



myPassword- Password Management portal

User Manual for Password Reset

Prepared by ICS

Version 2

3/26/2019



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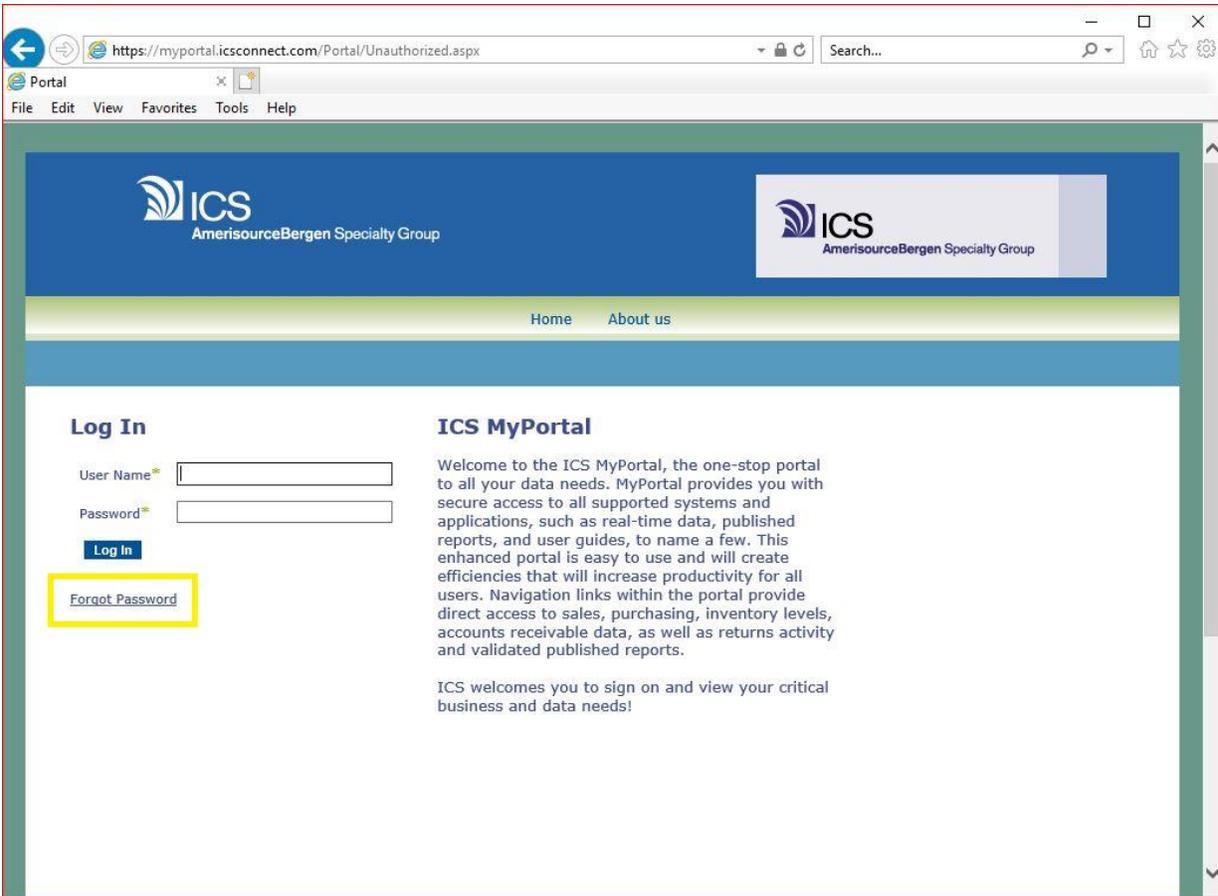
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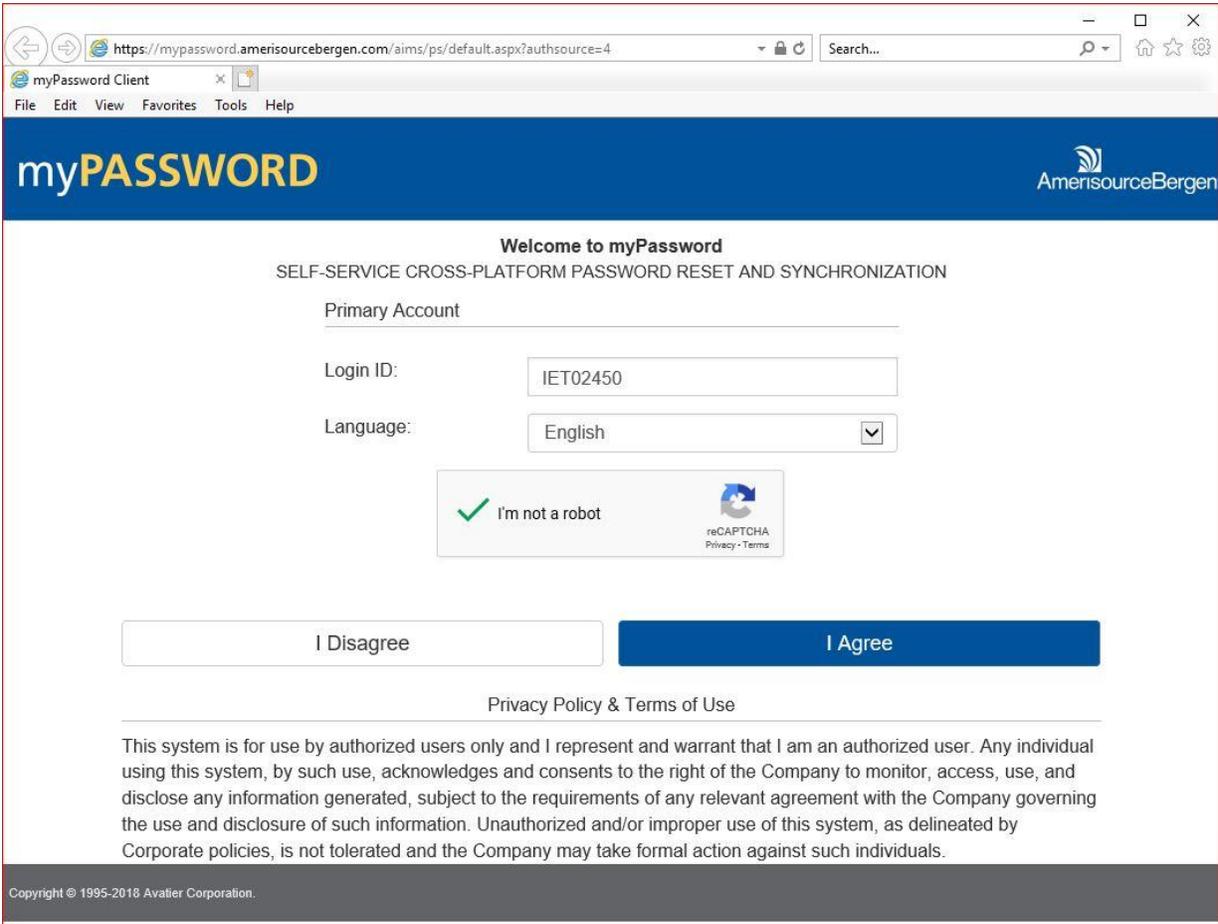
This quick reference guide explains how to enroll in myPassword, ICS and AmerisourceBergens's self-service password management tool. It also reviews how to change or reset your login password in the myPassword portal.

