

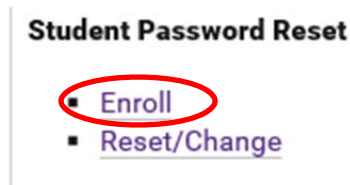
## SpecOP User Guide

SpecOps is password reset tool that is available to Concordia users. This will allow users to change their password without having to call the helpdesk.

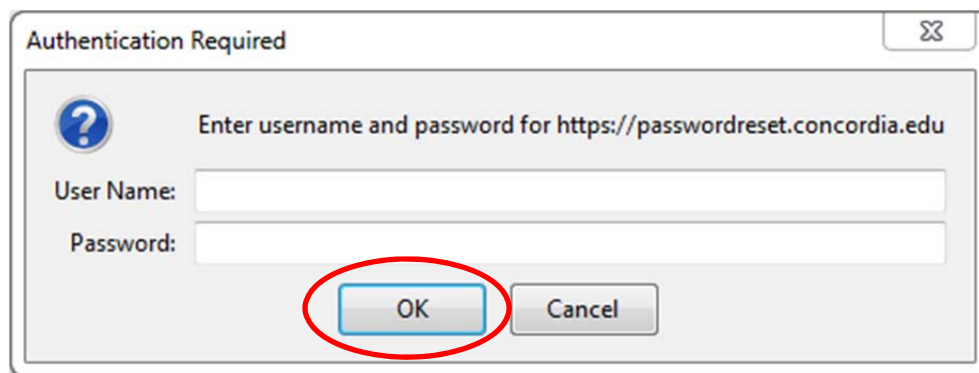
### SpecOP Enrollment

User's must enroll in SpecOp before they are allowed to use it.

1. To begin enrollment, go to the following url: [www.concordia.edu](http://www.concordia.edu)
2. Click on the down arrow next to Quick Links, then on Helpdesk.
3. Scroll down the page and click on Enroll.



4. Type in the same username and password that you use to log into your computer.

A screenshot of a Windows-style dialog box titled "Authentication Required". The dialog box contains a question mark icon and the text "Enter username and password for https://passwordreset.concordia.edu". Below this text are two input fields: "User Name:" and "Password:". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is circled in red.

5. Choose you language and click on Next.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset Enrollment**

**Welcome to the Password Reset service Roland Rocha**

This wizard will guide you through the process of enrolling for the Password Reset service.

You will be asked to answer 2 questions. Make sure to use answers that are easy for you to remember. At the same time, try to pick questions with answers that other people would not easily know.

