

Password Reset PRO: Reset User Enrollments - Profile Enrollment Web Portal - 3 Easy Methods

Software version 3.x.x

When a user enrolls in the Profile Enrollment mode Web Portal, their chosen security image and security word are encrypted and stored as an AES/RSA style token under the altSecurityIdentities attribute of their AD user account. This encrypted data is not readable except by the Master Service, in memory, during a returning enrolled user's logon. If the enrolled user forgets their security image or security word, you must remove their enrollment and have them re-enroll.

You can quickly and easily reset a user enrollment in one of three ways:

1. Open a 2008 ADUC console with Advanced View enabled, browse to the enrolled user's AD user object, open its properties and go to the 'attribute editor' tab. Look for the AD field called altSecurityIdentities, choose Edit, and delete the long string entry that begins with "RST:" (If you have a 2003 AD, use ADSIEDIT instead to access the user's schema attributes). Deleting the "RST:" long string removes the user's enrollment automatically. Simple!
2. Open the Master Service application, go to the Network and Service Settings tab. Click the Edit icon for your listed web portal in the white box area. On the new screen that opens, there is a button towards bottom to reset a user's enrollment. Follow the wizard prompts to reset the enrollment. Technically speaking, this "wizard" is performing the exact same action as #1, using your logged on domain credentials for security access.
3. Use our Account Manager software to look up the enrolled user, then click the 'reset enrollment' function. Account Manager is free with your maintenance / support purchase on Password Reset PRO licenses. This is a super-fast and very handy tool for many uses. Technically speaking, Account Manager is performing the exact same action as #1, using your logged on domain credentials for security access.

After you reset the user's enrollment they can quickly re-enroll in the Web Portal, even if their domain password is expired or if you have given them a "must change on next login" password. The user cannot re-enroll if they forgot their domain password or their account is locked out.

Tip: To lower the incidents of a user forgetting their image or security word, you can change the wording of the enrollment method, change the security images, show less images, etc. – It is completely open-ended to meet the needs of your community. For example, many of our customers will change the Step 2 wording for enrollment to say "Enter the last four of your SSN" or "Enter your employee ID" or "Create a six-digit PIN".

Have more questions? Contact our knowledgeable Sales & Support Teams

1-877-SYSOPTOOLS (USA) or +1-213-995-5060 (Direct & Int'l)

Support Team Hours: M-F 8am-6pm PST | Sales Team Hours: M-F 9am-6pm PST

Additional Resources:

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