

iStrategy MyPassword: Self-Service Password Management

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BOARD OF REGENTS UNIVERSITY SYSTEM OF GEORGIA

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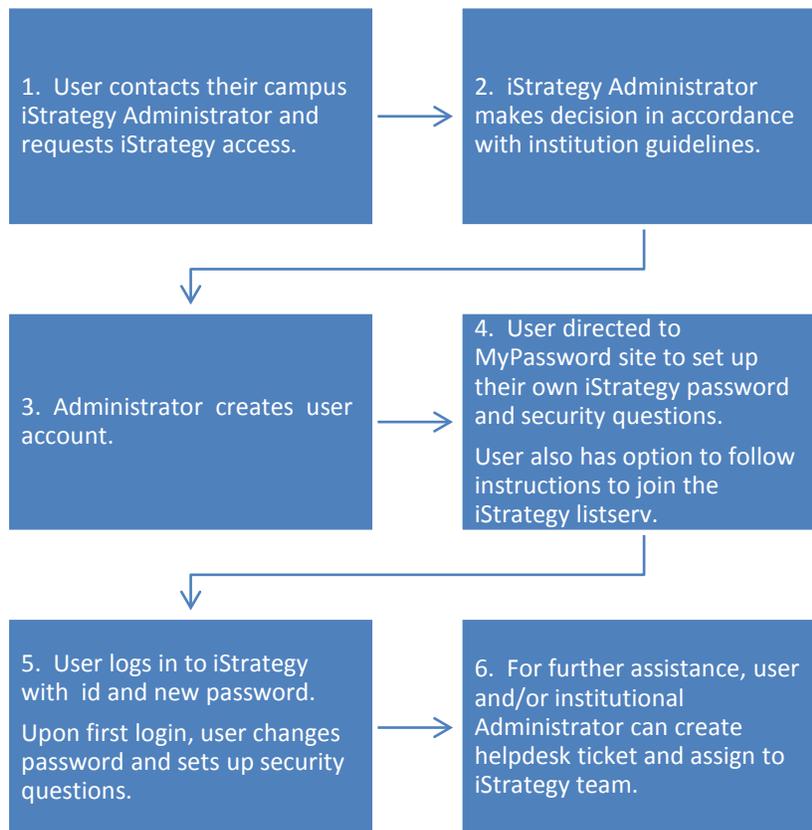
iStrategy MyPassword

iStrategy offers secure and customer-focused user account maintenance with MyPassword. This tool allows users to create their own passwords and to provide secure profile information which can be used to change passwords or unlock accounts via self-service.

Key Points for iStrategy Users

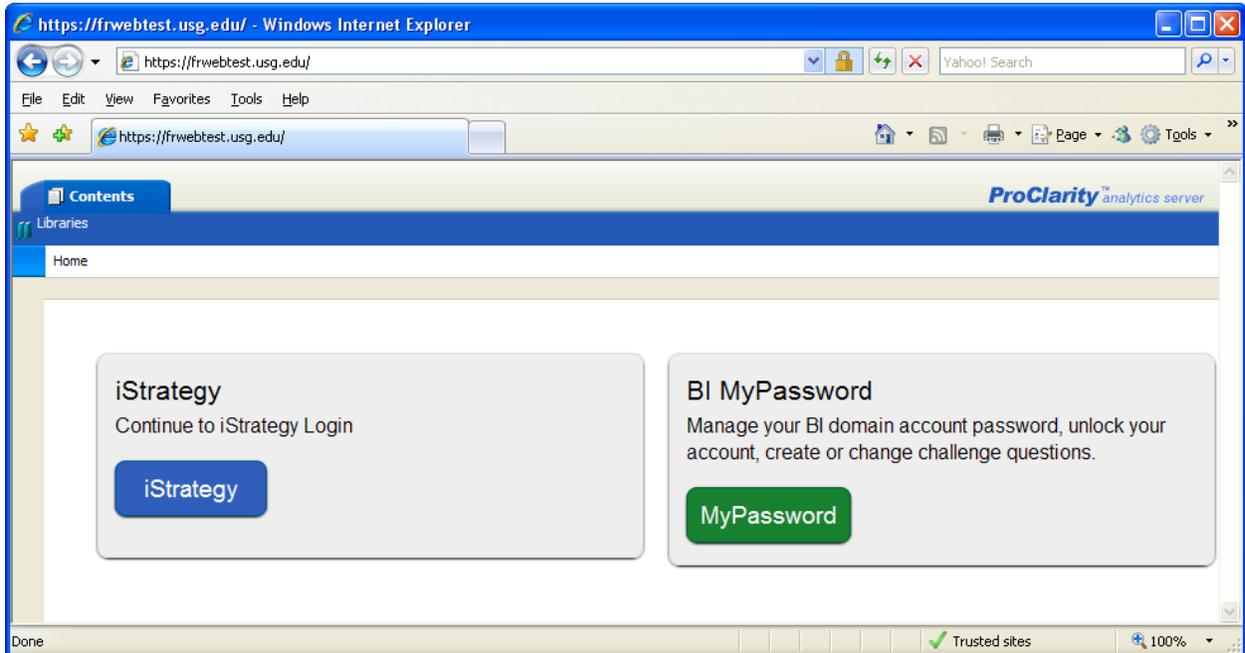
1. In order to get access to iStrategy, users must contact the iStrategy Administrator for their institution. Each Institution has an iStrategy Administrator. The Administrators are responsible for setting up and maintaining iStrategy access for their institution. The iStrategy Institution Administration Contact List is located at <http://www.usg.edu/gafirst-fin/istrategy>.
2. The URL for iStrategy is <https://frweb.usg.edu>. This is the page that users should bookmark in order to have full access to MyPassword.
3. First-time users in iStrategy must change their password using MyPassword before they will be able to login to iStrategy. Users should also create profile challenge questions in order to be able to utilize MyPassword in the future.
4. iStrategy passwords will expire every 180 days.
5. iStrategy users can stay informed about iStrategy in two ways:
 - a. iStrategy website: <http://www.usg.edu/gafirst-fin/istrategy> - Contains Training Materials and Job Aids.
 - b. iStrategy listserv – Users should subscribe to this listserv in order to receive direct communication via email. The listserv is used for Announcements including Known Issues. Please see the [Subscribing to the iStrategy Listserv](#) section of this document for step-by-step instructions.

iStrategy User Account Setup Business Process



MyPassword: Step by Step

The URL for iStrategy is <https://frweb.usg.edu>. When a user launches this URL, it will appear as below. First-time users and users who have not yet created challenge questions should click the MyPassword button.



Upon selecting the MyPassword button, the MyPassword Main Menu will display:

myPassword® ©2004-2011 Namescape Corporation - Windows Internet Explorer

https://frweb-mypassword.usg.edu/

File Edit View Favorites Tools Help

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Self-Service Password Management

[Change my Password](#)
Change your password if you know your current password

[Reset my Password](#)
Reset your password if you don't know your current password

[Unlock my Account](#)
Unlock your account if you remember your password

[Edit my Profile](#)
Edit the questions and answers in your Password Reset Profile

BI Domain Password Management
This site will allow you to manage your BI domain account password. This account is used to access the BI domain and Istrategy. You may be prompted for your new password.