**You currently have a valid enrollment and are not required to reenroll.**

Select language

**Next**

6. Choose your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset Enrollment**

**Question number 1 out of 2**

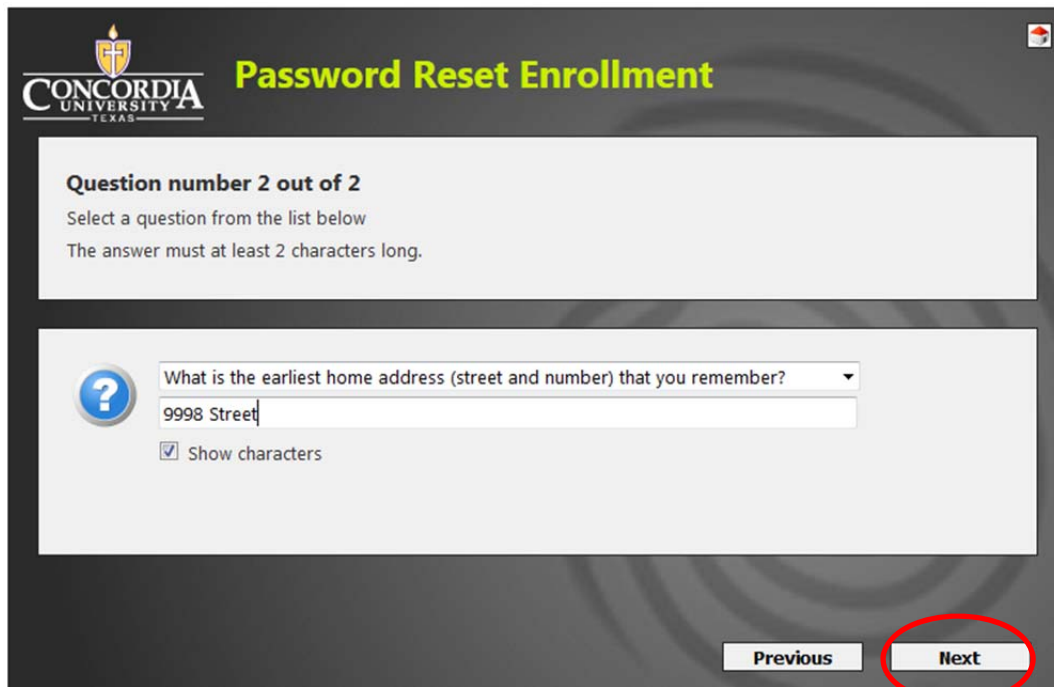
Select a question from the list below

The answer must at least 2 characters long.

Show characters

**Previous** **Next**

7. Choose your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.



**CONCORDIA UNIVERSITY TEXAS** Password Reset Enrollment

Question number 2 out of 2

Select a question from the list below  
The answer must at least 2 characters long.

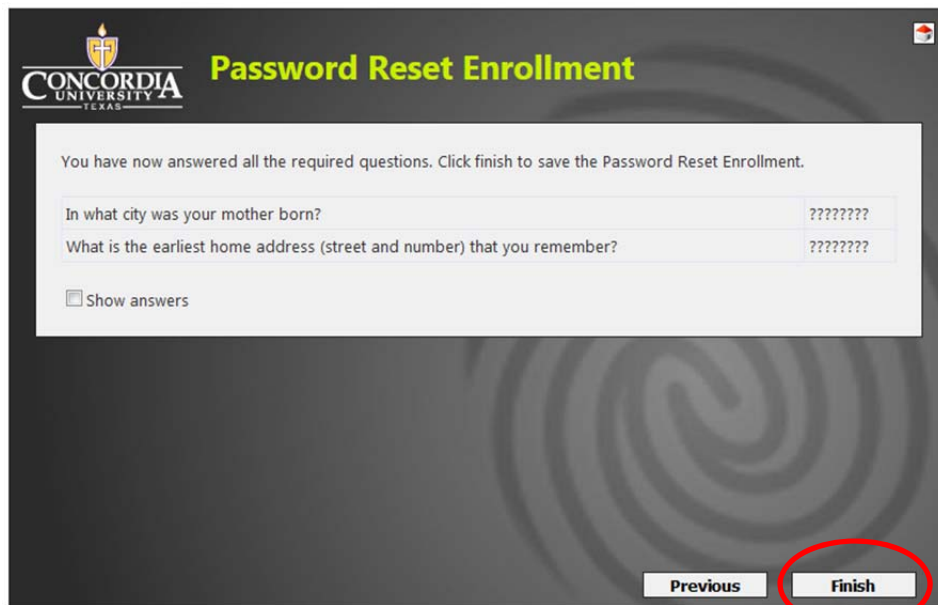
What is the earliest home address (street and number) that you remember?

9998 Street

Show characters

Previous Next

8. Click on Finish to complete the enrollment process. If you would like to see your answers, click on Show Answers.



**CONCORDIA UNIVERSITY TEXAS** Password Reset Enrollment

You have now answered all the required questions. Click finish to save the Password Reset Enrollment.

