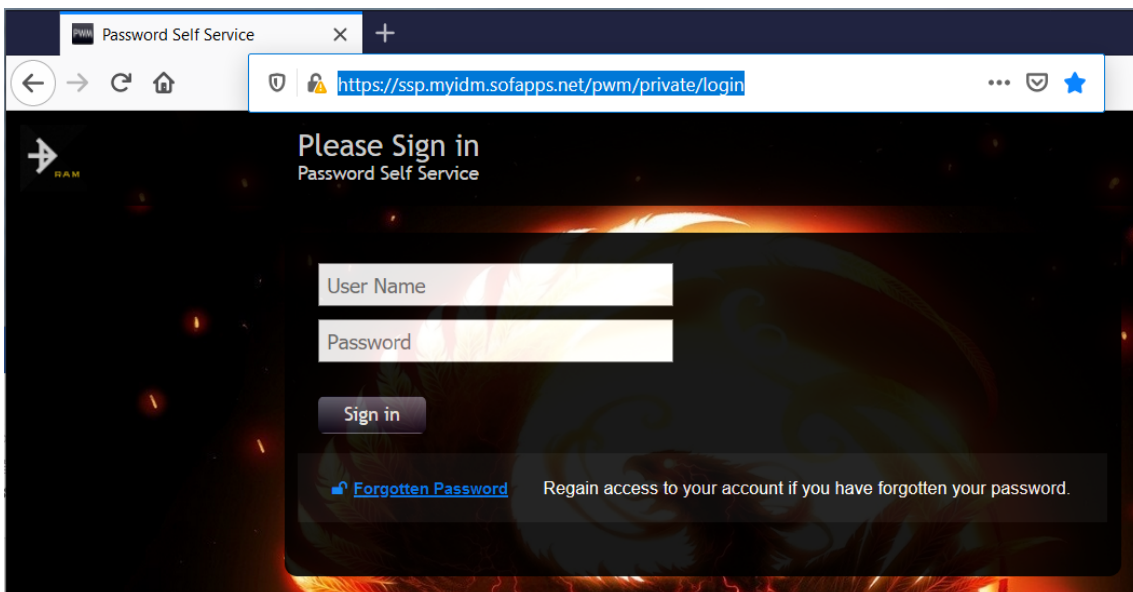


1) INTRODUCTION

PWM password management has been implemented to support the global Userbase more efficiently with self service password management. Unlike ADFS password management, PWM brings capabilities to unlock, reset, and change passwords to the User owning the account. Account owners can login and check statistics on their account, to plan for future events such as a required password change. More capabilities exist to allow maintaining of other account details. Currently those are strictly controlled to provide commonality among Display Names in WICKR. If other features/capabilities are chosen for release, you will get a future announcement stating as such.

2) Reaching Self Service Portal

<https://ssp.myidm.sofapps.net/pwm>



3) Initial Login

- User Name: can be the Login name or the Email Address for the account
- Password: will be either the initial password for Wickr Accounts (DoD ID #) or the last password set on account
- Security Questions setup will load

← → ↻ 🏠 🔒 https://ssp.myidm.sofapps.net/pwm/private/setup-responses ... 🛡️ ☆

Setup Security Questions
Password Self Service

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

— Please select a question item from the list —

▶

▶ Save Answers

Recommendations:

- Answers to questions should attempt to be not a single word
- Although case insensitive is setup for this, try to keep all lowercase
- Special characters probably not good idea. Space is fine. You'll have to remember whatever special characters you used.

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

What is the name of your favorite pet?

▶ spot superhero

What was the name of your childhood best friend?

▶ bob hope

What is your favorite food?

▶ anything not nasty

Whats your dream vacation location?