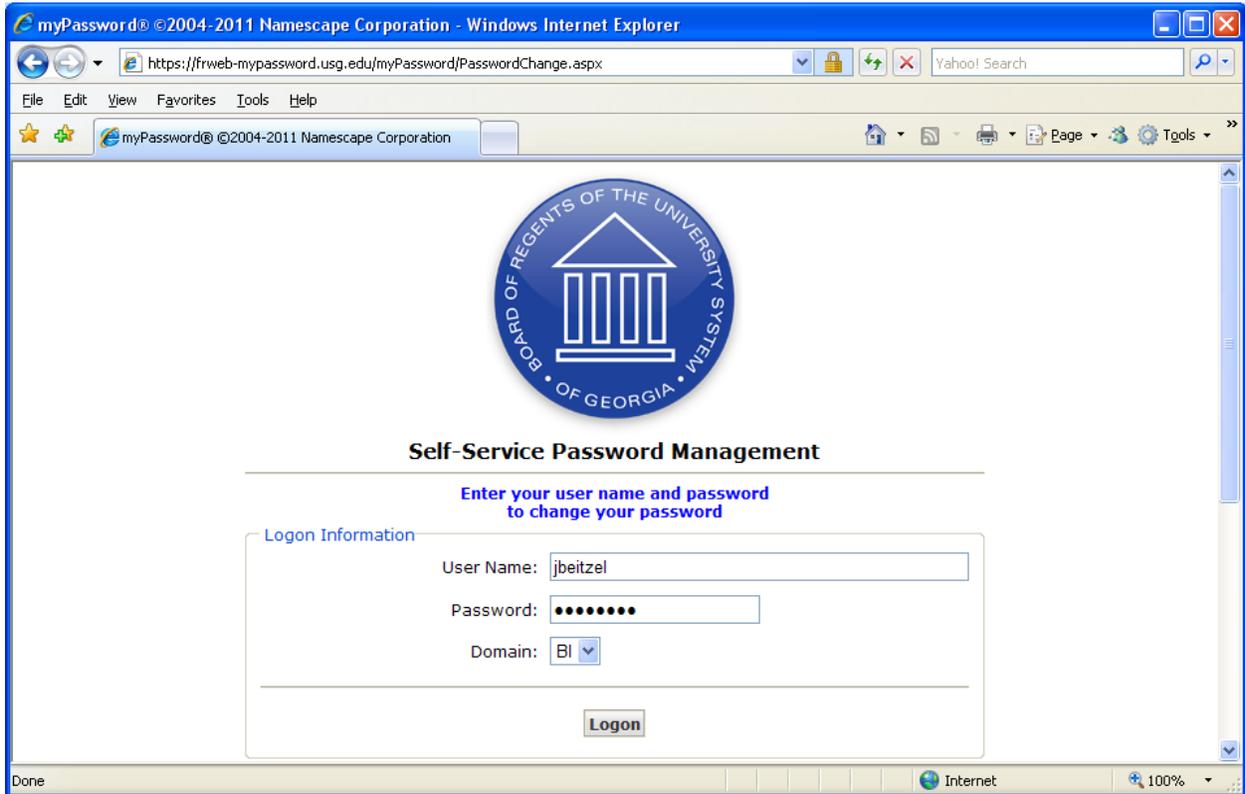
- **Password Requirements**
 - Must be at least 10 characters in length
 - Must contain characters from at least three of the following four types of characters:
 1. English upper case (A-Z)
 2. English lower case (a-z)
 3. Numbers (0-9)
 4. Non-alpha special characters (\$, !, %, ^, &, @, etc.)
 - Must not be same as the last 10 used passwords
 - Must be changed every 180 days
 - Must not contain the user's name or part of the user's name
 - Must not contain easily accessible or guessable personal information about the user or user's family (such as birthdays, children's names, addresses, etc.).
 - Password may only be changed once in a 24 hour period

Done Internet 100%

Change My Password

Note: All new users must change their password prior to attempting to login to iStrategy.

After clicking on the **Change My Password** link, users will be prompted to login using their current iStrategy User ID and Password, then click the **Logon** button. For new users, the User ID and Password will be provided by the iStrategy Administrator for your institution.



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https://frweb-mypassword.usg.edu/myPassword/PasswordChange.aspx

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Self-Service Password Management

Enter your user name and password to change your password

Logon Information

User Name:

Password:

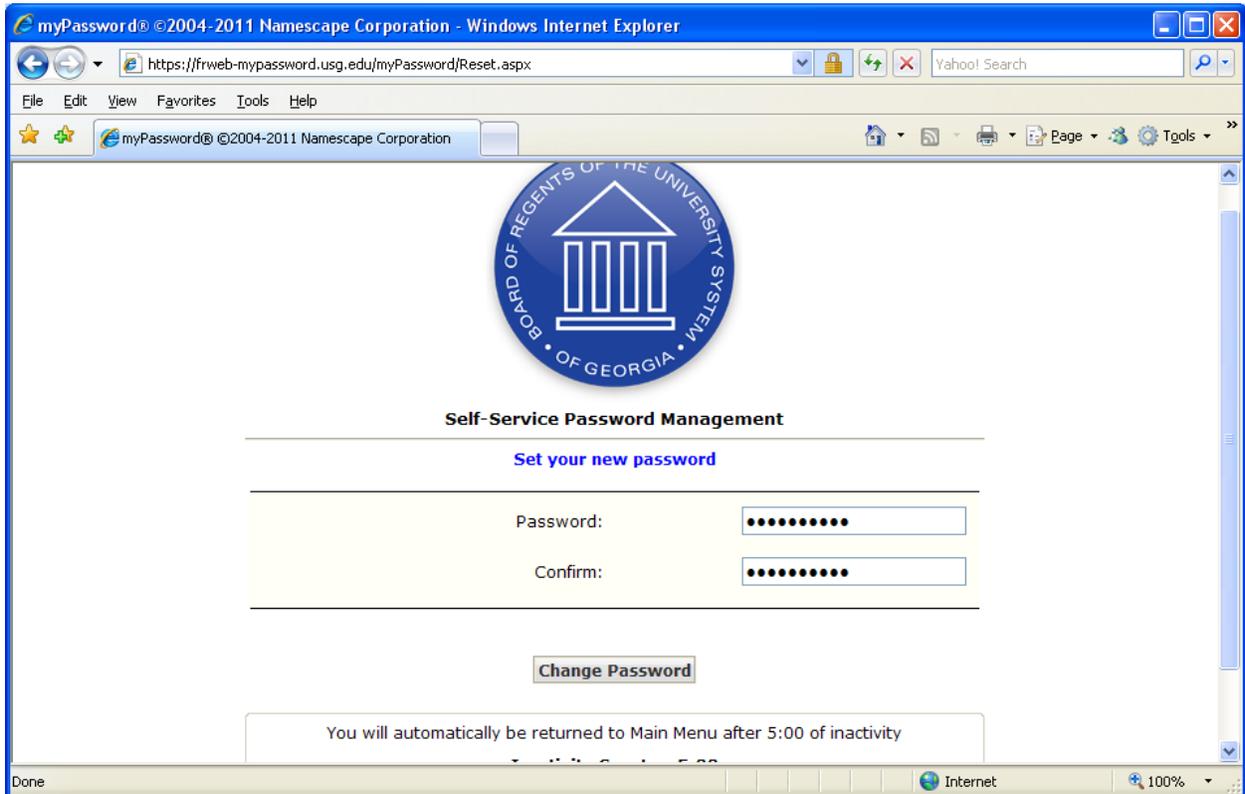
Domain:

Done Internet 100%

Users will then be prompted to enter their new password and confirm it.