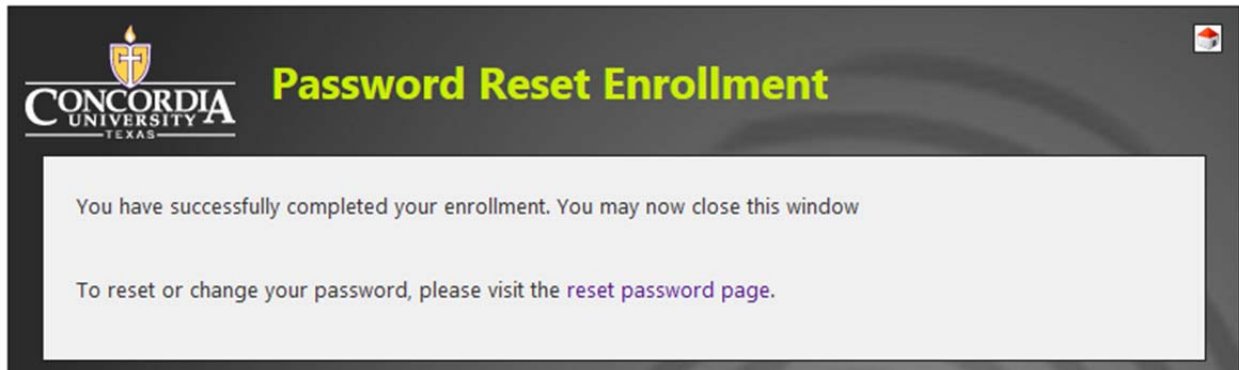
In what city was your mother born? ????????

What is the earliest home address (street and number) that you remember? ????????

Show answers

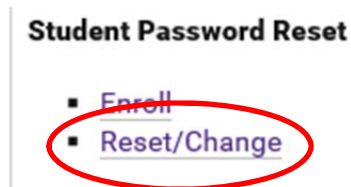
Previous Finish

9. You should arrive at the screen below upon successful enrollment. You should also receive an email congratulating you on successfully enrolling.

