Password Reset

Feature Reference

Date: December 7, 2021

Verifone®

Password Reset Feature Reference

Revision History

Date	Description
06/25/2018	Initial release
12/07/2021	Removed references to Sapphire because the product is EOL.
	Added C-18 under Hardware Requirements.
	Updated with list of password strength requirements and allowed characters.
	General technical writer revision.

Contents

Overview

Feature Description

The Password Reset feature allows users to reset the password for the Configuration Manager via challenge (security) questions to verify the user's identity.

Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- RubyCi with Topaz
- RubyCi with Ruby2

Software Requirements

- Commander Site Controller Base 47.00 and higher.

Configuring Challenge Questions

There are two possible ways to configure challenge questions from Configuration Client:

1. Upon logging into Configuration Client, a user who has yet to set up challenge questions will be prompted to set up the questions. The application will prompt the user to set up challenge questions if they have not already.
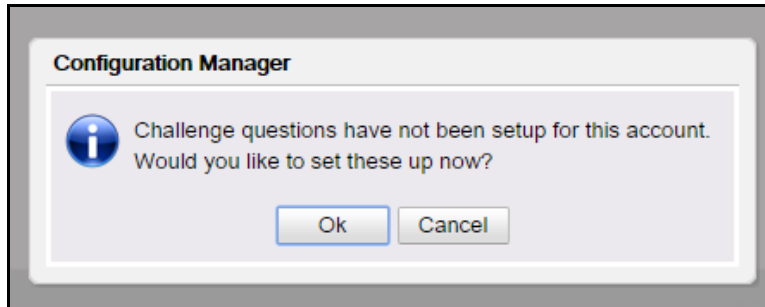
– Selecting **[OK]** will take the user to the setup page.
– **[Cancel]** will load Configuration Client without having the user set up challenge questions.

2. From Configuration Client go to **Security > My Profile > Setup Challenge Questions.**
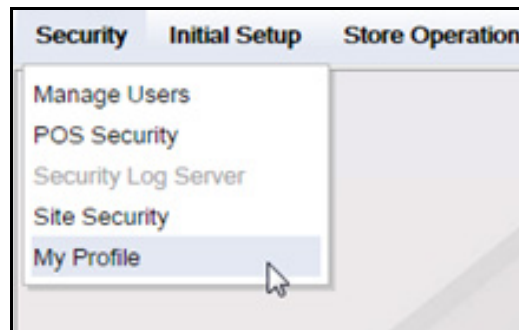
After selecting **Setup Challenge Questions**, the user will be prompted to select their four unique questions with a text box below each one to input their answer.

- The minimum character count for an answer is five.

- The maximum character count for an answer is forty.

- Answers are not case sensitive.

- Uppercase and lowercase letters, numbers and a limited number of special characters are acceptable for an answer.

After selecting and answering all four challenge questions, click **[Save]**. Then click **[Ok]** to continue using Configuration Client.
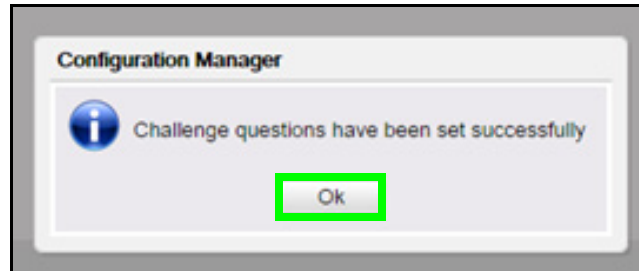
Password Requirements

Passwords

- must be between 5-40 characters long

- can contain the following special characters
  - = [ ] \ ; ' , . / ! @ # $ % ^ & * ( ) _ + { } | : < > ? ~ *space*

Using Password Reset

If a user needs to reset their password and they have set up their challenge questions, they may initiate the password reset process by clicking the Forgot Password link on the login screen in Configuration Client or Manager Workstation. A user can do this for another user provided they have the correct user permissions. (For more information on setting up user permissions in Configuration Client, please see the Configuration Client user reference guide.)

> **NOTE**
>
> *If a user has not set up challenge questions and forgets their password, they should contact their administrator or the Verifone help desk.*