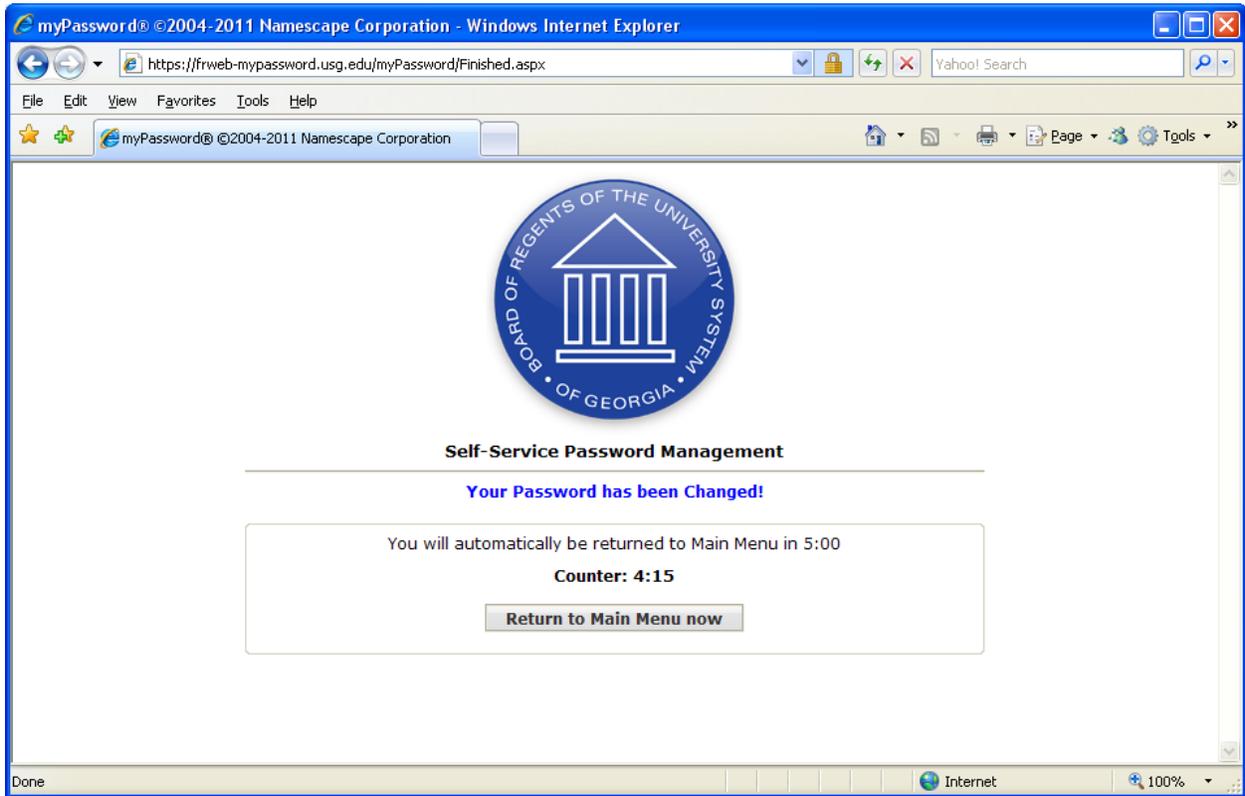
The password must be at least 10 characters in length and contain at least three of the following four types of characters: English upper case (A – Z); English lower case (a – z); Numbers (0 – 9); Non-alpha special characters (\$,!,%,^,&,@, etc.).

When finished, click the **Change Password** button.



The screenshot shows a web browser window titled "myPassword® ©2004-2011 Namescape Corporation - Windows Internet Explorer". The address bar displays "https://frweb-mypassword.usg.edu/myPassword/Reset.aspx". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the logo of the Board of Regents of the University System of Georgia, which is a blue circular emblem with a white building facade and the text "BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA". Below the logo, the heading "Self-Service Password Management" is centered. Underneath, the instruction "Set your new password" is displayed in blue. The form contains two input fields: "Password:" and "Confirm:", both with masked characters (dots). A "Change Password" button is positioned below the form. At the bottom of the form area, a message states: "You will automatically be returned to Main Menu after 5:00 of inactivity". The browser's status bar at the bottom shows "Done" on the left, "Internet" in the center, and "100%" on the right.

New users should return to the Main Menu and select **Edit My Profile** in order to set up challenge questions and answers in order to be able to use MyPassword in the future.



Edit My Profile

Note: “Edit My Profile” is a prerequisite for users to be able to reset their password or unlock their account.

To edit your iStrategy User Profile, launch the URL <https://frweb.usg.edu> and select MyPassword to go to the MyPassword Main Menu. Click on the **Edit My Profile** link. The user will then be directed to enter their current user name and password and then click the **Logon** button. If you are a new user who just completed **Change My Password**, you should use your new password to logon.

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https://frweb-mypassword.usg.edu/myPassword/EditProfile.aspx

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Self-Service Password Management

Enter your user name and password to edit your password profile

Logon Information

User Name:

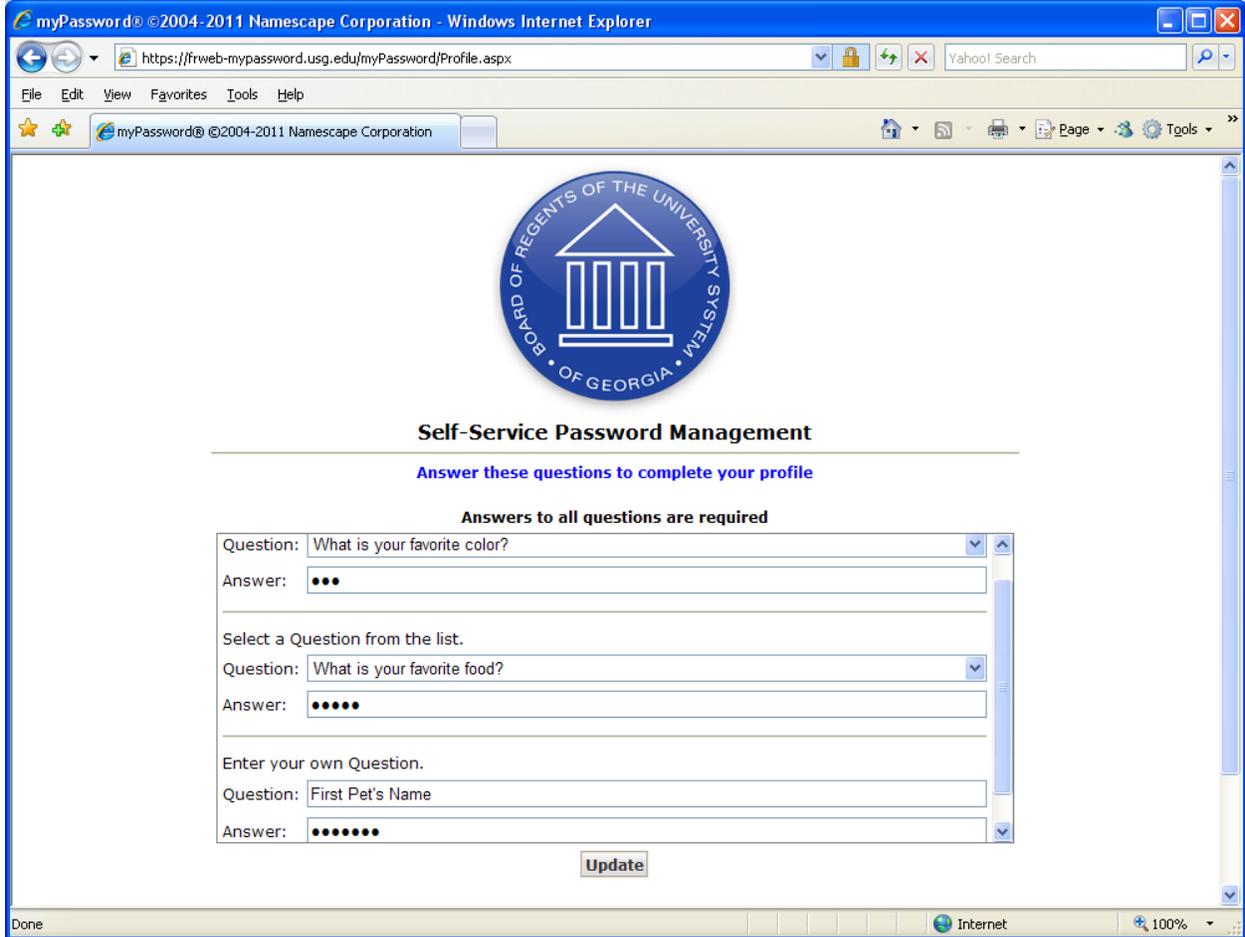
Password:

Domain:

Done Internet 100%

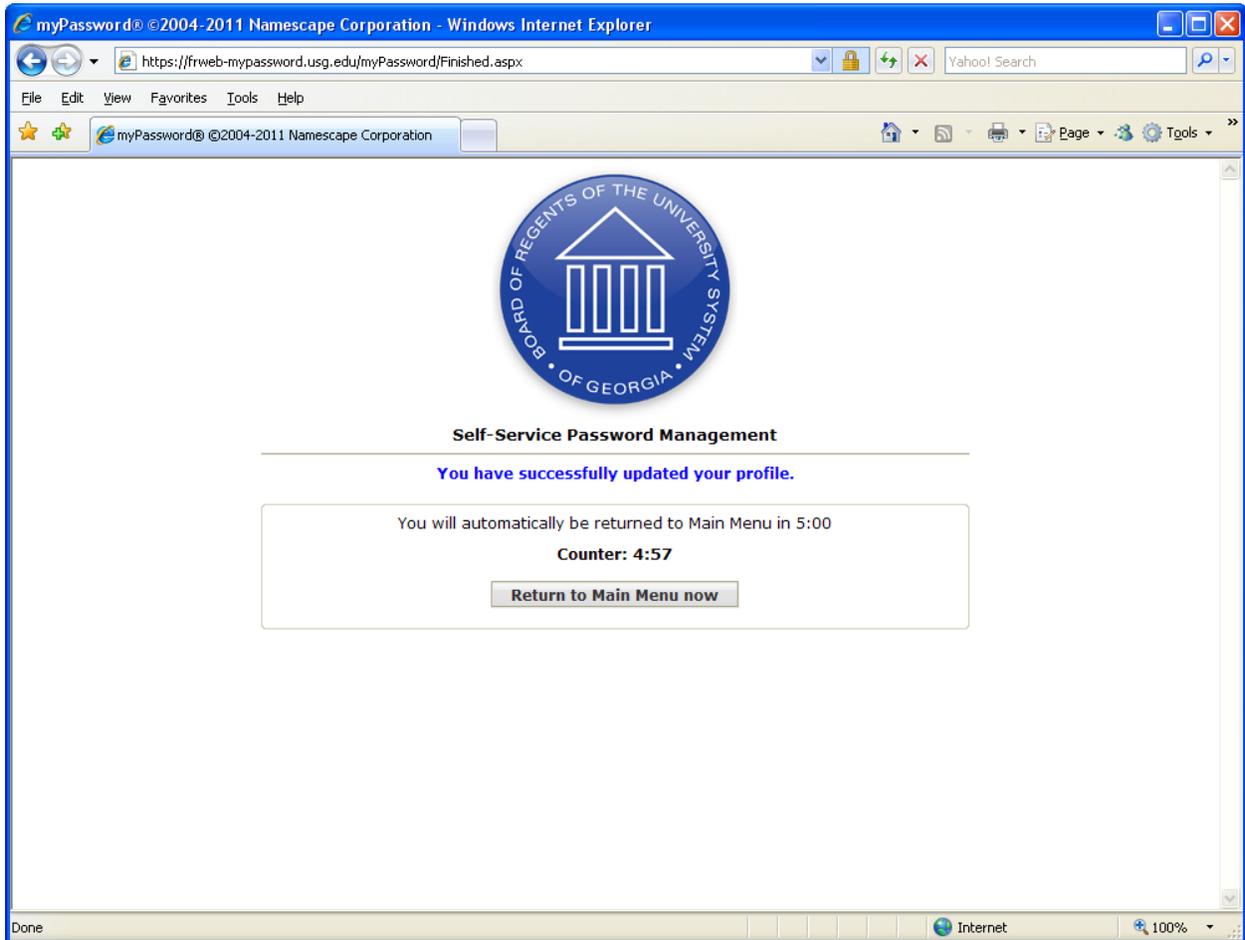
Users will then be prompted to answer two security questions and create one of their own security questions. When complete, select the **Update** button.

Caution: The answers are case sensitive.