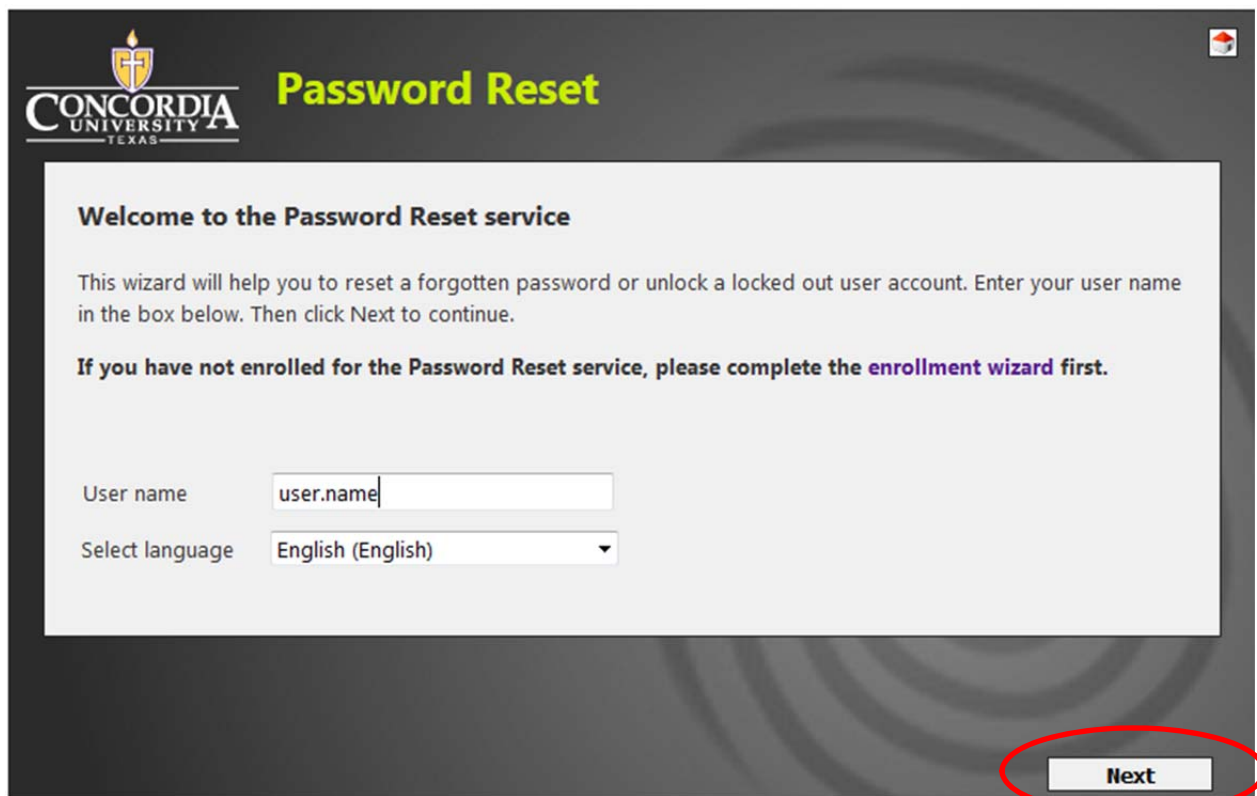


## Resetting Your Password From A Web Browser

1. To begin the reset, go to the following url: [www.concordia.edu](http://www.concordia.edu)
2. Click on the down arrow next to Quick Links, then on Helpdesk.
3. Scroll down the page and click on Reset/Change.