1. On the MyPortal log in page, click the Forgot Password link



2. Clicking the Forgot Password link will take you to the myPassword site or you can navigate there directly using this link:

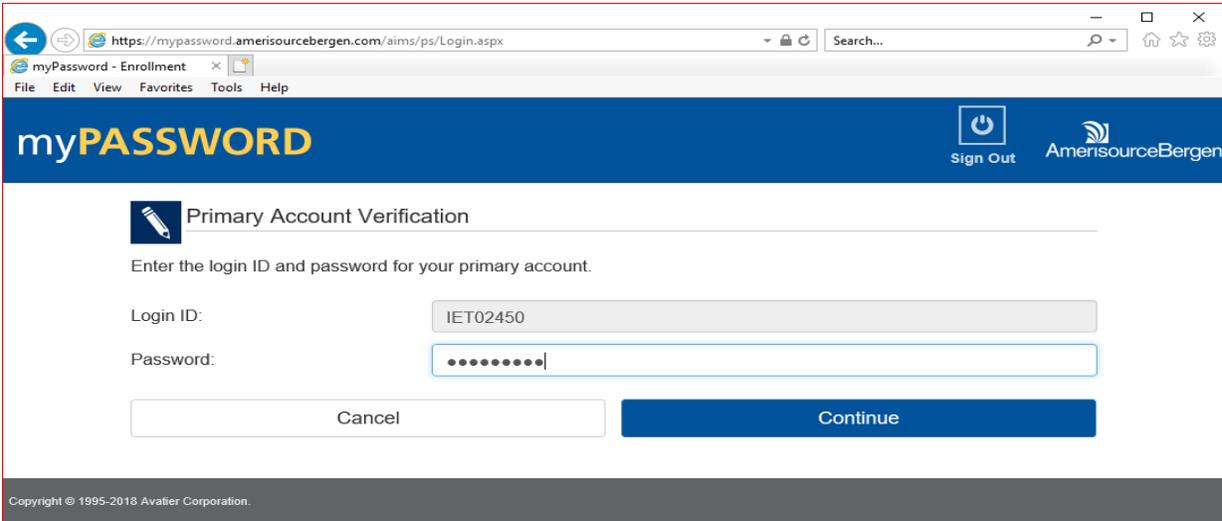
<https://mypassword.amerisourcebergen.com/aims/ps/default.aspx?authsource=4>



The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/default.aspx?authsource=4>. The page title is "myPASSWORD" and the AmerisourceBergen logo is in the top right. The main heading is "Welcome to myPASSWORD" followed by "SELF-SERVICE CROSS-PLATFORM PASSWORD RESET AND SYNCHRONIZATION". Below this, there is a "Primary Account" section with a "Login ID:" field containing "IET02450" and a "Language:" dropdown menu set to "English". A reCAPTCHA widget is present with a green checkmark and the text "I'm not a robot". At the bottom, there are two buttons: "I Disagree" and "I Agree". A "Privacy Policy & Terms of Use" link is also visible. A disclaimer paragraph is located below the link, and a copyright notice "Copyright © 1995-2018 Avalier Corporation." is at the very bottom.

3. Enter your **Login ID**
4. Check "I'm not a robot" and perform the Captcha test
5. Click **I Agree**.

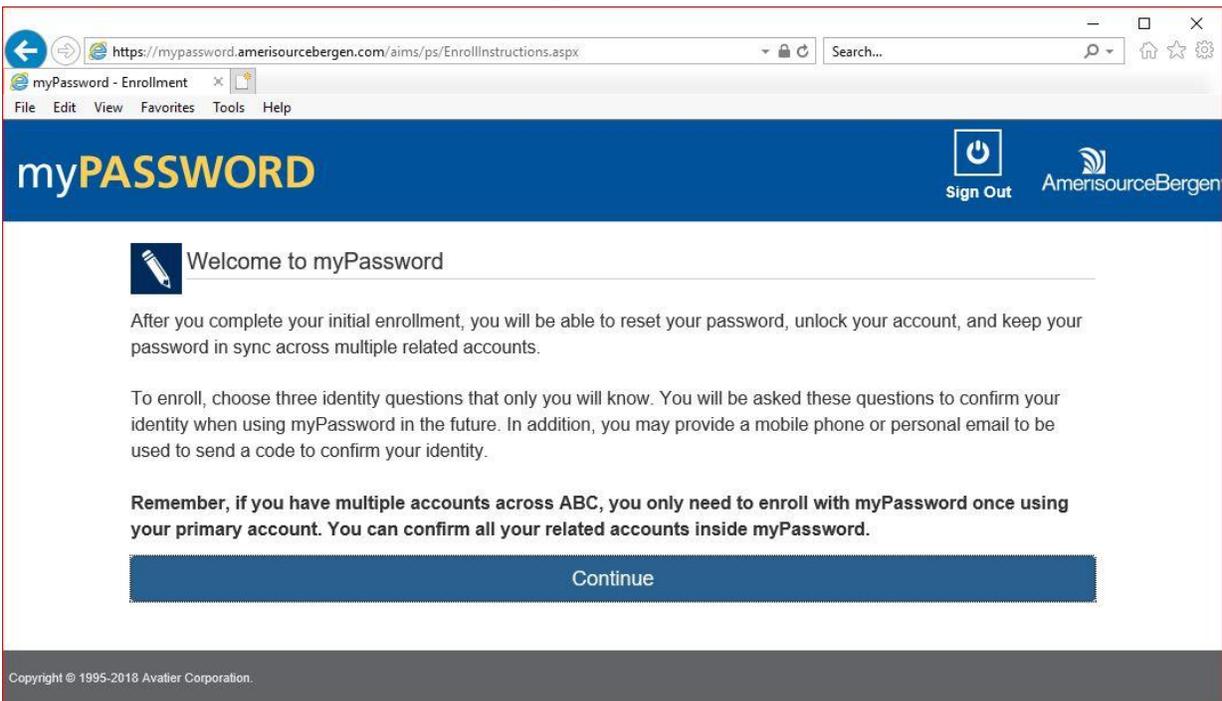
6. Enter your Password



The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/Login.aspx>. The page header includes the "myPASSWORD" logo and a "Sign Out" button. The main content area is titled "Primary Account Verification" and contains the instruction: "Enter the login ID and password for your primary account." There are two input fields: "Login ID:" with the value "IET02450" and "Password:" with masked characters. Below the fields are "Cancel" and "Continue" buttons.

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7. Click **Continue** on the Welcome page



The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/EnrollInstructions.aspx>. The page header includes the "myPASSWORD" logo and a "Sign Out" button. The main content area is titled "Welcome to myPASSWORD" and contains the following text:

After you complete your initial enrollment, you will be able to reset your password, unlock your account, and keep your password in sync across multiple related accounts.

To enroll, choose three identity questions that only you will know. You will be asked these questions to confirm your identity when using myPASSWORD in the future. In addition, you may provide a mobile phone or personal email to be used to send a code to confirm your identity.

Remember, if you have multiple accounts across ABC, you only need to enroll with myPASSWORD once using your primary account. You can confirm all your related accounts inside myPASSWORD.