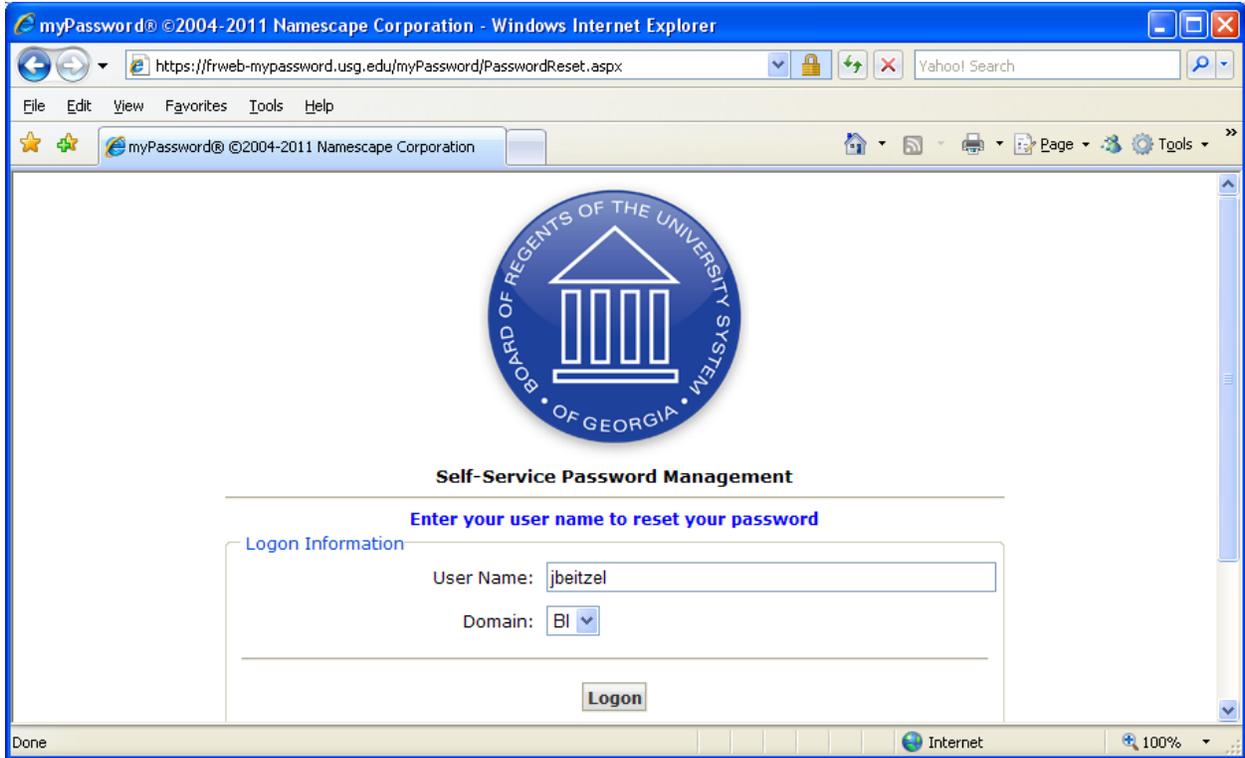
The screenshot shows a web browser window titled "myPassword® ©2004-2011 Namescape Corporation - Windows Internet Explorer". The address bar shows the URL "https://frweb-mypassword.usg.edu/myPassword/Profile.aspx". The page features the logo of the Board of Regents of the University System of Georgia. Below the logo, the heading "Self-Service Password Management" is displayed, followed by the instruction "Answer these questions to complete your profile". A note states "Answers to all questions are required". The form contains three security questions, each with a dropdown menu for the question and a text input field for the answer. The first question is "What is your favorite color?" with three dots in the answer field. The second question is "What is your favorite food?" with five dots in the answer field. The third question is "First Pet's Name" with seven dots in the answer field. An "Update" button is located at the bottom of the form. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

The confirmation page with the option to Return to the Main Menu should display. To login to iStrategy, close the browser, relaunch the URL <https://frweb.usg.edu> and click the iStrategy button.



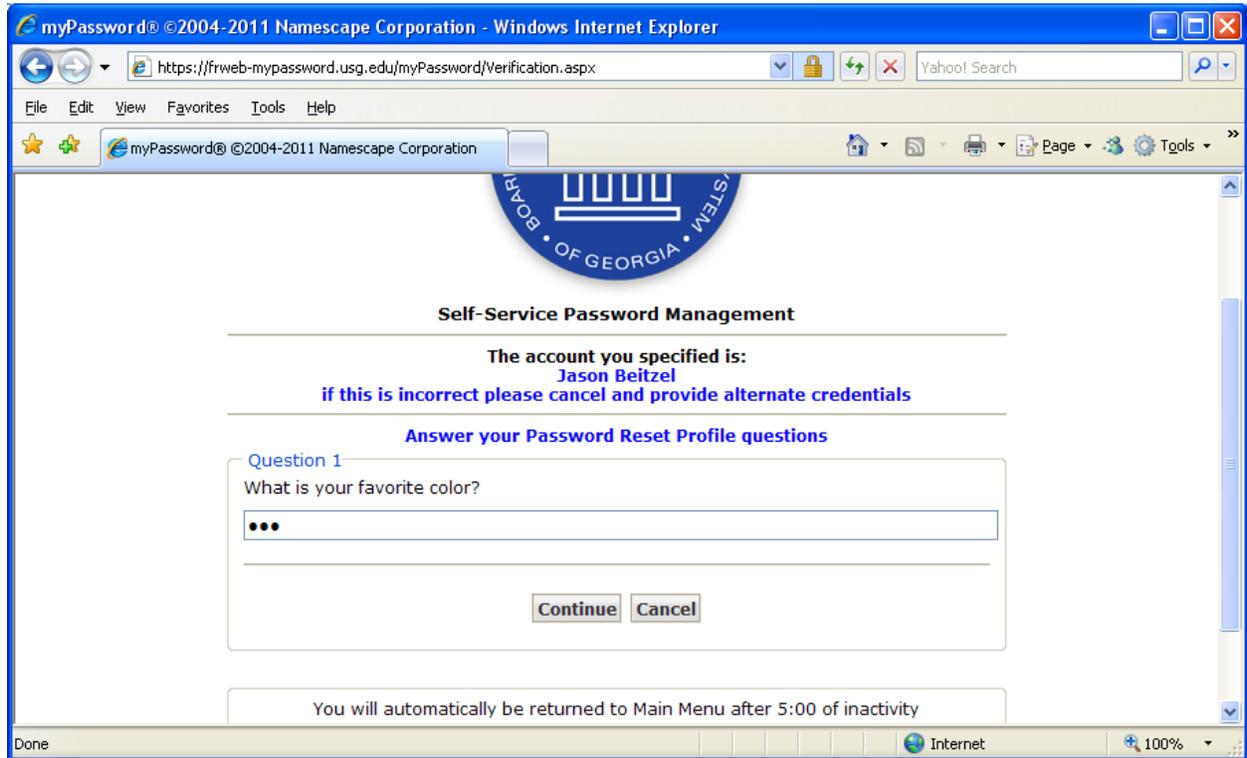
Reset My Password

To reset your password, launch the URL <https://frweb.usg.edu> and select MyPassword to go to the MyPassword Main Menu. Click on the **Reset My Password** link. The user will then be directed to enter their current user name and then click the **Logon** button.

