

Password Reset en Change Exact Cloud

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1 Introduction

As you might already know Exact acquired in July of this year (2018) our cloud partner Parentix. As a result of this Parentix is now an Exact company. One of the initiatives that has led as a result of this acquisition is that we can now present a solution to Exact cloud customers to manage passwords more efficiently in a secure way. This document describes this solution.

2 Resetting the password

Once an Exact cloud user does not know his/her password anymore, an authorized key-user can now reset this password for this user without any interference of an Exact employee. Via this way a new (only usable once) password is generated.

To execute this, the key-user needs to login on the following website: <https://passwordreset.parentix.nl>.

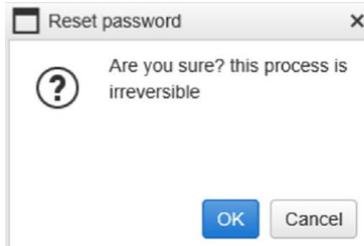
On this website the key-user needs to login with the same credentials as he/she uses to login on the Exact cloud environment (using the UPN (login name that has the same format as an e-mail address)). Once logged in a screen is shown with a list of users that are working within the Exact cloud environment (like displayed in the example picture below):

Displayname	Domainname	UPN	Pre-windows	Action options
Exact Demo2	Hosting	exact.demo2@exact.com	654321_0024	Reset Mail password Mail username
Exact Demo3	Hosting	exact.demo3@exact.com	654321_0025	Reset Mail password Mail username

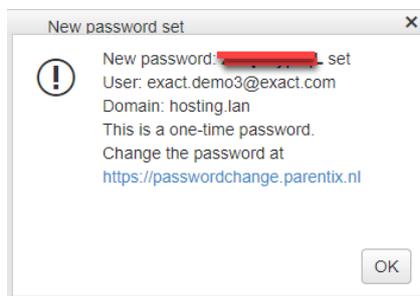
When resetting the password the key-user either can choose 'Reset', 'Mail password' or 'Mail username' at the end of the line of the employee in question.

When choosing 'Reset'

Now a pop-up is shown, like displayed below:



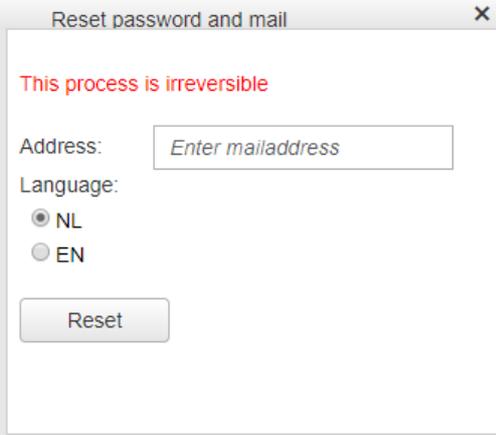
Once you click 'OK' the password is reset and a new (temporary) password is generated. This new password is shown in a new pop-up, as shown in the example picture below:



This password can be handed over to the employee in question which he/she can use to set their new password (described in the next chapter).

When choosing 'Mail password'

If you choose 'Mail' you will get the following pop-up as displayed below:



Reset password and mail

This process is irreversible

Address:

Language:

NL

EN

Reset

In the textbox with the cursive text 'Enter mailaddress' the e-mail address of the employee, for which the password needs to be reset, should be entered. By choosing 'NL' the e-mail will be sent in a Dutch template to the employee in question. By choosing 'EN' the e-mail template sent to the employee will be in English.

By choosing for 'Reset' the e-mail is sent to the employee, containing the new temporary password. This password can be used to change to a new desired password which will be described in the next chapter in this manual.

When choosing 'Mail username'

If you choose 'Mail username' you will get the same pop-up as when choosing 'Mail password'. In the textbox with the cursive text 'Enter mailaddress' the e-mail address of the employee, for which the username needs to be sent, should be entered. By choosing 'NL' the e-mail will be sent in a Dutch template to the employee in question. By choosing 'EN' the e-mail template sent to the employee will be in English.

By choosing for 'Reset' the e-mail is sent to the employee, containing the username of the employee in question.

3 Changing the password

Changing the password can be done without any interference of an Exact employee. To do so you will need to go to the following website: <https://passwordchange.parentix.nl>.

From here you can either login with your username and your temporary password (in case of a reset, see chapter two) or the password which you use to logon to the Exact cloud environment (using the UPN (login name that has the same format as an e-mail address)).

You will be asked to login twice to redirect you to the correct environment.

In the next screen you will need to fill the old password and after that the new desired password. A user can only change their password once in 24 hours. Please take note that, from security perspective, the new password needs to comply to the following rules:

- The password should have a minimum length of eight characters.
- Passwords must contain characters from three of the following five categories:
 1. Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
 2. Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
 3. Base 10 digits (0 through 9)
 4. Non-alphanumeric characters: ~!@#%&*_-+=`|\(){}[];:"'<>,.?/
 5. Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

After having set the new password, this password can be used to logon to the Exact cloud environment.