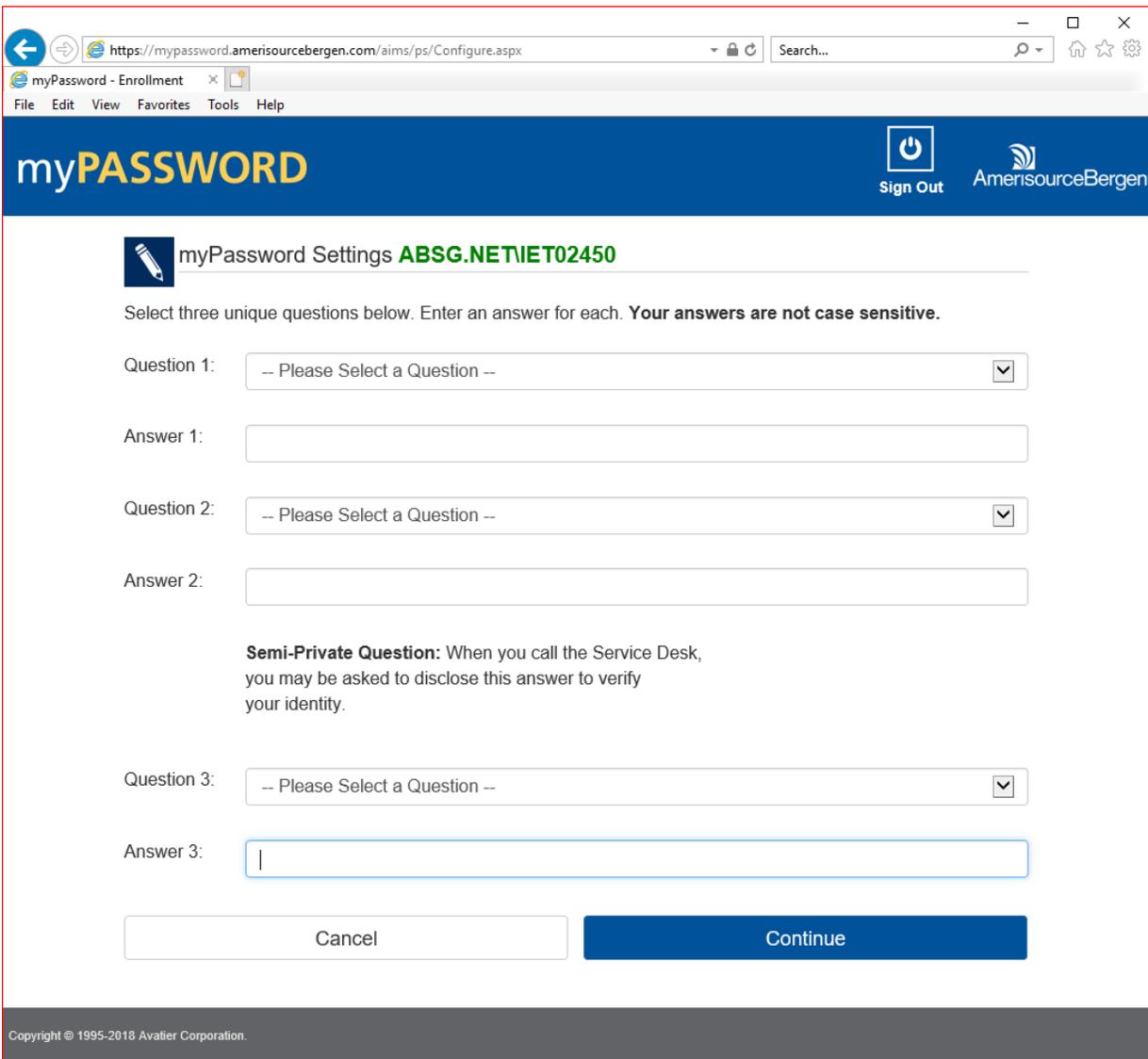
Continue

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8. First time users will need to setup three unique security questions and enter their answers. You will be prompted to **answer these security questions** if you need to reset your password or manage your account.

Question 3 is semi-private. If you call for help, you may be asked to disclose this answer to verify your identity.

Click **Continue**.



myPASSWORD Settings **ABSG.NETIET02450**

Select three unique questions below. Enter an answer for each. **Your answers are not case sensitive.**

Question 1:

Answer 1:

Question 2:

Answer 2:

Semi-Private Question: When you call the Service Desk, you may be asked to disclose this answer to verify your identity.

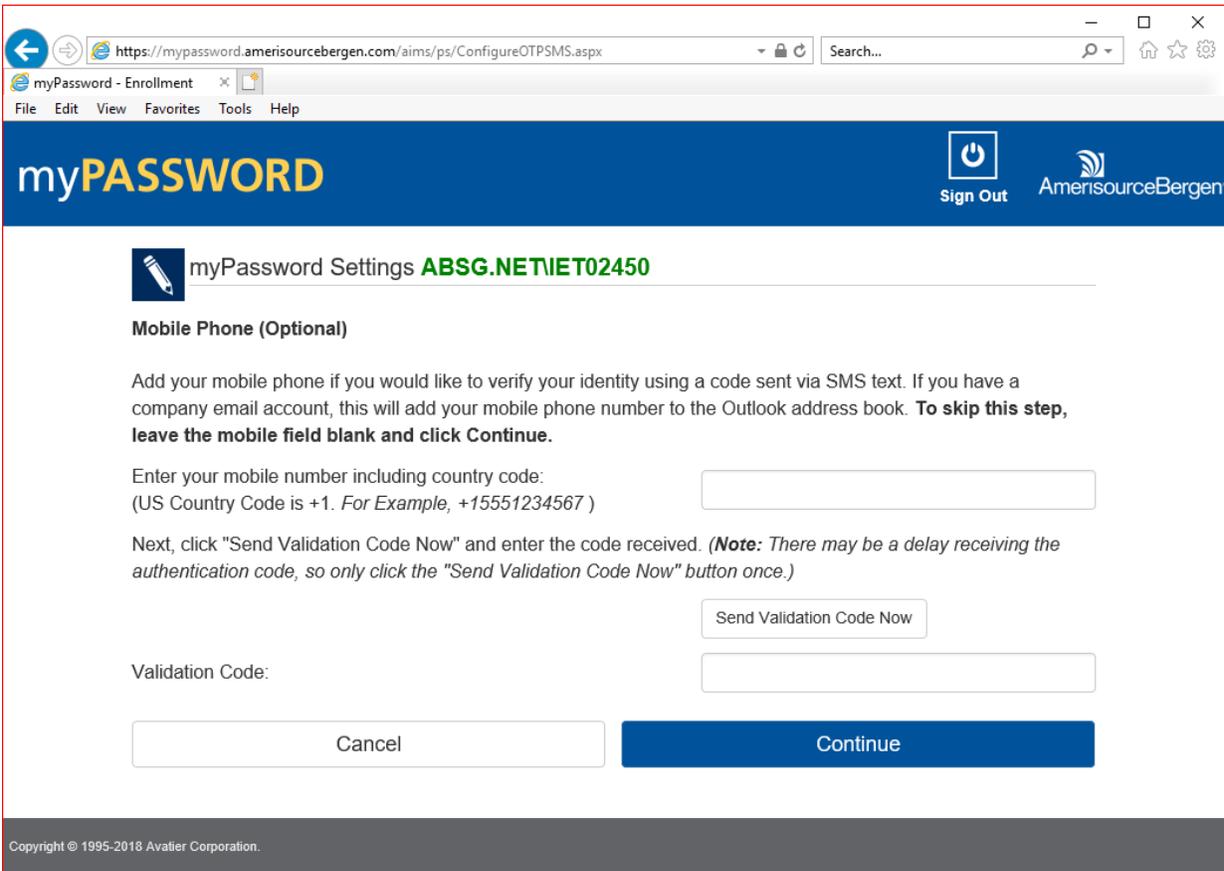
Question 3:

Answer 3:

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9. You have the option for an authentication code to be sent to your mobile device to verify your identity. If you choose to use this **optional setting**, enter your **Country Code and Cell Phone number** to authenticate with your mobile device. When the code is sent to you, **enter the code** in the Validation code field and click **Continue**.