▶ virgin islands

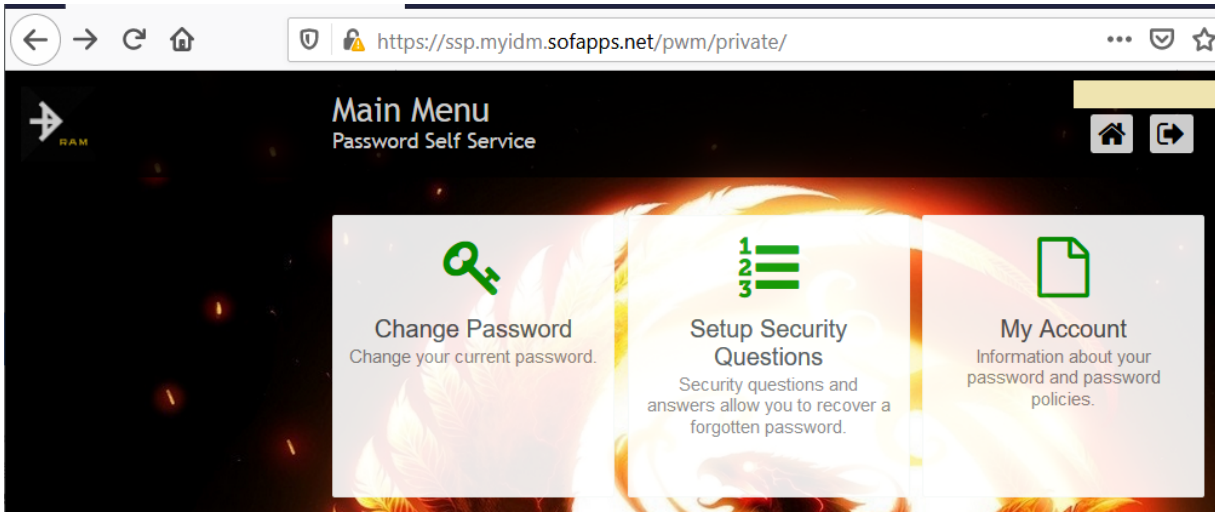
▶ Save Answers

- **SAVE SCREEN CAPTURE NOW!** In the Example above, we've clicked each of the Eyeballs next to the answers and taken a screen capture. **DO THIS NOW!** Save it somewhere safe and where you'll remember to find later on.

