

“I can’t remember my password”

ENITS Self-Service Management Instructions

This document provides step-by-step instructions to approved ENITS users to complete the following:


Create a new password if the end user cannot remember their previous password

End users will not be able to use these self-serve features based on the following conditions:

- The end user has locked themselves out of ENITS based on the following:
 - An end user has exceeded 5 (five) password attempts
 - An end user has exceeded 3 (three) challenge and response attempts
 - End-users must contact the Service desk for assistance.
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Step 1: From the main logon page- select “To update your password or challenge Q&A responses”

To update your password or challenge Q&A responses use the following link:


 [PASSWORD MANAGEMENT](#)

Step 2: On the next page, select “Password locked or forgotten”

Log In

* User Name:

* Password:

 [Password locked or forgotten?](#)

Step 3: End user will be required to provide their ENITS username. User selects OK.

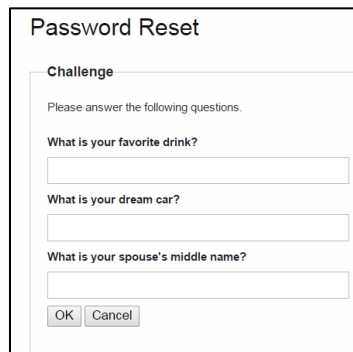
Password Reset

* User Name:

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Step 4: End user must successfully answer 3 randomly selected challenge and response questions



Step 5: Successfully responding to 3 (three) challenge and response questions- end user is re-directed to ENITS password reset page. Passwords must meet the criteria as denoted.

ENITS Password

Please enter a new ENITS password and then confirm it by entering it a second time. Note that your new password must adhere to the password rules found below.

* New Password:

* Confirm Password:

OK Cancel

Password Rules

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least 1 uppercase character
- ✗ Password must contain at least 1 lowercase character
- ✗ Password must contain at least 1 numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot contain contact information

Step 6: Updated Password- End user receives confirmation that the password was updated and after selecting OK, end-user is returned to the ENITS log-on page. The end-user will use their existing ENITS username and **updated** password to log-on