To Skip this setting, click **Continue**.



myPASSWORD Sign Out AmerisourceBergen

myPassword Settings **ABSG.NETIET02450**

Mobile Phone (Optional)

Add your mobile phone if you would like to verify your identity using a code sent via SMS text. If you have a company email account, this will add your mobile phone number to the Outlook address book. **To skip this step, leave the mobile field blank and click Continue.**

Enter your mobile number including country code:
(US Country Code is +1. For Example, +15551234567)

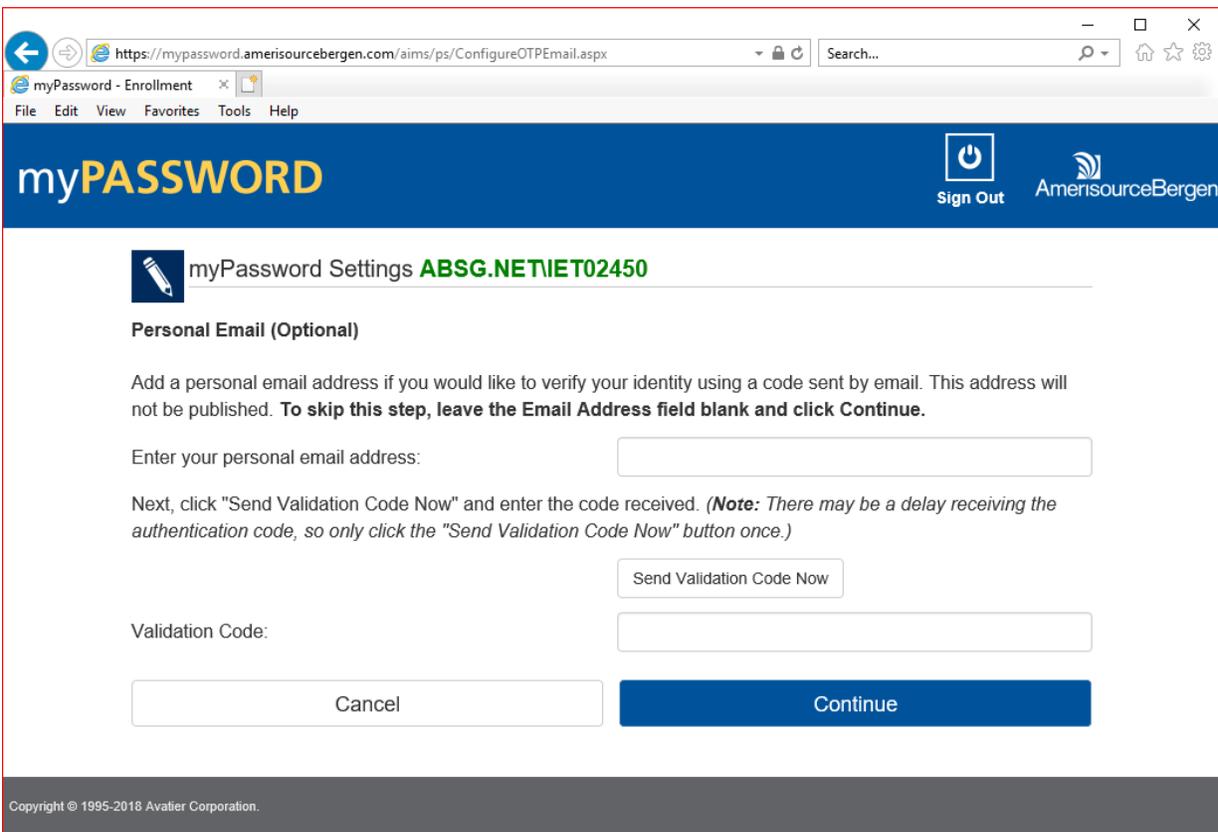
Next, click "Send Validation Code Now" and enter the code received. (**Note:** There may be a delay receiving the authentication code, so only click the "Send Validation Code Now" button once.)

Validation Code:

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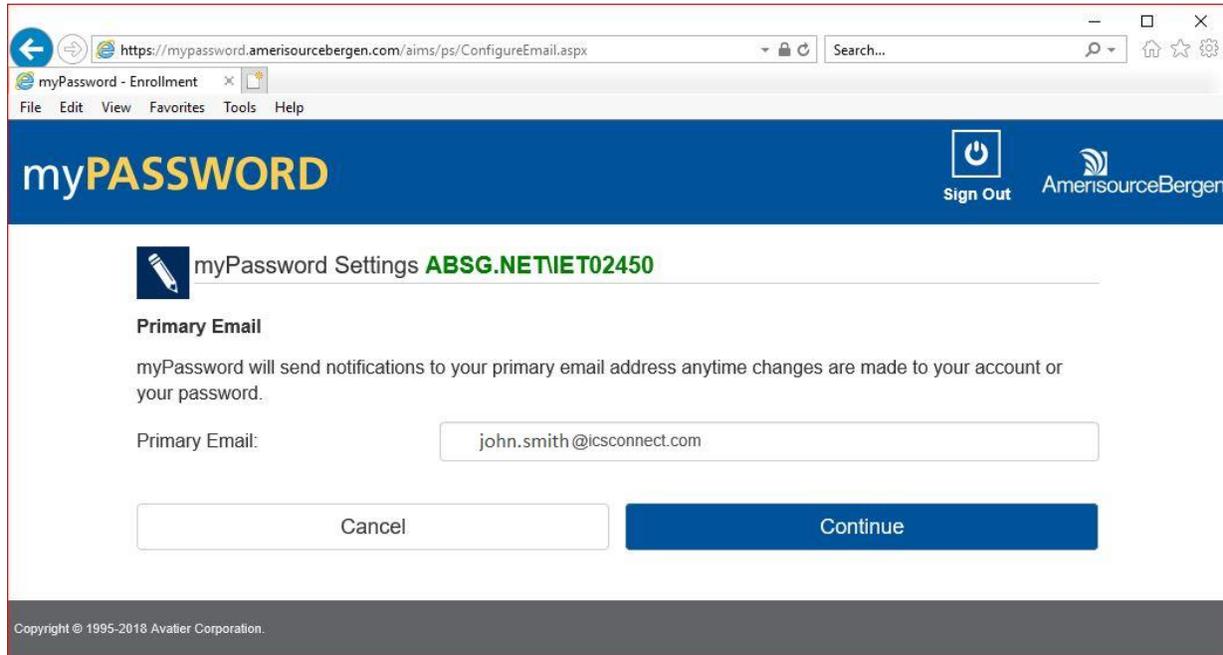
10. You also have the **optional setting** for an authentication code to be sent to your **personal email address** to authenticate your identity. If you choose to use this optional setting, enter your personal email address to authenticate it. When the code is sent to you, **enter the code** in the Validation code field and click **Continue**.

To Skip this setting, click **Continue**.