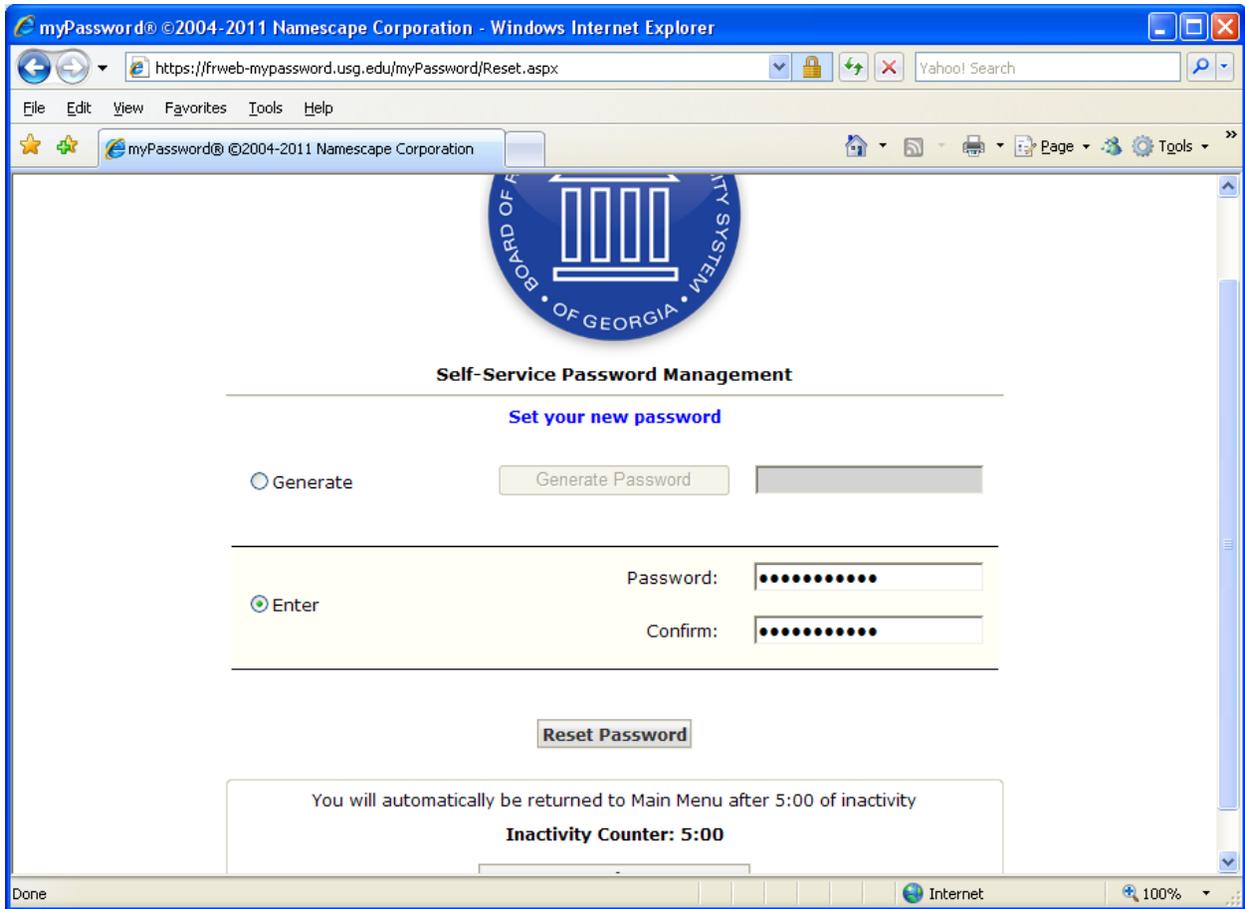


The screenshot shows a Windows Internet Explorer browser window displaying the myPassword website. The address bar shows the URL <https://frweb-mypassword.usg.edu/myPassword/PasswordReset.aspx>. The page features the logo of the Board of Regents of the University System of Georgia. Below the logo, the text reads "Self-Service Password Management" and "Enter your user name to reset your password". A form titled "Logon Information" contains a "User Name" field with the text "jbeitzel" and a "Domain" dropdown menu set to "BI". A "Logon" button is located below the form. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

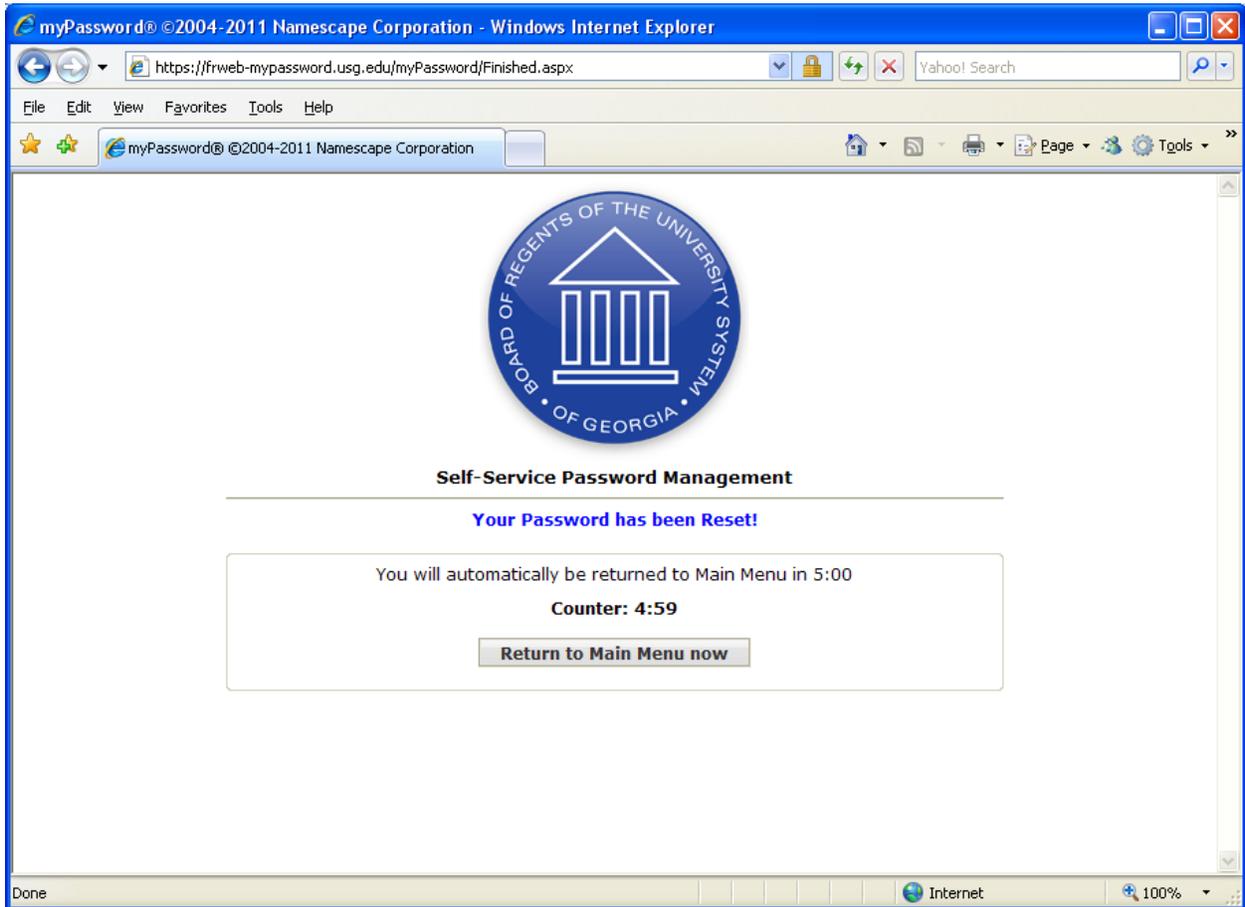
The user will then be prompted to answer the three security questions that were created in the **Edit My Profile** process. After answering question 1, click **Continue**. Do the same for question 2 and question 3.



After the three security questions are answered, the user can choose to enter their new password or they can allow MyPassword to generate a new password for them. When complete, click on the **Reset Password** button.