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

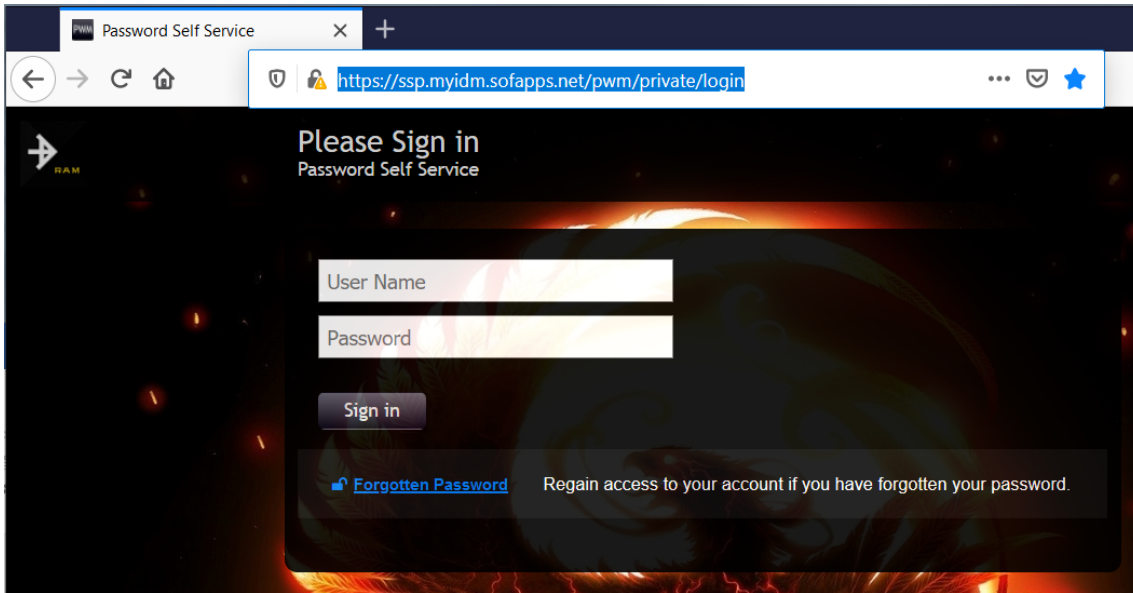
▶ Continue

- User's Home Screen will load with their Options

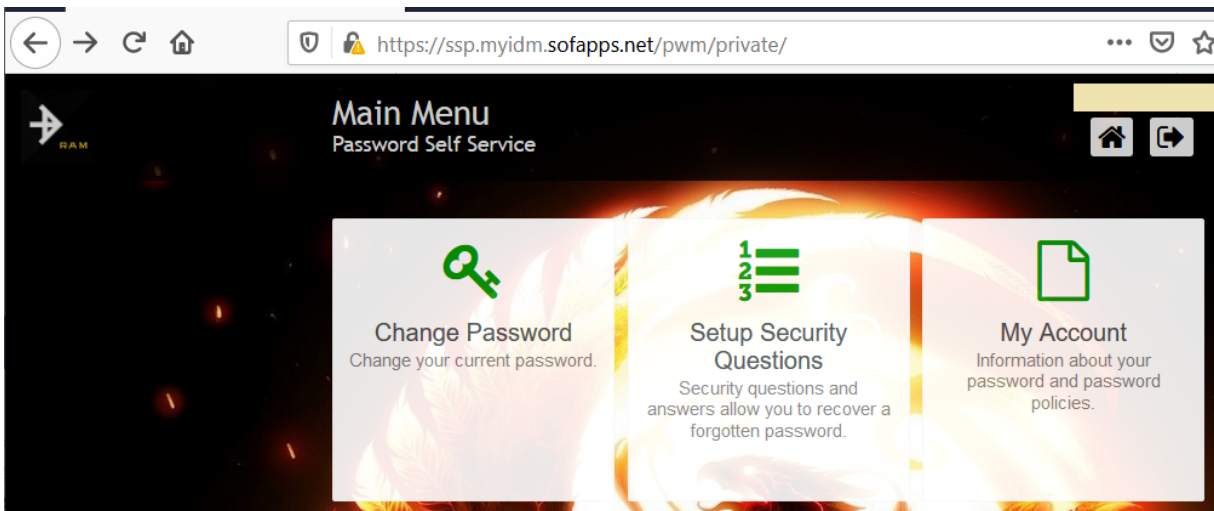


4) Subsequent Logins

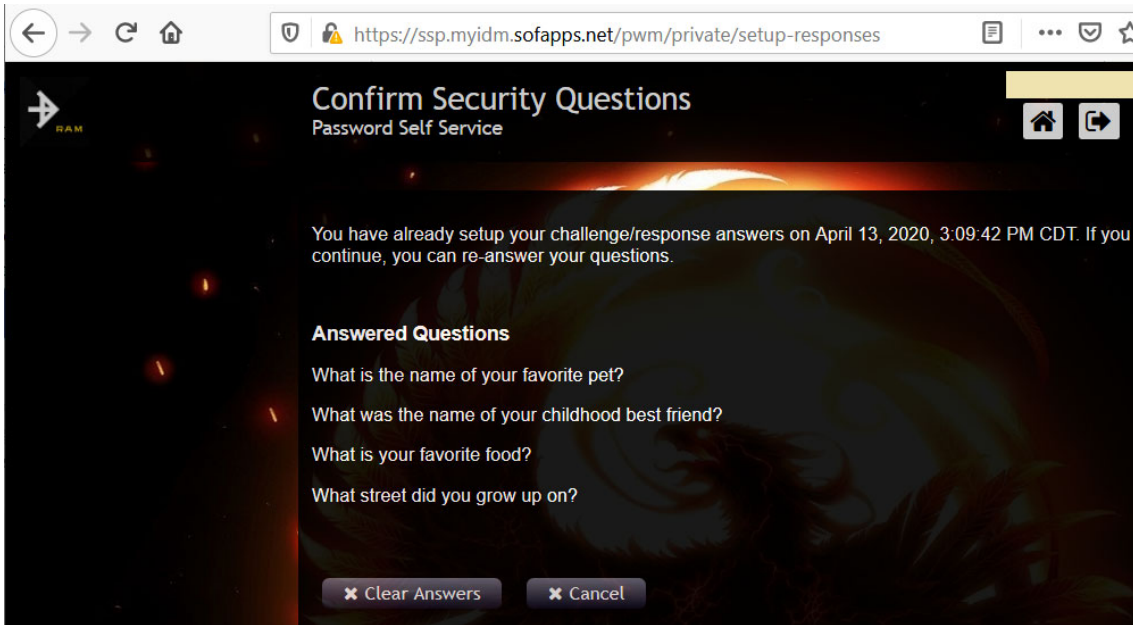
- User Name: can be the Login name or the Email Address for the account
- Password: will be the last password set on account



