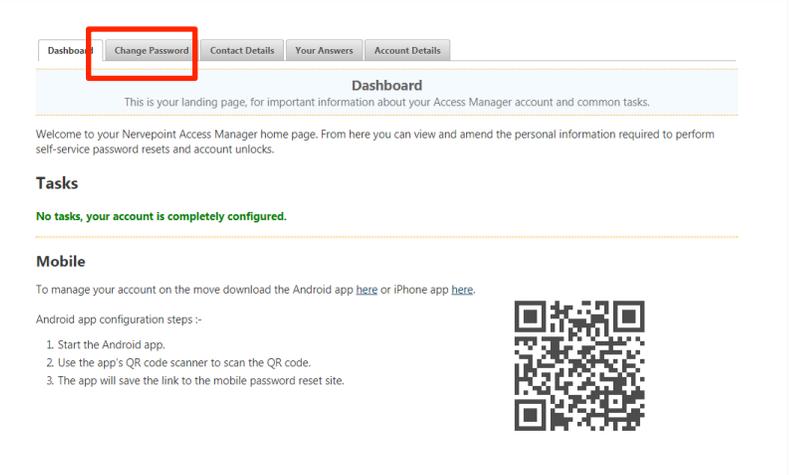|	

1.7: Completing Registration
 	
You will be redirected to a page indicating your completion of the two registration tasks.
 	
    A. Click "FINISH"
 	
You will be directed to the final confirmation page.
 	
    B. Click "CLOSE"
 	
You will be redirected to your user dashboard page.
    C. **PLEASE CONTINUE WITH STEP 2 BELOW TO CHANGE YOUR PASSWORD**
	This wizard walks you through the steps required to configure your account for our self service account features.
	
	User Setup
	
	The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.
	
	Now Complete Email Addresses
	Now Complete Answer Your Personal Questions
	
	    [< Previous] [Next >] [Cancel] [Finish]

Step 2: Change your password

Step 2 A. Click the "CHANGE PASSWORD" tab	Dashboard **Change Password** Contact Details Your Answers Account Details **Dashboard** This is your landing page, for important information about your Access Manager account and common tasks. Welcome to your Nervepoint Access Manager home page. From here you can view and amend the personal information required to perform self-service password resets and account unlocks. **Tasks** No tasks, your account is completely configured. **Mobile** To manage your account on the move download the Android app here or iPhone app here. Android app configuration steps :- 1. Start the Android app. 2. Use the app's QR code scanner to scan the QR code. 3. The app will save the link to the mobile password reset site.

2.2: Enter Your Username
 	
    A. Enter the password you used in step 1.2 (above)
 	
    B. Enter your new password
 	
Be mindful of the PASSWORD RULES
 	
    C. Re-enter your new password
 	
    D. Click "CHANGE"
	Dashboard Change Password Contact Details Your Answers Account Details
	
	Change Password
	Change the password on one or more of yours accounts.
	
	Change Password
	Old Password (for primary account):
	
	New Password:
	
	Confirm New Password:
	
	[Change]
	
	Password Rules
	Minimum length:8
	Maximum length:127
	Dictionary words are allowed
	May not contain your username
	You may not use any of your 3 previous passwords.
	
	This directory also has the following restrictions :-
	
	Maximum Password Age : 90
	Minimum Password Age : 0
	Password History Length : 3