

# Password Recovery

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## Introduction

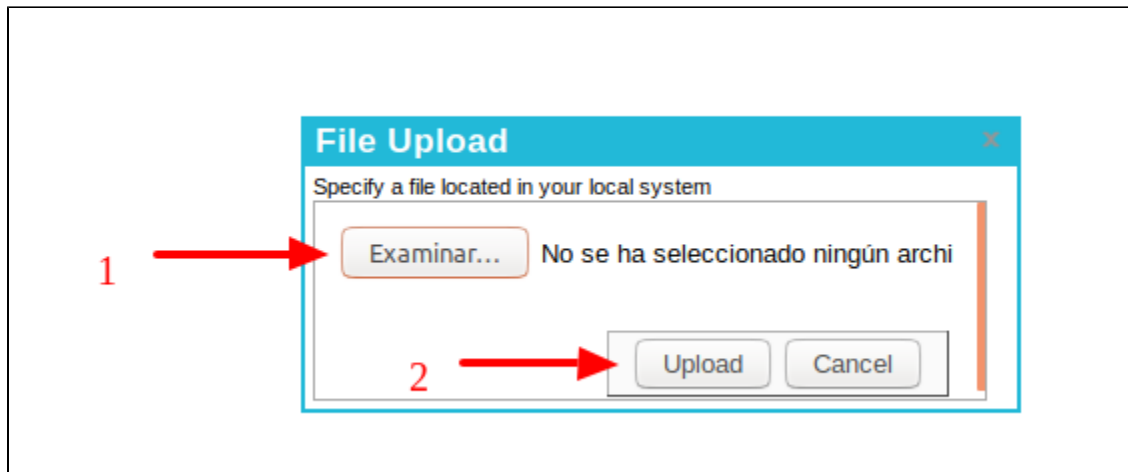
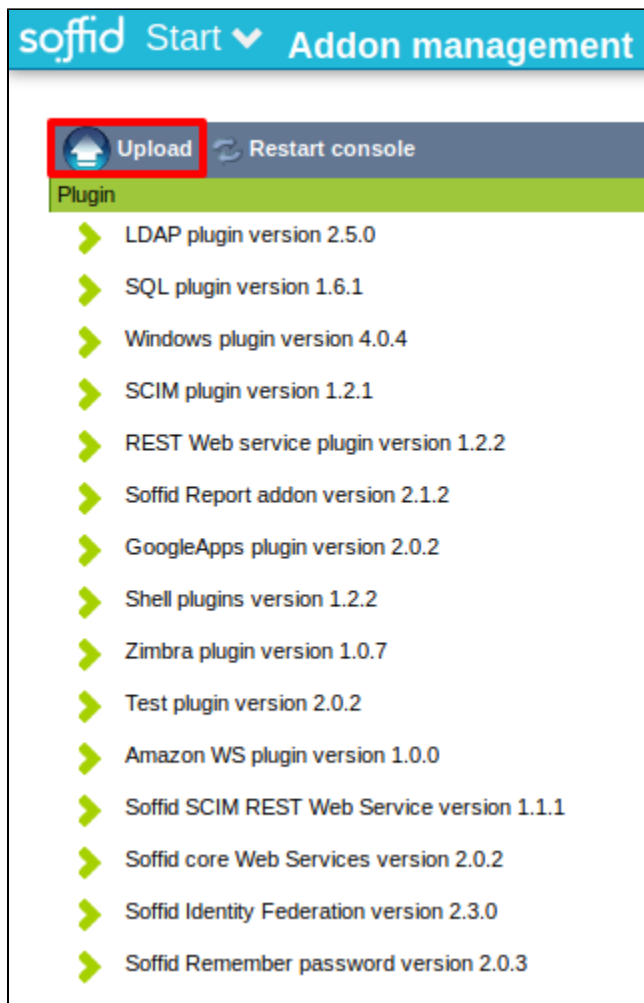
This add-on provides the functionality to a user to reset his password.

## Installation

In order to install it is needed to download the Password Recovery Add-on in the Soffid download's page.

➤	📦 Soffid Console	<a href="#">Download</a>	<a href="#">Get source code</a>
➤	📦 Soffid service pack - NO LONGER USED	<a href="#">Download</a>	<a href="#">Get source code</a>
➤	📦 Synchronization server	<a href="#">Download</a>	<a href="#">Get source code</a>
➤	📦 Soffid Full installer [RECOMMENDED]	<a href="#">Download</a>	<a href="#">Get source code</a>
➤	📁 Connectors	Sync server connectors	
✓	📁 Addons	Console addons	
➤	📦 Federation	<a href="#">Download</a>	<a href="#">Get source code</a>
➤	📦 Recertification Addon	<a href="#">Download</a>	<a href="#">Get source code</a>
✓	📦 Password Recovery	<a href="#">Download</a>	<a href="#">Get source code</a>
Version:	2.0.3 ⓘ	Download :	<a href="#">Recover password</a>
Requires:	Console 2.6.0		
Version:	2.0.2 ⓘ	Download :	<a href="#">Recover password</a>
Version:	2.0.1 ⓘ	Download :	<a href="#">Recover password</a>
Requires:	Console version 2.0.0+		