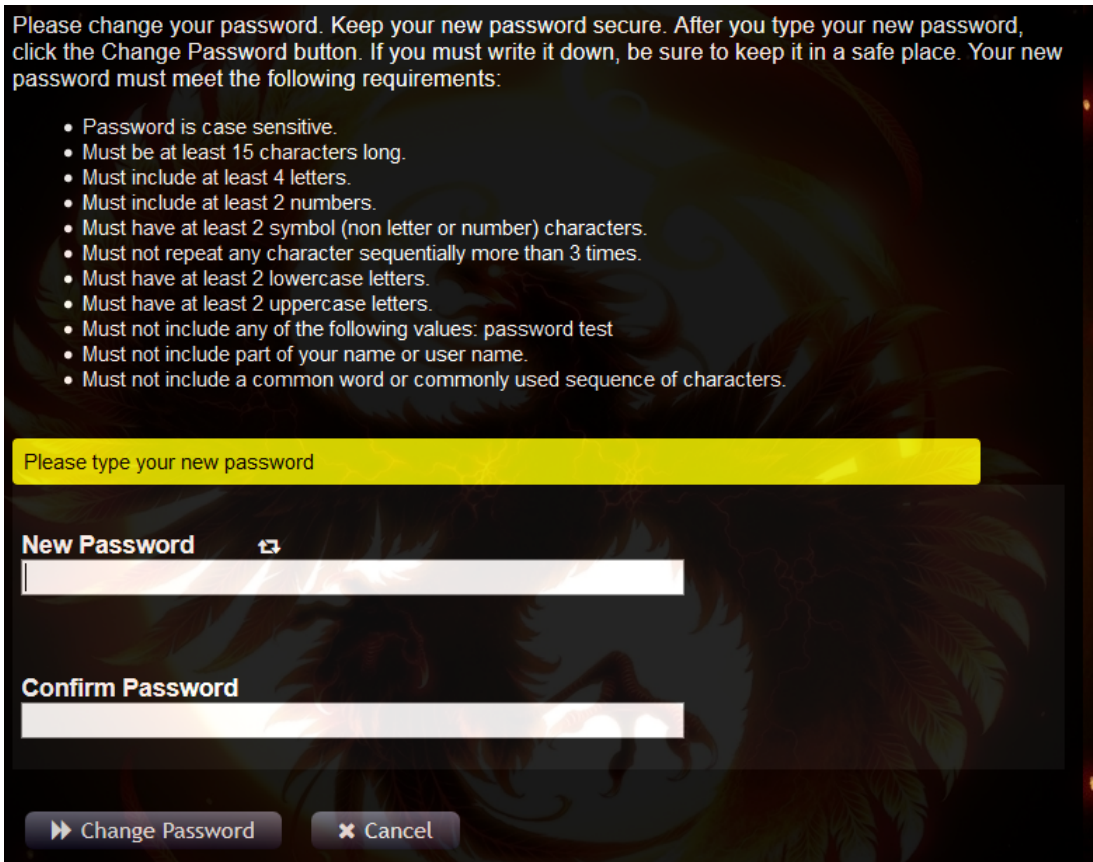
- User's Home Screen will load with their Options





a) **Setup Security Questions:** Security Questions can be cleared to setup new ones



b) **Change Password:** Allows setting up new password with dynamic feedback on password compliance





