

SuperShuttle Password Reset and Unlock System

Users sometimes forget or mistype their domain user account passwords locking themselves out of their computer and SuperShuttle Programs. We now have a system that allows you to reset password and unlock your domain account as needed while maintaining the integrity of our company's security. This will be very beneficial for employees working overnight shifts during IT support afterhours. After enrolling into this system employees will be able to unlock/reset their password by answering 3 security questions without the need of contacting IT Support. During the enrollment process you will need to answer 3 security questions of your choice from a pre-determined set of questions.

Offsite Laptop Users

For employees using laptops that are traveling and are off of the SuperShuttle network, this system will not work until you are connected to the SuperShuttle network.

Instructions on how to enroll

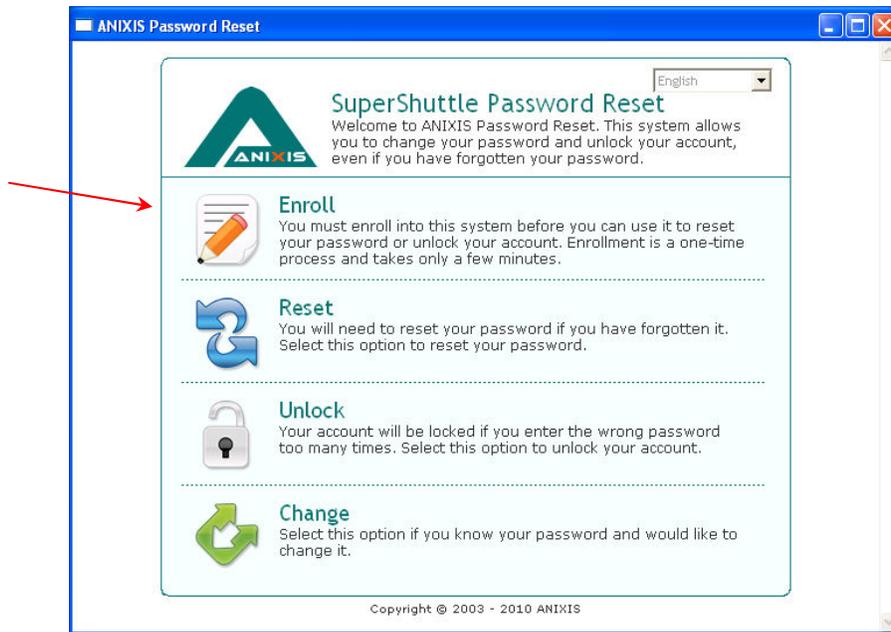
(You must be enrolled first before you can reset/unlock your account)

1. Close out all programs and restart your computer. When your computer is back online DO NOT LOGIN. At the login screen you should see a new button labeled *Reset Password*. Click the button and proceed to step 2.



*****Note*** If you do not see this option contact IT Support.**

2. After clicking the *Reset Password* button you will see the following screen. Click on the *Enroll* link.



3. Enter the username and password you use to login to your computer. Then select 3 different questions and type in your answers to the questions you have selected. Each answer must contain at least 4 characters. (Make sure to select questions you will easily remember the answers too).

A screenshot of the ANIXIS Password Reset application window, specifically the "Enroll" screen. The window title is "ANIXIS Password Reset". The main content area features the ANIXIS logo and the heading "Enroll". Below the heading is a message: "Enter your username, domain and password to confirm your identity. You cannot enroll if you have forgotten your password, or if your account is locked." Below this is another message: "Select some questions and enter your answers to these questions. Try to choose questions that only you know the answers to. You will need to enter the same answers whenever you need to reset your password or unlock your account." There are three input fields for "Username", "Domain" (with a dropdown menu showing "sshq"), and "Password". Below these are three sets of "Question" and "Answer" fields, each with a dropdown menu for the question and a text input field for the answer. At the bottom, there are "Cancel" and "Next" buttons. At the very bottom, it says "Copyright © 2003 - 2010 ANIXIS".

4. Simply click *Next* and you are finished with the enrollment process.

How to unlock your user account and/or reset your forgotten password

Following the instructions below will inform you on how to unlock your user account and/or reset your domain password if you have forgotten it.

1. Click on the *Reset Password* button from the logon screen.



As a security precaution, if you answer 3 questions incorrectly you will be locked out of this system. Locked out users must re-enroll to gain access to the Reset and Unlock features.