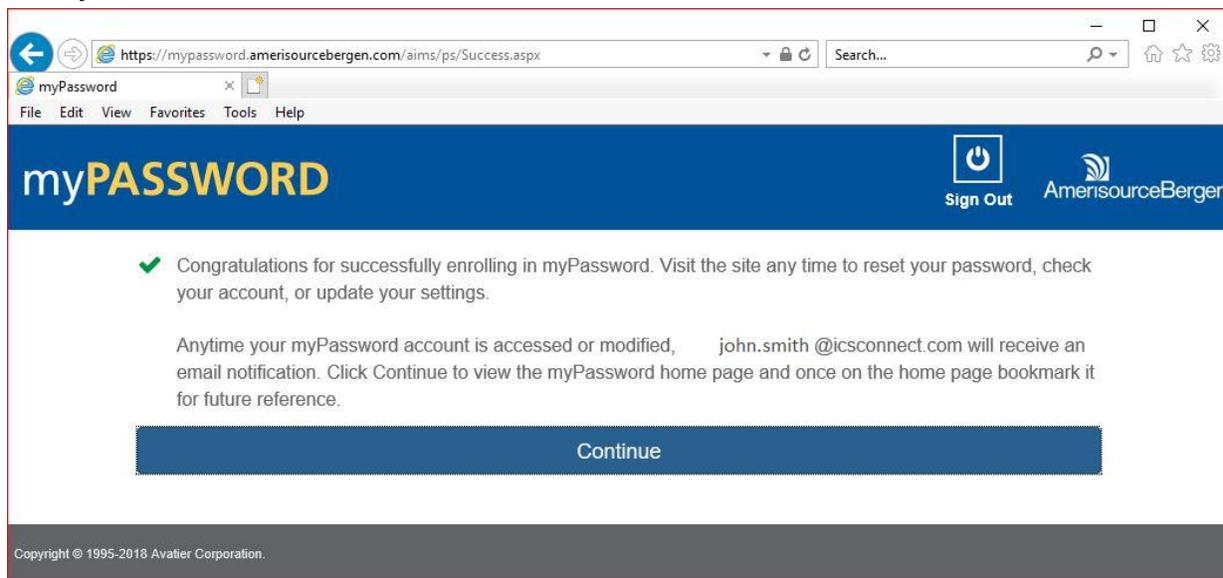


The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/ConfigureOTPEmail.aspx>. The page title is "myPASSWORD - Enrollment". The main content area is titled "myPASSWORD Settings **ABSG.NET\IET02450**". Under the heading "Personal Email (Optional)", there is a text box for "Enter your personal email address:" and a "Send Validation Code Now" button. Below that is a "Validation Code:" text box. At the bottom of the form are "Cancel" and "Continue" buttons. A footer at the bottom left reads "Copyright © 1995-2018 Avatier Corporation."

11. Notifications for any account changes will be sent to your **primary email address**.
Verify this is correct and click Continue



12. Your account has been successfully enrolled. Click **Continue** to go to the *myPassword Home* screen.





AmerisourceBergen

13. This is the myPASSWORD Home screen. You can unlock your account, reset or change your password, and manage your account details from this page.

The screenshot shows the myPASSWORD Home screen. At the top, there is a blue header bar with the text "myPASSWORD" on the left, "Logged in as: john.smith@icsconnect.com" and "Authenticated: Wednesday, March 06, 2019" on the right, and a power button icon on the far right. Below the header, there are five main navigation options, each with an icon and a label:

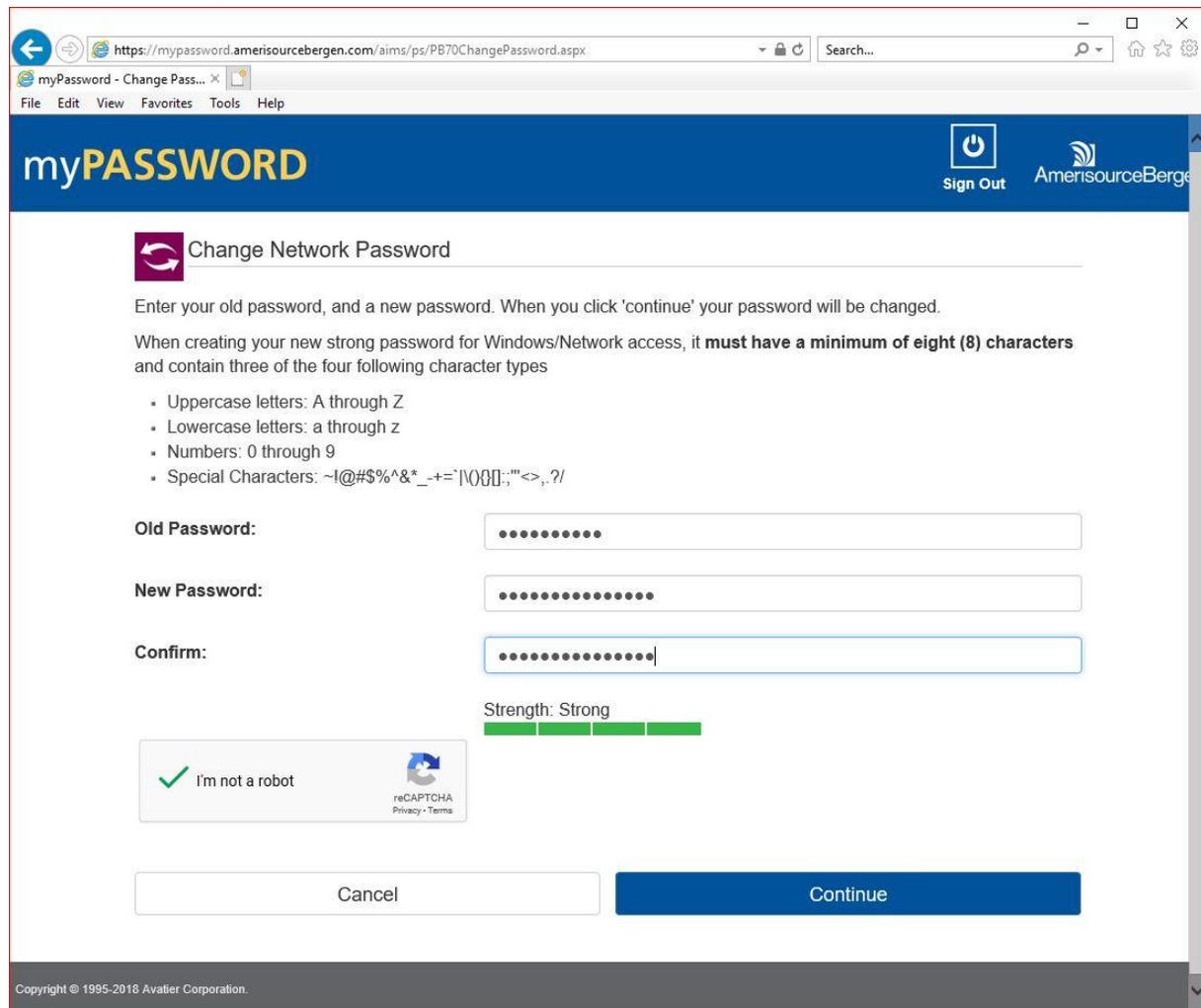
- Reset Network Password**: Represented by a question mark icon.
- Unlock Network Account**: Represented by a padlock icon.
- Change Network Password**: Represented by a circular arrow icon.
- myPASSWORD Accounts**: Represented by an information icon.
- myPASSWORD Settings**: Represented by a pencil icon.