New password is too short

New Password  Strength: **Good**



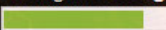
Confirm Password



Password meets requirements, please type confirmation password

New Password  Strength: **Strong**


Confirm Password

New password accepted, please click change password

New Password  Strength: **Strong**


Confirm Password  

c) My Account

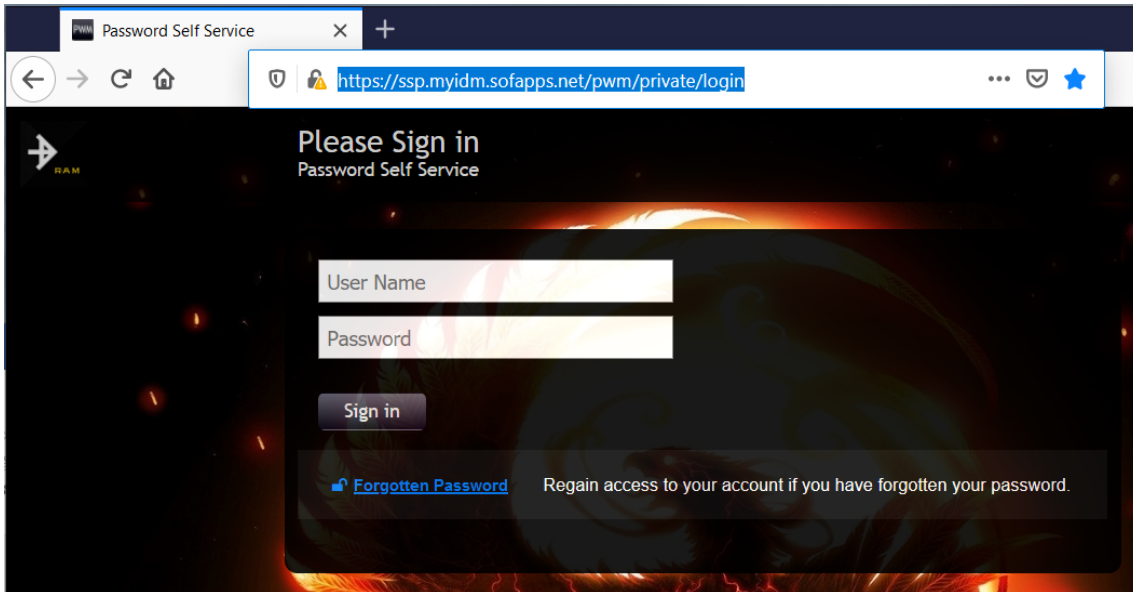
- Items to of interest:
 - (1) User Name: Typically your DoD ID number or derivative of it.
 - (2) Email: email address on your account. Should be your official Government email address
 - (3) Password Set Time: the latest time your password was changed/set
 - (4) Password Expiration Time: Now you can keep note of when you'll need to change password

The screenshot shows the 'My Account' section of the 'Password Self Service' portal. It features three tabs: 'My Account', 'Password Policy', and 'Password History'. The 'My Account' tab is active, displaying a table with the following data:

User Name	[Redacted]
Email	[Redacted]
SMS	n/a
Password Expired	False
Password Pre-Expired	False
Within Warning Period	False
Violates Password Policy	False
Password Set Time	March 31, 2020, 5:35:17 PM CDT
Password Set Time Delta	15 days, 17 hours, 5 minutes, 18 seconds
Password Expiration Time	September 27, 2020, 5:35:17 PM CDT
Responses Stored	True
Response Updates are Needed	False
Stored Responses Timestamp	April 16, 2020, 10:32:17 AM CDT
OTP Stored	False
Network Address	10.240.26.112
Network Host	10.240.26.112
Logout URL	n/a
Forward URL	n/a

5) Forgotten Password

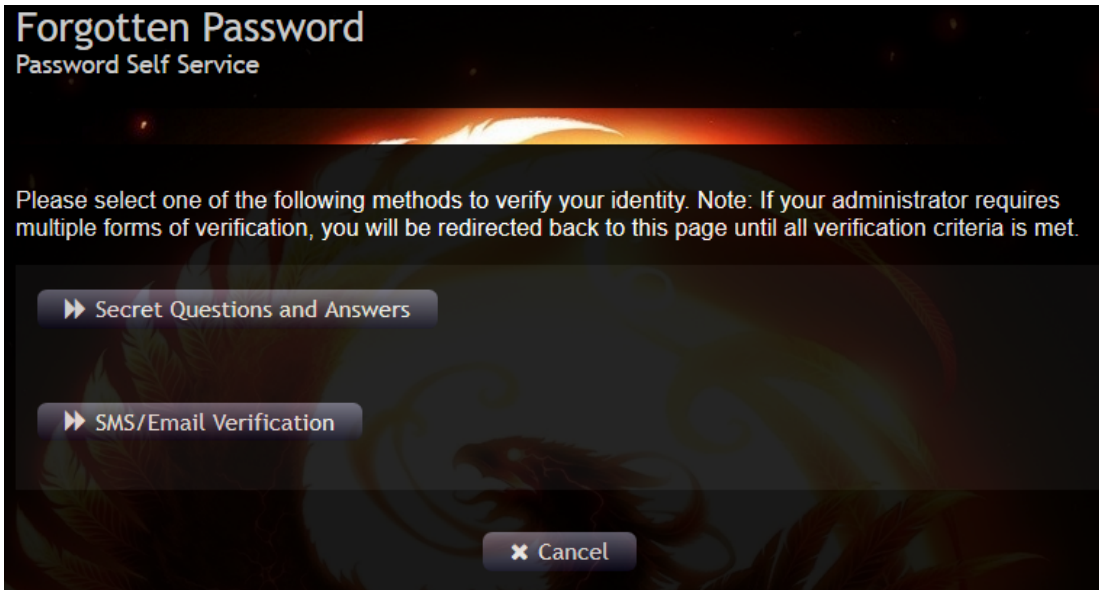
1. Select the **Forgotten Password** link