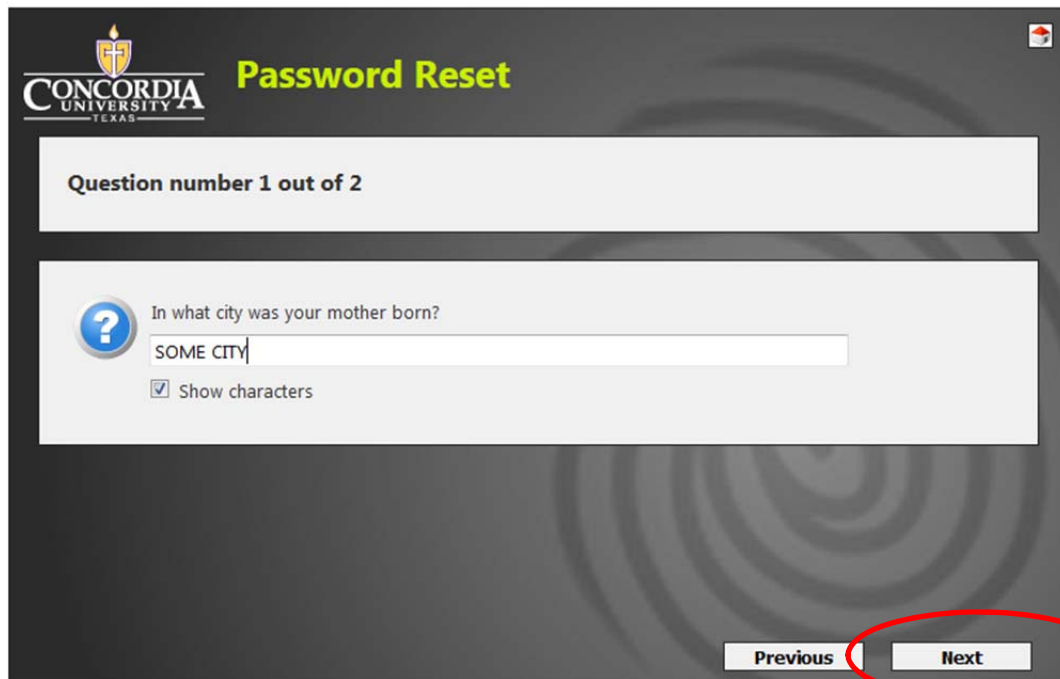


4. Type in the same username that you use to log into your computer and click next.



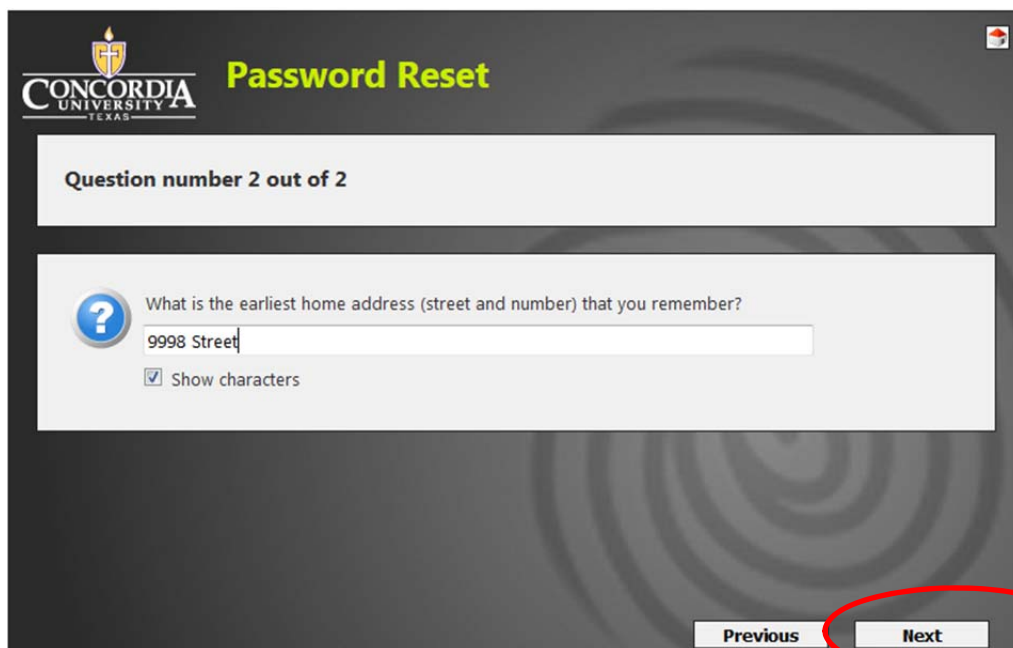
The screenshot shows the "Password Reset" service interface. At the top left is the Concordia University Texas logo. The title "Password Reset" is in large green letters. Below the title, it says "Welcome to the Password Reset service". A paragraph explains that the wizard will help reset a forgotten password or unlock a locked account. A note states: "If you have not enrolled for the Password Reset service, please complete the enrollment wizard first." There are two input fields: "User name" with the placeholder "user.name" and "Select language" with a dropdown menu set to "English (English)". At the bottom right, a "Next" button is circled in red.

5. Type in the answer to your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.



The screenshot shows the 'Password Reset' interface for Concordia University Texas. At the top left is the university logo. The title 'Password Reset' is in green. Below it, a grey bar indicates 'Question number 1 out of 2'. The main question area contains a blue question mark icon, the text 'In what city was your mother born?', a text input field with 'SOME CITY' entered, and a checked checkbox labeled 'Show characters'. At the bottom right, there are two buttons: 'Previous' and 'Next'. The 'Next' button is circled in red.

6. Type in the answer to your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.



The screenshot shows the 'Password Reset' interface for Concordia University Texas. At the top left is the university logo. The title 'Password Reset' is in green. Below it, a grey bar indicates 'Question number 2 out of 2'. The main question area contains a blue question mark icon, the text 'What is the earliest home address (street and number) that you remember?', a text input field with '9998 Street' entered, and a checked checkbox labeled 'Show characters'. At the bottom right, there are two buttons: 'Previous' and 'Next'. The 'Next' button is circled in red.

7. Read the password rules and choose your new password and click finish.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset**

New Password  
●●●●●●●●

Confirm password  
●●●●●●●●

- ✓ Must contain at least 10 characters
- ✓ Must meet at least 3 of the following character group requirements:
  - ✓ Must contain at least 1 uppercase letter
  - ✓ Must contain at least 1 lowercase letter
  - ✓ Must contain at least 1 digit
  - ✓ Must contain at least 1 special character
  - Must contain at least 1 Unicode character
- ✓ Must not contain your username
- Must be different from your previous password

**Finish**

8. You should arrive at the screen below upon successful password change. You should also receive an email confirming your successful password change.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset**