Below these options is a grey bar with the text "Copyright © 1995-2016 Avatier Corporation". At the bottom, there are five teal callout boxes pointing to the navigation options:

- Reset your network password (if you forgot your password)**
- Unlock your network account if locked after multiple password attempts**
- Change your network password (if you know your current password)**
- View information about your myPASSWORD managed accounts**
- Modify your security authentication questions, mobile phone number, and email address**

Change Network Password (if you know old password)

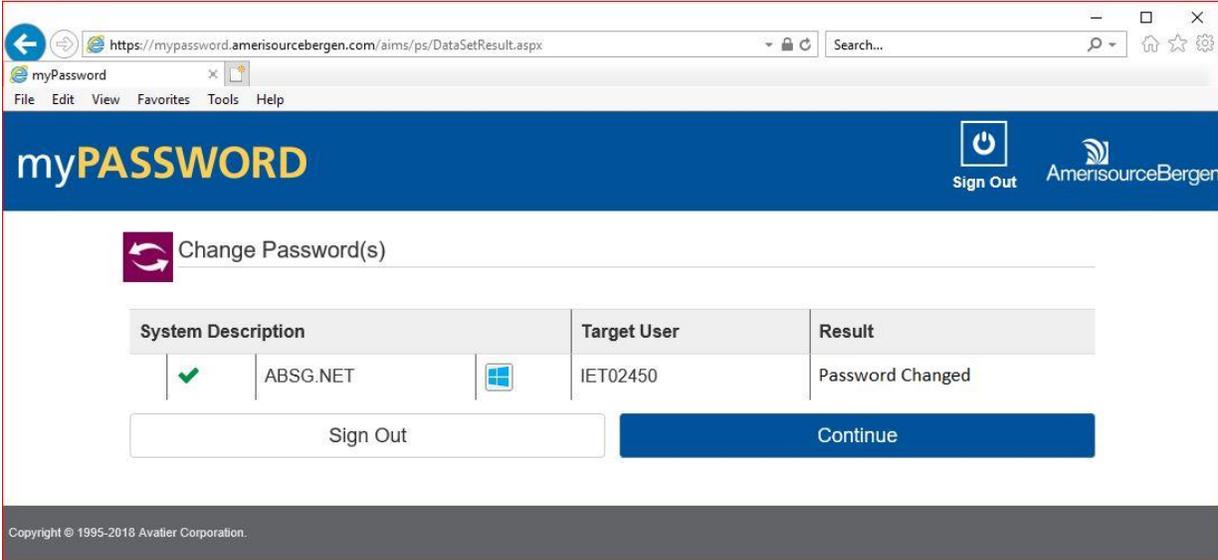
1. Go to the *myPassword Home* screen.
<https://mypassword.amerisourcebergen.com/aims/ps/default.aspx?authsource=4>
2. Click **Change Network Password**



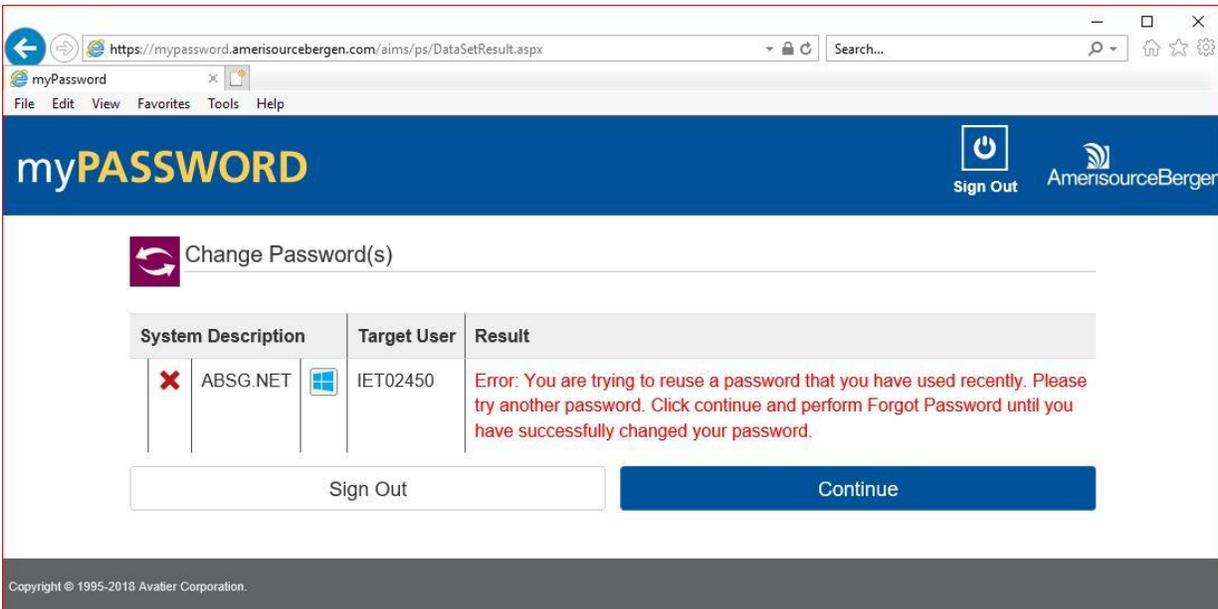
The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/PB70ChangePassword.aspx>. The page title is "myPASSWORD" and it includes a "Sign Out" button and the AmerisourceBergen logo. The main heading is "Change Network Password". Below the heading, there is a brief instruction: "Enter your old password, and a new password. When you click 'continue' your password will be changed." This is followed by a requirement: "When creating your new strong password for Windows/Network access, it **must have a minimum of eight (8) characters** and contain three of the four following character types". A bulleted list specifies these types: uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9), and special characters (~!@#\$%^&* _+=~\(){};:~" '<> , . ? /). Below the list are three input fields: "Old Password:", "New Password:", and "Confirm:". The "Old Password" field contains 8 dots. The "New Password" field contains 10 dots. The "Confirm" field contains 10 dots. Below the fields is a "Strength: Strong" indicator with a green progress bar. At the bottom left is a reCAPTCHA "I'm not a robot" checkbox. At the bottom right are "Cancel" and "Continue" buttons. The footer contains the text "Copyright © 1995-2018 Avallier Corporation."

3. Enter your **old password**.
4. Enter your **new password** and **confirm** it.
5. Perform Captcha test and click **Continue**.

6. If the password change is successful, you will see the confirmation page. Click **Continue**



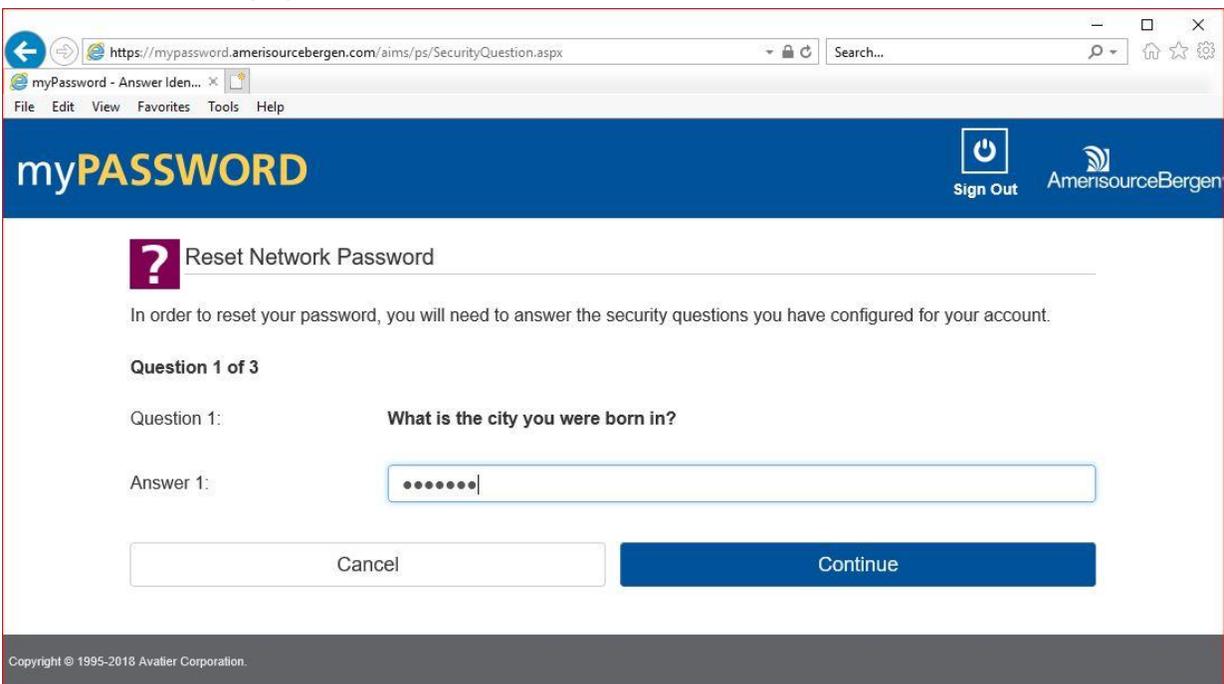
7. If the password change is not successful, you will see the following error and need to retry. Click **Continue**



