Resetting A User's Password

While administrators and users with administration privilege are unable to change the password of another user, they are able to request that the user changes his or her password. Doing this will send a notification to the user that includes a link to where his or her password can be changed.

The amount of time users have to change their password once the password reset request has been initiated is 15 minutes by default, but it can be adjusted. To do this, place the following property in the Agiliance properties file: com.agiliance.admin.security.PasswordRequestNotificationResponse.lifeSpan=[number of seconds until password expires]

To send a password change request to a user (for administrators):

- 1. Open the Administration application in RiskVision.
- 2. Navigate to Users > Users.

A	dministra	tion Users	Events							
Us	ers Role	s Teams Filte	rs							
& 1	Manage Sys	tem Users								
1-42	1-42 of 42 Show 100 ▼ rows									
Nev	v Detail:	s Delete Mor	re Actions	¥			Filter by - Show all - Refresh			
	Status	Login		First Name	Middle Name	Last Name	Authentication			
	Â	approver_test		approver		test	Internal			
	Â	COO_Test		coo		Test	Internal			
	Â	DCA_Test		DCA		Test	Internal			
	Â	DCM_Test		DCM		Test	Internal			
	Â	DCO_Test		DCO		Test	Internal			
	Â	OpRiskEngagemer	ntHead	EngagementHead		Head	Internal			

The Users page.

3. Click the desired user's name to bring up the Information page.

🌡 System User: test t	Edit 😋
Information	Information
Roles	Passwords must be at least 8 characters iono, they must contain at least one unner case lefter, they must contain at least one lower case
Teams	letter, they must contain at least one special character, they must contain at least one number.
Access Filter	Login ID test
Events	Password ******* Confirm Password ******
Access Delegation	First Name test
	Middle Name N/A
	Last Name t
	Picture NA
	Manager N/A
	Force Password Change No
	Last Login Location 10.100.16.90
	Authentication Type Internal
	RiskVision Status Active
	LDAP Status Not Applicable

The selected user's Information page.

- 4. Click Edit.
- 5. Click the checkbox next to Reset User Password.

👗 System User: user 2							
Information	Information						
Roles Teams	Passwords must be at least 8 characters long, they must contain at least one lower case letter, they must contain at least one number.						
Access Filter	Login ID user2 Reset User Password						
Events Access Delegation	First Name* user						
	Last Name* 2						
	Email Address* user2@idcagl.com Picture N/A Select Image						
	Manager Select a user +						
	Last Login Location N/A Authentication Type Internal RiskVision Status Active LDAP Status Not Applicable						

The Reset User Password checkbox.

6. Click Save.

The Reset User Password checkbox is displayed by default from version 9.3 and up. To disable this option, a property must be placed in the agiliance.properties file. This property is called com.agiliance.systemuser.showPassowrdReset for RiskVision version 9.3 and com.agiliance.systemuser.showPasswordReset for version 9.3.5 and up. This will allow administrators to change a user's password on their own with a Password and Confirm Password text box.

To reset a password after receiving a request from an administrator (for users):

1. Navigate to Home > Message Center.

Hom	e Entities	Asse	ssments	Content	Analytics	Configura	tion					
Welco	me Message	Center	Findings	Questionnaires	Submitted C	Questionnaires	Tickets	Exception Requests				
🖄 Mes	sages											
1-1 of 1	-10f1											
Details Delete More Actions Y					Filter by - Show all -	 Refresh 						
	Subject			Entity/Assess	ment	Sta	us		Created On	 Description 	Error Message	
	Password Reset	Request		N/A		New			2019-10-01 21:30:57	This notification template contain instructions for users to reset the passwords.	s ir N/A	

The Message Center.

2. Click the notification titled **Password Reset Request** to open the notification.

n: Password Reset Request		_ 0			
Hi user,					
You have requested that RiskVision reset your password. Please click on the link I	below to provide a new password:				
https://QE-IN-HYD0171.corp.resolver.com/spc/servlet/nore?p=d761bed0218f5c43R	0W9iSQTzKIFyf90NddTQ8pqm2%2B5fjmQJitv2Gqfxh0tGZpTY6fVSw%3D%3D				
Note: This link will only allow a single password reset session, regardless of whet request, or you will need to obtain another link.	her you actually reset your password. Therefore, if you click on the link, please complete the password reset				
Thanks!					
RiskVision Administrator					
This message was automatically generated by RiskVision.					
Information					
General	Dates				
Notification Type Password Reset Request	Created 2019-10-01 21:30:57				
Subject Password Reset Request	Closed Time N/A				
From N/A	Time to Resolve N/A				
To user2@idcagl.com					
CC N/A					
Status New					
Work Flow Status N/A					
Escalated No					
Notification Email No Sent					
Description This notification template contains instructions for users to rese passwords.	t their				
The Password I	Reset Request notification.				

i

If your organization has synced RiskVision to their email server, you will be able to find the Password Reset Request notification in your email inbox.

3. Follow the URL in the notification to access the Change Password screen.

RISK VISION powered by RESOLVER
Change Password
Confirm:
RiskVision Version 9.3.5
For product support, please visit the Resolver Support Center or contact your Resolver Support Representative to obtain assistance, ask questions, and resolve issues with your RiskVision deployment.
Contact your local RiskVision System Administrator for other issues specific to your own organization's processes and operations using the RiskVision System.

The Change Password screen.

4. Enter the new password in the **New** and **Confirm** fields.

5. Click Submit.