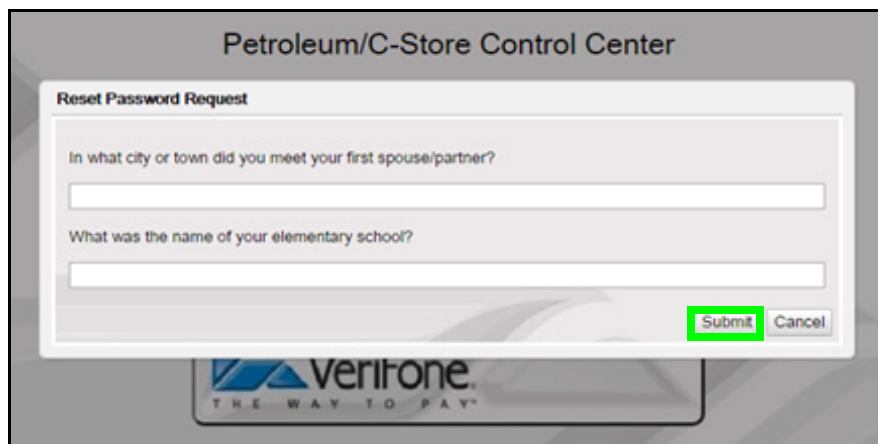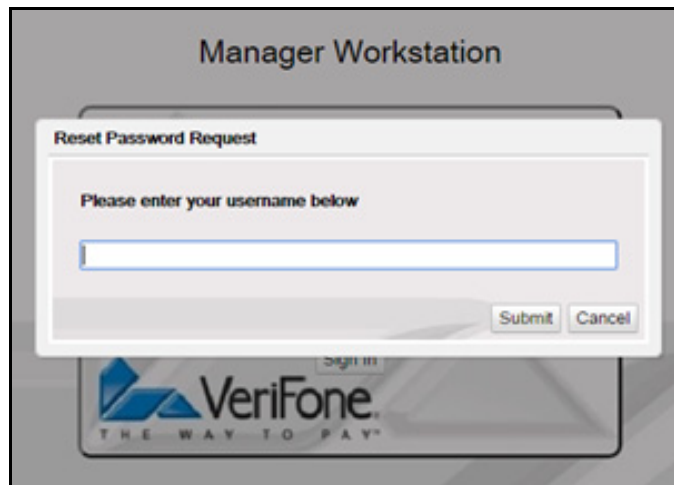After clicking the link, the user will be prompted to enter their username followed by their answers to two of the challenge questions they answered.

- A user has **six** attempts to answer the challenge questions correctly.

- After six failed attempts, the user's account will be locked for 30 minutes.

- After the last failed attempt, an error message will appear prompt the user to contact Support for assistance.
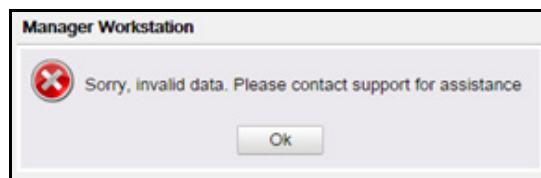
If the user answers both challenge questions correctly, they will be prompted to input and confirm a new password, then click **[OK]**.
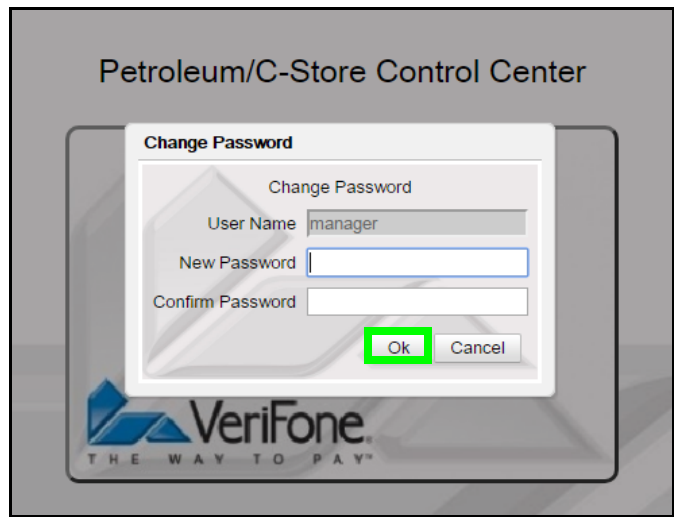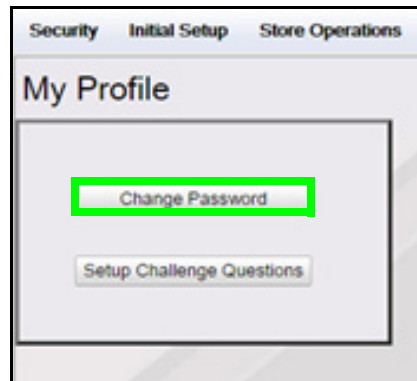
A confirmation notice will inform the user that they have successfully changed their password. Click **[OK]** for the new password to take effect.
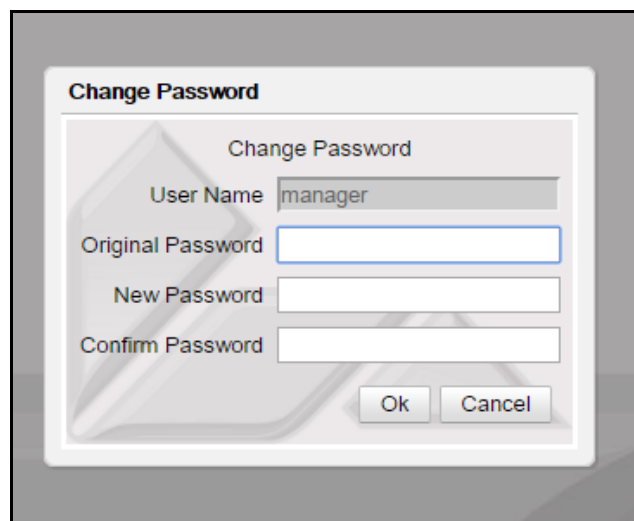
Change Password in Configuration Client

To change your password from Configuration Client, go to **Security > My Profile> Change Password.**

The user will be directed to a screen where they will need to input the current password followed by the new password.

After the new password has been confirmed, select **[OK]** to put it into effect.