Reset Network Password (if you forgot old password)

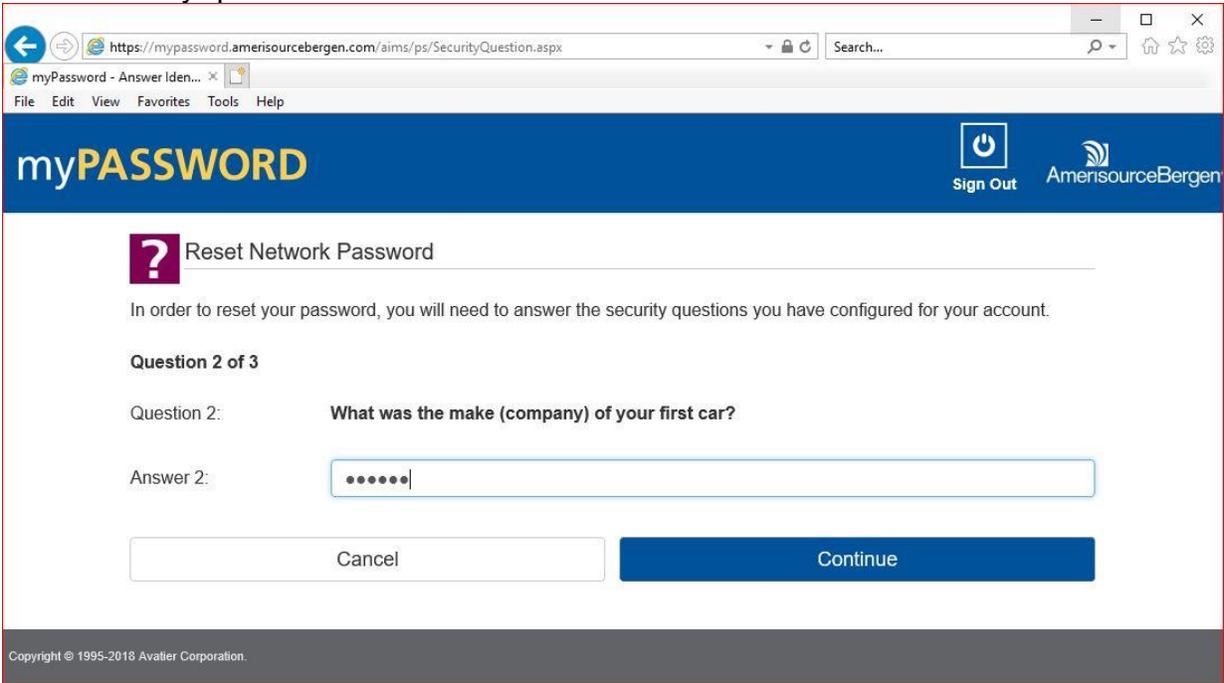
1. Go to the *myPassword Home* screen.
<https://mypassword.amerisourcebergen.com/aims/ps/default.aspx?authsource=4>
2. Click **Reset / Forgot Network Password**
You will be prompted to answer your 3 security questions.

Enter security question 1.



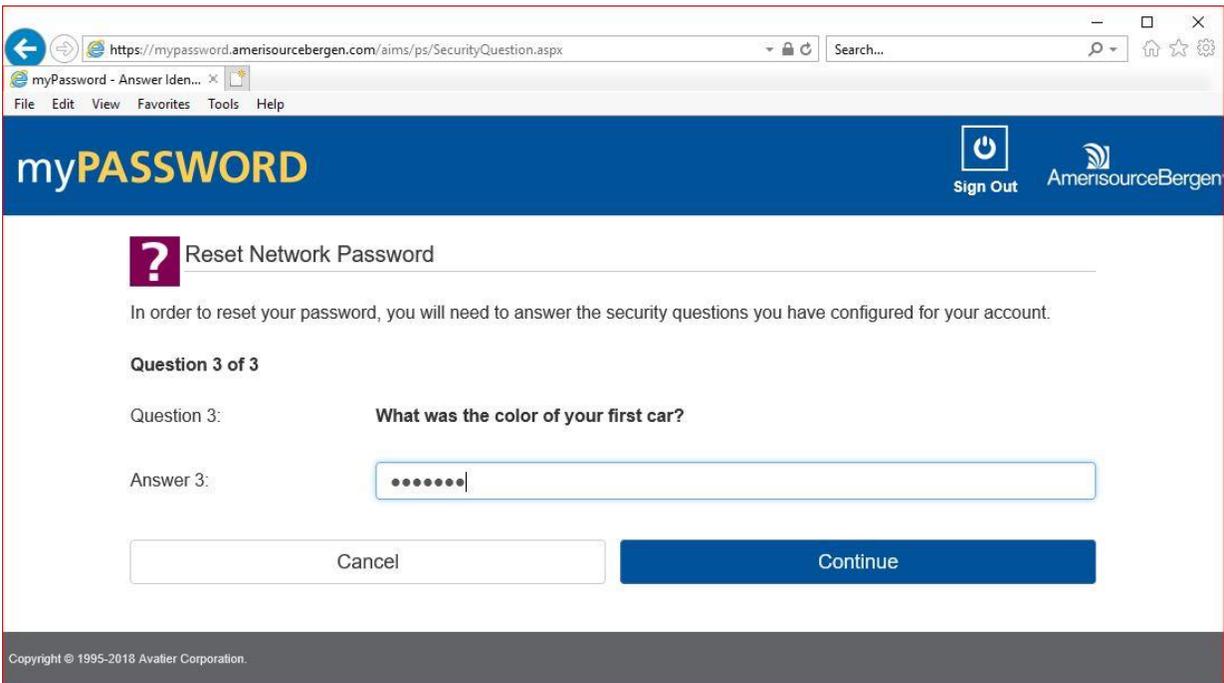
The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/SecurityQuestion.aspx>. The page title is "myPASSWORD" and it includes a "Sign Out" button and the AmerisourceBergen logo. The main content area is titled "Reset Network Password" and contains the following text: "In order to reset your password, you will need to answer the security questions you have configured for your account." Below this, it says "Question 1 of 3" and "Question 1: What is the city you were born in?". There is an input field for "Answer 1:" containing seven dots. At the bottom, there are "Cancel" and "Continue" buttons. A copyright notice at the bottom left reads "Copyright © 1995-2018 Avatier Corporation."

Enter security question 2.