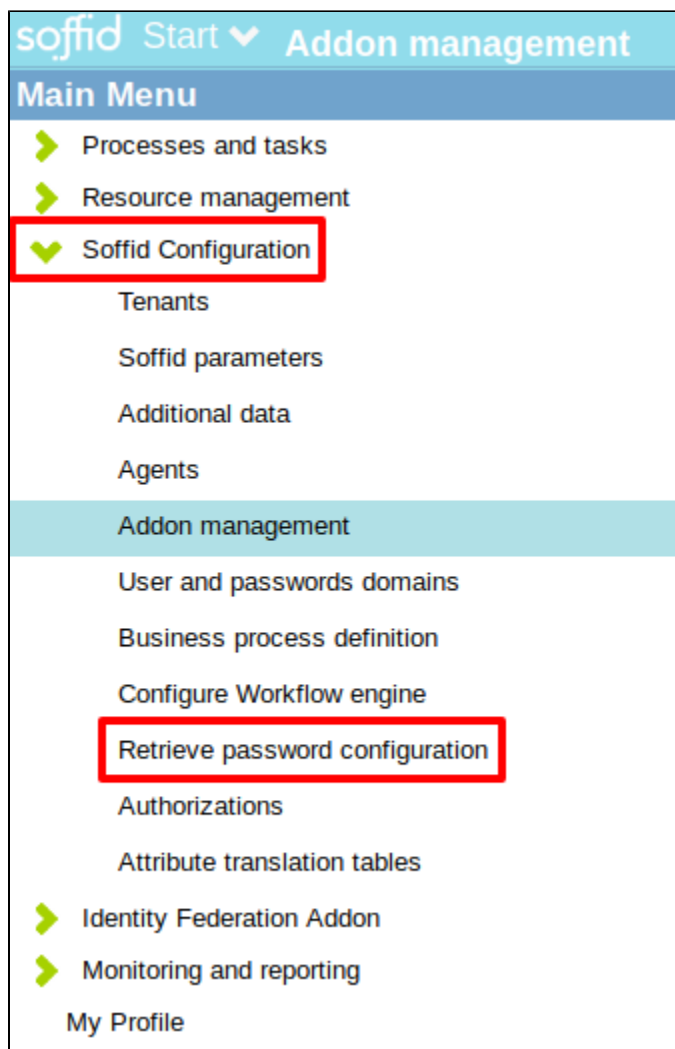
Then, on the Soffid's Addon Management page, upload the add-on:



Once installed, it is necessary to reset the Console and, finally, configure it. If the user has ESSO the flow works in the S.O. login page.

## Configuration

A new entry menu has appeared, once installed the addon:



The Retrieve password configuration have some parameters:

- **Enable email recovery:** it allows to recover the password via email sended to an authorized mailbox.
- **Enable question & answer recovery:** by checking this option, a question and a control response will be requested.
- **Preferred method:** in case you select both previous options, this drop-down allows you to prioritize one option over the other.
- **Enforce fill-in questions:** forces to answer the control question to recover the password.
  - **Required:** if this option is selected, the system will check if the user questions are answered correctly. If the user have not a required number of questions defined or he have not answered all his questions, the system will show the retrieve password questions page.
  - **Optional:** when this option is selected, the system will check the user questions but it will not show the retrieve password questions page if the user questions does not meet the configuration parameters.
- **Minimum number of questions filling:** indicates the minimum number of user questions that must be have a answer in the user profile.
- **Questions to answer to unlock:** indicates the number or questions that must be formulated to the user to reset his password.
- **Number of answers to unlock:** indicates the number of answers that must be answered by the user to reset his password.

soffid Start ▼ word configuration

Retrieve password
Default questions

Enable email recovery	<input type="checkbox"/>
Enable question&answer recovery	<input type="checkbox"/>
Preferred method	Questions ▼
Enforce fill-in questions	Optional ▼
Minimum number of filled-in questions	0 _____
Questions to answer to unlock	0 _____
Number to answer to unlock	0 _____
<div style="border: 1px solid #00a0c0; display: inline-block; padding: 5px 15px; color: #00a0c0; text-decoration: none;">Update</div>	

The user must fill the answers in the Selfservice portal. See you Youtube Soffid channel.

## Recovery

When the users want retrieve their passwords, they must have completed their questions and answers. If the system does not require it when the user start his session, he can complete it in his profile. Also, he can add and delete questions.

If the user have correctly configured his questions, to retrieve password he will follow the next steps to give to system sufficient information to prove their identity.

1. They must indicates their username.



Por favor, identifique para proceder

Usuario: \_\_\_\_\_

Recuperar contraseña

Cancelar

2. They must answer the required questions.



The screenshot shows the soffid logo at the top, with the text "identity and access management" below it. Underneath, it says "Enter the answers to the following questions". There is a table with two columns: "Question" and "Answer". The table contains three rows: "Default question 2", "Default question 1", and "Question 1". Each row has an empty text input field in the "Answer" column. At the bottom of the form, there are two buttons: "Recover" and "Close".

Question	Answer
Default question 2	<input type="text"/>
Default question 1	<input type="text"/>
Question 1	<input type="text"/>

Recover Close

3. They must set the new password.



The screenshot shows the soffid logo at the top, with the text "identity and access management" below it. Underneath, it says "retrieve". There are three labels with corresponding text input fields: "User", "New password", and "Repeat new password". At the bottom of the form, there are two buttons: "OK" and "Cancel".

User

New password

Repeat new password

OK Cancel

If the previous steps was correctly completed, the user session will be open and the user will can operate again.

Another example in our Youtube Soffid channel.

## ESSO

This is how it works in ESSO with Windows. See Youtube Soffid channel.