Welcome to Password Reset

This guide offers you information on how to use the SITA Self-Service Password Reset. With this software you can reset your computer’s password – in case you forget it – all by yourself!

Here is the list of functionality offered:

- Self-Service Password Reset: Reset your forgotten password all by yourself.
- Browser-based Password Change: Change your password just like you would do from your computer’s logon prompt – but from a web browser.

Getting Started

Getting started is simple! There are only two steps involved.

First Step: Enrol for password self-service at:

https://sdpasswordreset.sita.aero

- During Enrollment, you will need to provide the tool information which will be used to identify you when you are requesting a password reset or account unlock.
- See “How to Enroll”

Second Step: Start using Password Reset!

- See “Using Password Reset”.

NOTE: For more information on enrollment and how Password Reset identifies you, read the first question of the FAQ section below.
Using Password Reset Application

How to start and log into Password Reset

1. from a browser
   - Open up a browser (Internet Explorer or Mozilla Firefox)
   - Log in to it using your credentials. (The credentials are the ones you use to login to servicedesk.sita.aero)

How to enroll in Password Reset

Enrollment is a simple registration process, wherein you provide Password Reset some information about yourself. When you request a password reset / account unlock, Password Reset uses this enrollment information to ensure that it is indeed YOU trying to reset YOUR password or unlock account.

This piece of information that you will provide is a set of two Security Questions & Answers. This information is used in the future when you forget your password and need to reset it (or unlock account), Password Reset will ask you these questions. The right answer establishes your identity and permission to self-service password.

Steps to be followed to enroll using Security Questions and Answers:

1. Start and log in to Password Reset with your credentials.
2. Click on the Enrollment tab.
4. At this stage, you will be provided with already configured Security Questions, Once you have answered, hit the Save button
5. A message stating that you have enrolled yourself gets displayed. That’s it!
Note: you can change the security questions and answers by going back to the enrollment tab at any time.

How to reset your forgotten password

1. Access Password Reset by the URL (https://sdpasswordreset.sita.aero) or Logon Screen, and choose the Reset Password button.

2. You will be asked to give your username.

3. Answer the security questions and enter the security characters within the allocated time

4. The final step in all the above mentioned cases is – of course – to reset your password.
Notes:

**CAPTCHA:** A word verification image which serves for the purpose of increasing the security of your Account

**Refresh CAPTCHA option:** In case you have trouble while deciphering the CAPTCHA code, you can switch it by clicking on the refresh icon (with the two green arrows).

**How to change your password**

1. To change your current domain logon password, login to the Reset Password using your credentials.
2. Click on the **Change Password** tab.
3. Provide your old password where necessary.
4. Provide your new password in the appropriate box.
5. Click on the **OK** button.

Note: Make sure that your new password adheres to the **Domain Password Policy Requirements** (see below).
How to personalize Reset Password to suit your taste

Follow the steps below in order to personalize Password Reset settings as per your requirements:

1. Access the Password Reset application with your credentials.

2. Click on the **Personalize** tab.
   - Choose the desired language
   - Select the theme colour
   - Specify the Font & Size

3. Click on **Save** to store the configured settings.

4. The settings are modified based on your requirements.

Note: In case you want to revert back to the default settings of this application, you can do so by clicking on the **Reset** button.

How to Update your Information

Follow the steps below in order to update your information:

1. Access the Password Reset application with your credentials.

2. Click on the **My Info** tab.
   - Update the desired fields

3. Click on **Update** to store the updated fields.
FAQ

What is enrollment?
In the world of computers you are identified by your username-password combination. Now when you come to Password Reset, first it has to identify you – make sure it is indeed YOU trying to reset YOUR password or unlock account!

To do this, Password Reset uses Security Question and Answer Identification. You select a security question and store your answer for it. When you come to Password Reset for resetting password/unlocking account, it asks you the security question. Providing answers that you gave during enrollment establish your identity and right to password self-service.

Is enrollment a one-time process?
Yes. Unlike human beings, to whom you might have to reintroduce yourself if you don’t make an impression the first time, Password Reset will always remember you!

Can I change my enrollment data?
Yes, you can. Log in to Password Rest and edit your enrollment data. For example, your security question is “What is your favourite movie?” to which you had answered “Cast Away” but now you decided to go with “Transformer” (just an example; don’t mind the weird shift in taste!). You can just log in and edit the
Security Answer.

When should I reset my password?
The answer is an obvious one: whenever you forget it. You would not be able to log in to your computer or Password Reset when you forget your password. Under such circumstances, click on the Forgot Your Password button and reset your password.

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