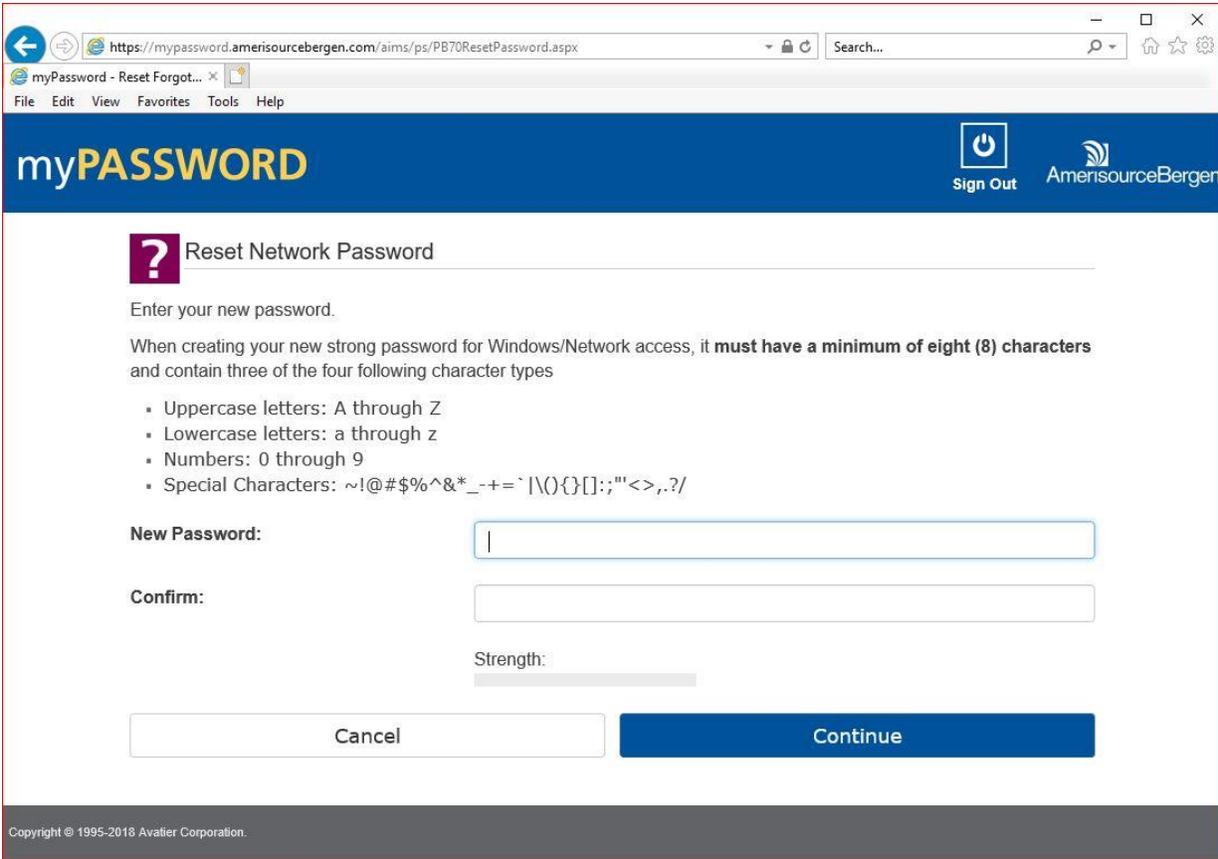
The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/SecurityQuestion.aspx>. The page header includes the 'myPASSWORD' logo and a 'Sign Out' button. The main content area is titled 'Reset Network Password' and contains the following text: 'In order to reset your password, you will need to answer the security questions you have configured for your account.' Below this, it indicates 'Question 2 of 3'. The question is: 'Question 2: What was the make (company) of your first car?'. The answer field is labeled 'Answer 2:' and contains six dots. At the bottom of the form are two buttons: 'Cancel' and 'Continue'. The footer contains the text 'Copyright © 1995-2018 Avatier Corporation.'

Enter security question 3.



The screenshot shows a web browser window with the URL <https://mypassword.amerisourcebergen.com/aims/ps/SecurityQuestion.aspx>. The page header includes the 'myPASSWORD' logo and a 'Sign Out' button. The main content area is titled 'Reset Network Password' and contains the following text: 'In order to reset your password, you will need to answer the security questions you have configured for your account.' Below this, it indicates 'Question 3 of 3'. The question is: 'Question 3: What was the color of your first car?'. The answer field is labeled 'Answer 3:' and contains six dots. At the bottom of the form are two buttons: 'Cancel' and 'Continue'. The footer contains the text 'Copyright © 1995-2018 Avatier Corporation.'

3. Enter your new password and click **Continue** to reset password.



myPASSWORD Sign Out AmerisourceBergen

? Reset Network Password

Enter your new password.

When creating your new strong password for Windows/Network access, it **must have a minimum of eight (8) characters** and contain three of the four following character types

- Uppercase letters: A through Z
- Lowercase letters: a through z
- Numbers: 0 through 9
- Special Characters: ~!@#\$\$%^&*~_+=`|\(){}[];'"<>.,?/

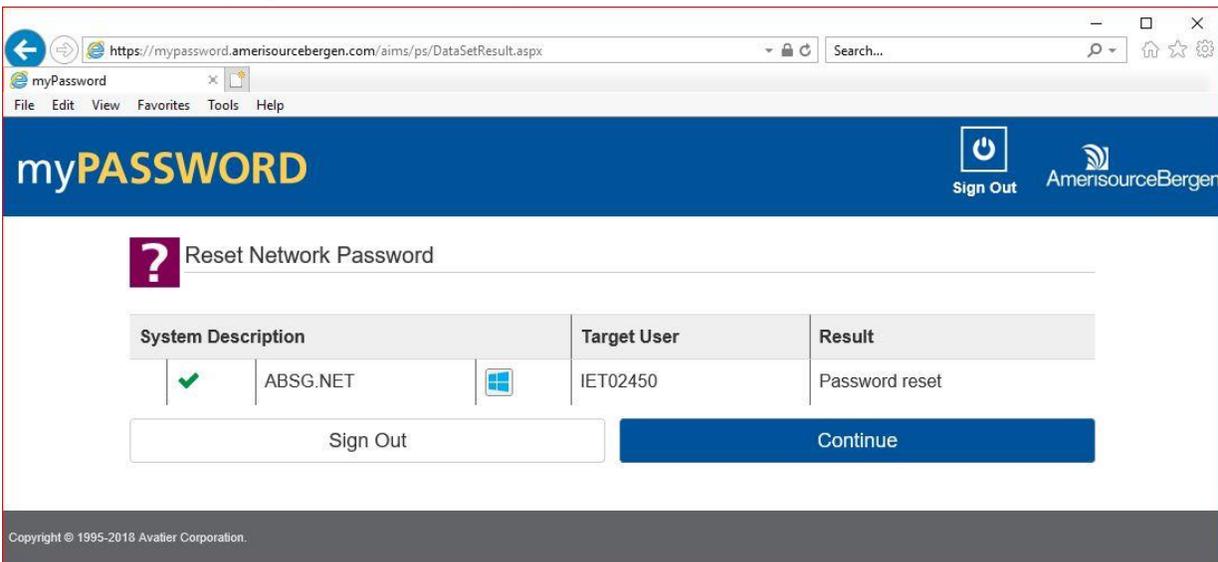
New Password:

Confirm:

Strength:

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4. Confirmation page for successful password reset. Click **Continue**



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? Reset Network Password

System Description	Target User	Result
<input checked="" type="checkbox"/> ABSG.NET 	IET02450	Password reset

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