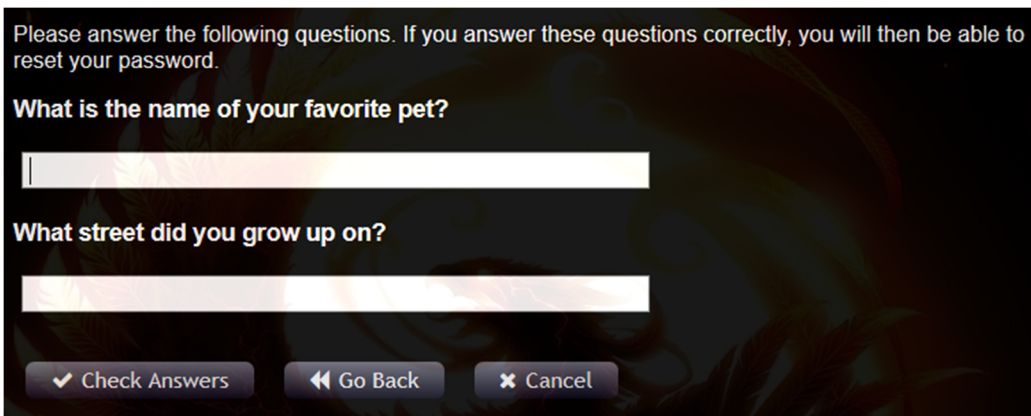
2. You will be required to input your Account's Email Address and your DoD/Government ID Card # (typically a 10 digit number)



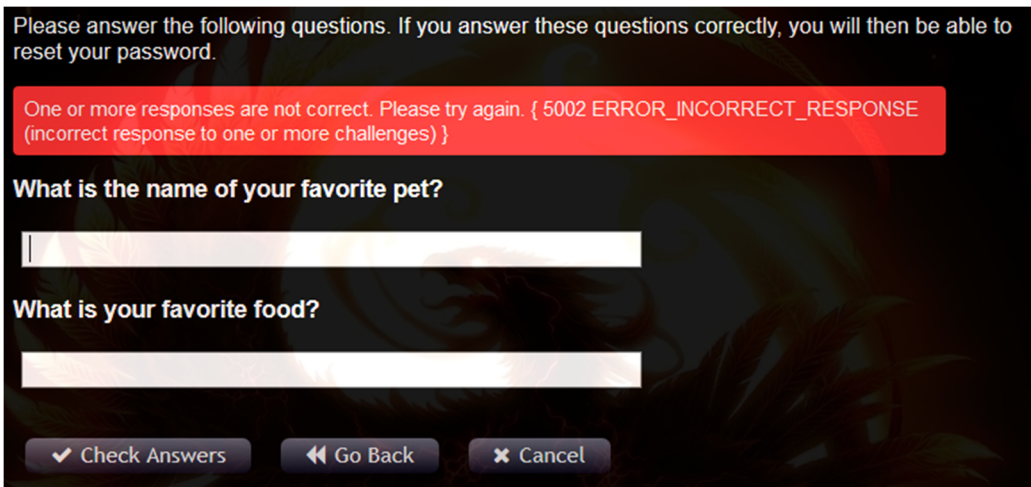
- 3. You'll be presented with Options. Only **Secret Questions and Answers** works at this time.



- 4. A random pair of your Security Questions are presented to answer



- 5. If you get it wrong, try again. Find that screen capture you should have taken.



6. If you get them right, here's your password Setup window with dynamic compliance feedback

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 15 characters long.
- Must include at least 4 letters.
- Must include at least 2 numbers.
- Must have at least 2 symbol (non letter or number) characters.
- Must not repeat any character sequentially more than 3 times.
- Must have at least 2 lowercase letters.
- Must have at least 2 uppercase letters.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.

Please type your new password

New Password

Confirm Password

NOTICE: If you can't get logged in with Password and can't answer your Security Questions successfully, it's not the end of Wickr for you. Contact the Wickr Service Desk and have password reset on your account by them. Then you can log in successfully to PWM and clear your Security Questions and set them up again. Make sure you screen capture your questions and answers set and store somewhere safe but where you can remember to find later.