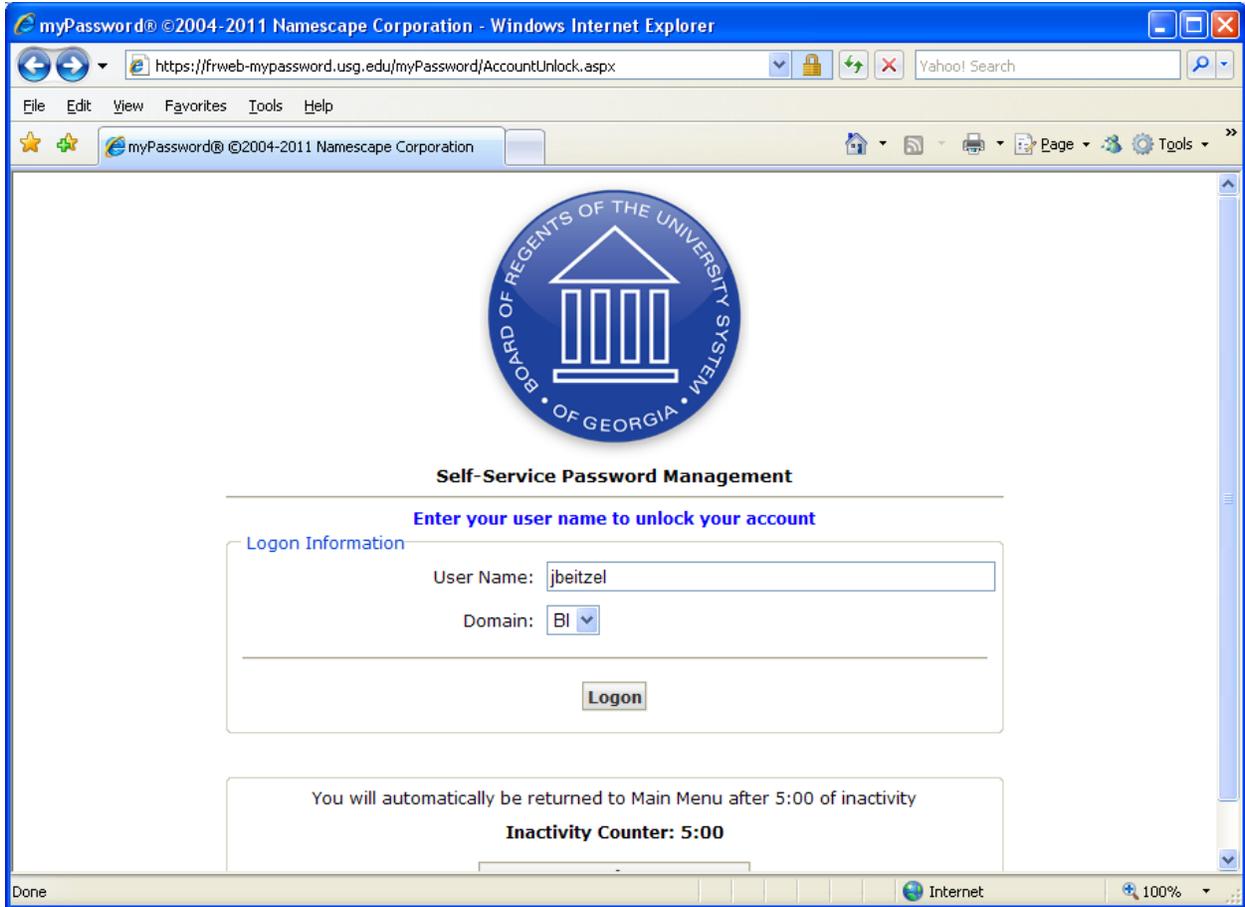
The confirmation page with the option to Return to the Main Menu should display. To login to iStrategy, close the browser, relaunch the URL <https://frweb.usg.edu> and click the iStrategy button.



Unlock My Account

Accounts may become locked due to successive failed attempts to logon. Users who cannot remember their password should first use **Reset My Password**, then follow these instructions to unlock the account.

To unlock your user account, launch the URL <https://frweb.usg.edu> and select MyPassword to go to the MyPassword Main Menu. Click on the **Unlock My Account** link. The user will then be directed to enter their current user name and then click the **Logon** button.



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https://frweb-mypassword.usg.edu/myPassword/AccountUnlock.aspx

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Self-Service Password Management

Enter your user name to unlock your account

Logon Information

User Name:

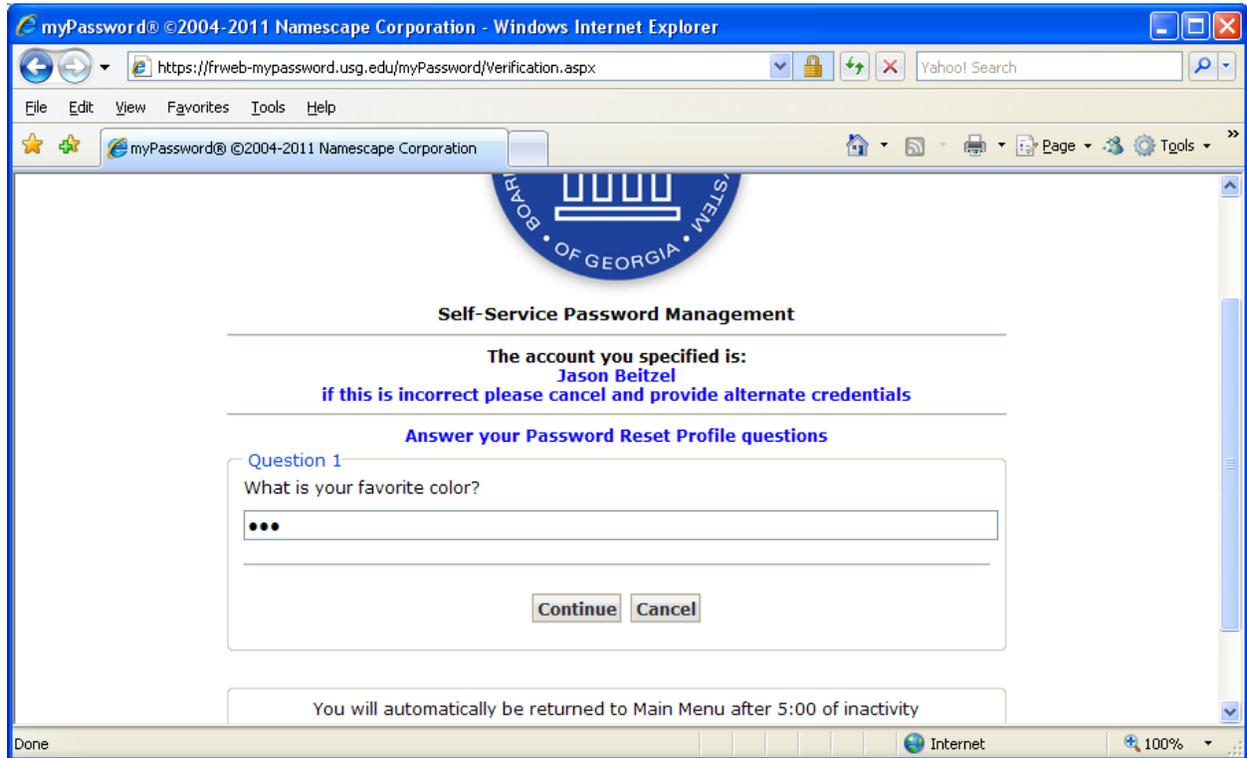
Domain:

You will automatically be returned to Main Menu after 5:00 of inactivity

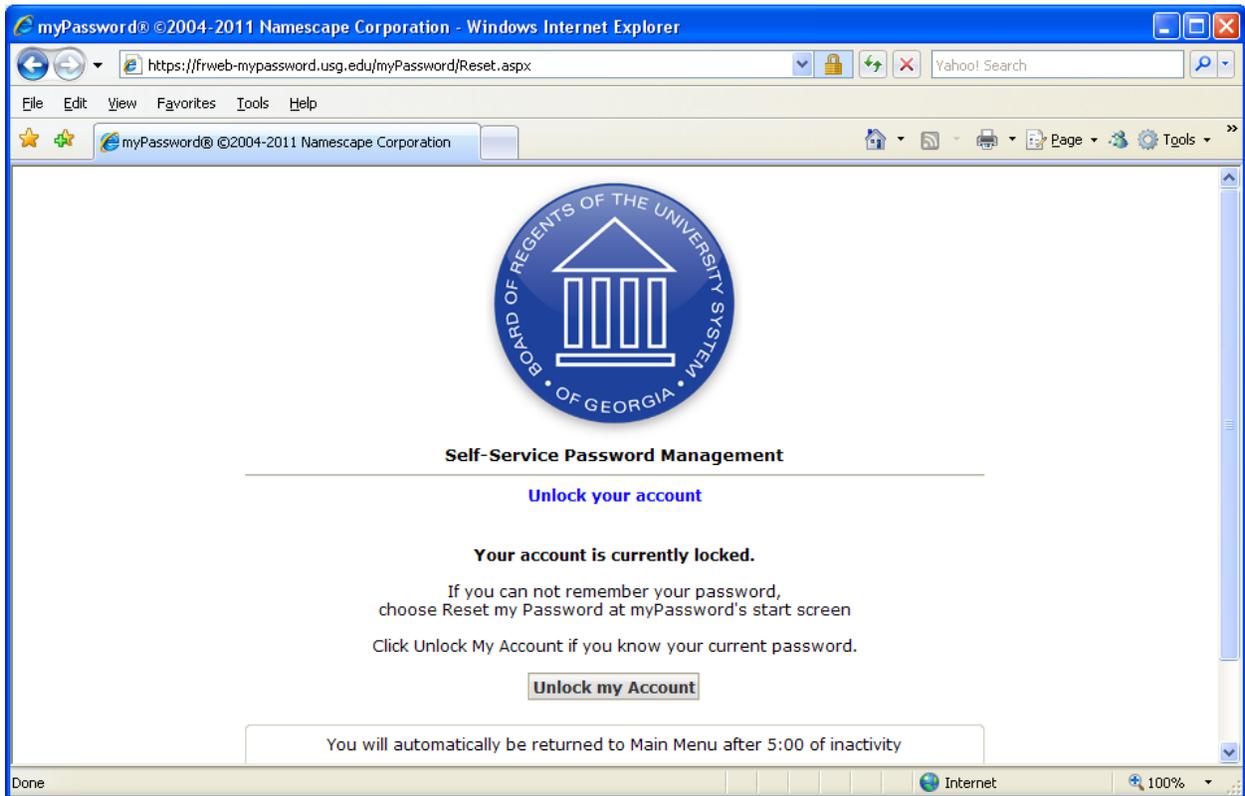
Inactivity Counter: 5:00

Done Internet 100%

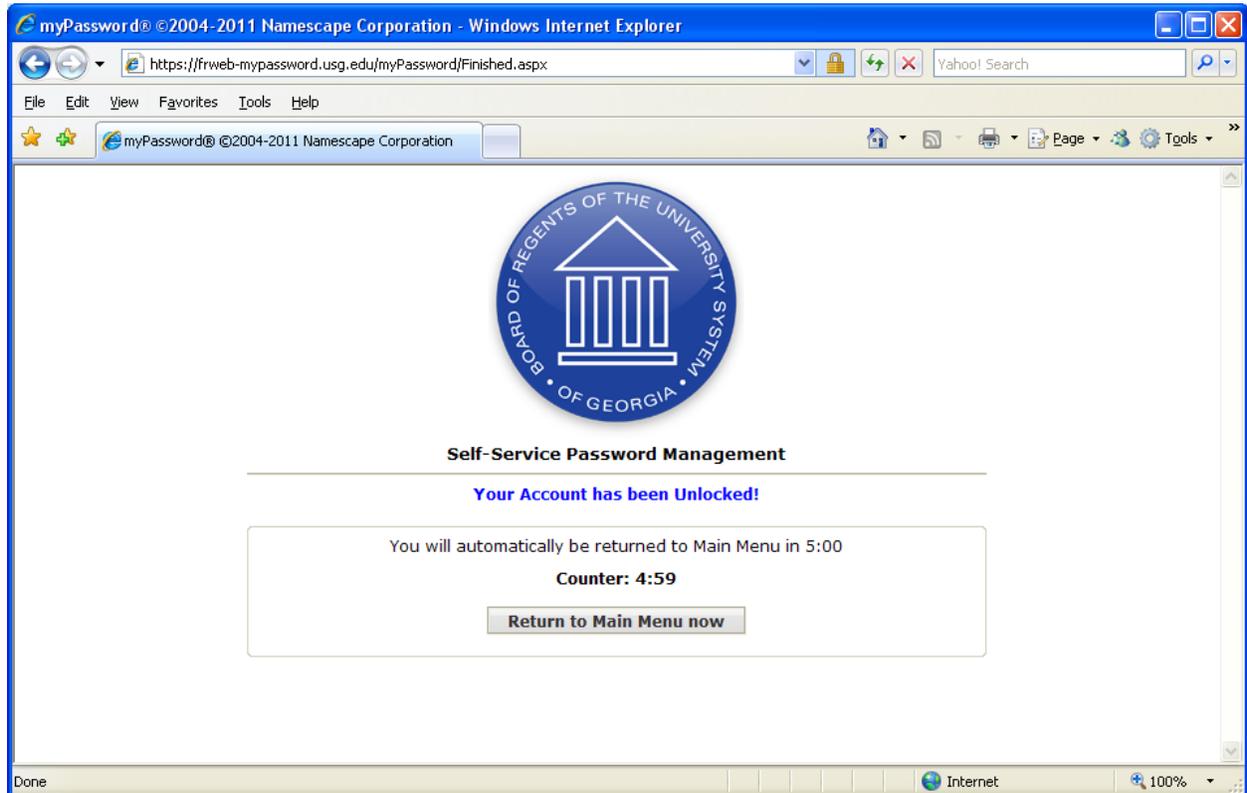
The user will then be prompted to answer the three security questions that were created in the **Edit My Profile** process. After answering question 1, click **continue**. Do the same for question 2 and question 3.



After the three security questions are answered, click on the **Unlock My Account** link.



Once this is completed, the user can go back to the MyPassword home page and change their password if needed or can launch the URL <https://frweb.usg.edu> to login to iStrategy.



Logging into iStrategy

To login to iStrategy, launch the URL <https://frweb.usg.edu> and select the **iStrategy button**. The user will be prompted to enter their User Name and Password. The User Name should be prefixed with the following: bi\

Note: We **strongly recommend** as a security best practice that you **do not** select the “Remember my password” check box.



Subscribing to the iStrategy Listserv

The iStrategy listserv is used to provide direct communication of Announcements and Known Issues with iStrategy. To subscribe (join) or unsubscribe (leave) the listserv:

1. Go to <http://www.listserv.uga.edu/>
2. Select the "Browse, Subscribe, Post, Search..." link.
3. In the "List name:" box (on left-side of the screen) type usg-istrategy-L (not case sensitive).
4. Click the "GO!" button.
5. Select the "Join or leave the list (or change settings)" link
6. To request to join enter your e-mail address and your name; to leave enter your e-mail address only.
7. Click on the "Join the list" or "Leave the list" button.
8. Check your email for a message; click the link in the message to confirm or complete your mailing list subscription status.

MORE INFORMATION and SUPPORT: For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support request requires a user ID and password, contact the ITS Helpdesk to obtain self-service login credentials) or e-mail helpdesk@usg.edu.

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oiit/policies>.