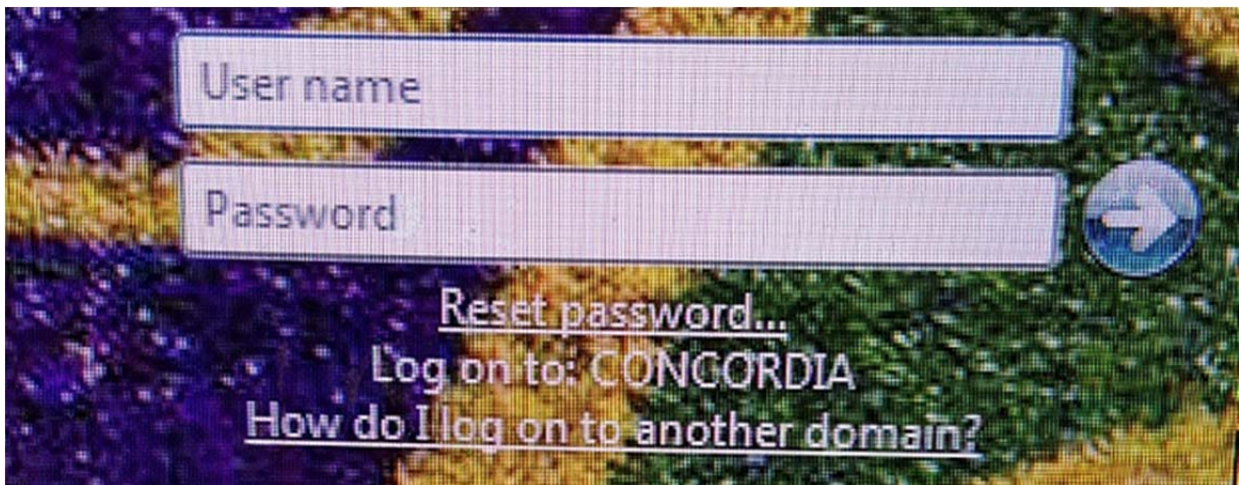
**Password reset complete**

Your password has been successfully reset. You may now close this window.

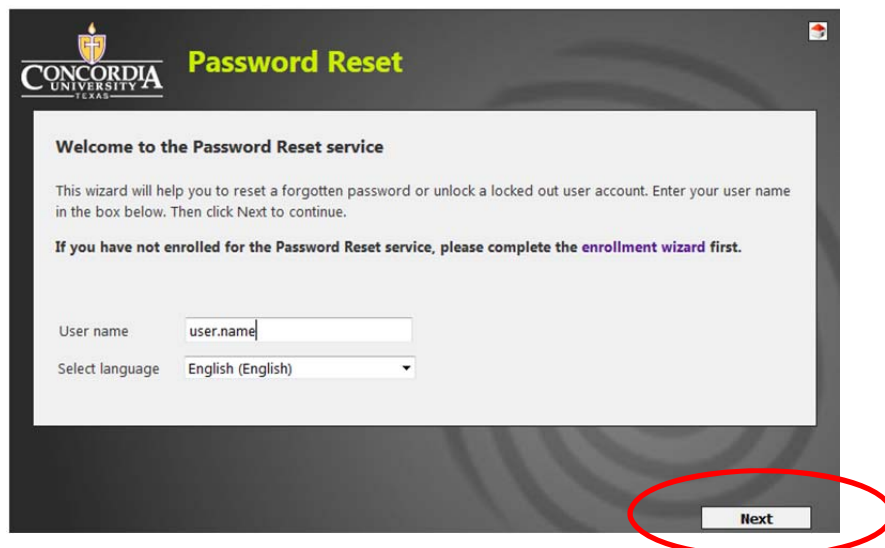
## Resetting Your Password From Login Screen

SpecOps provides a great tool that allows users who have forgotten their passwords to reset them from the login screen. This tool is an extra feature that must be installed on your computer by IT. If you would like to have this great tool, please call the Helpdesk at ext. 34357.

1. If you have the tool installed on your PC, click on Reset Password.

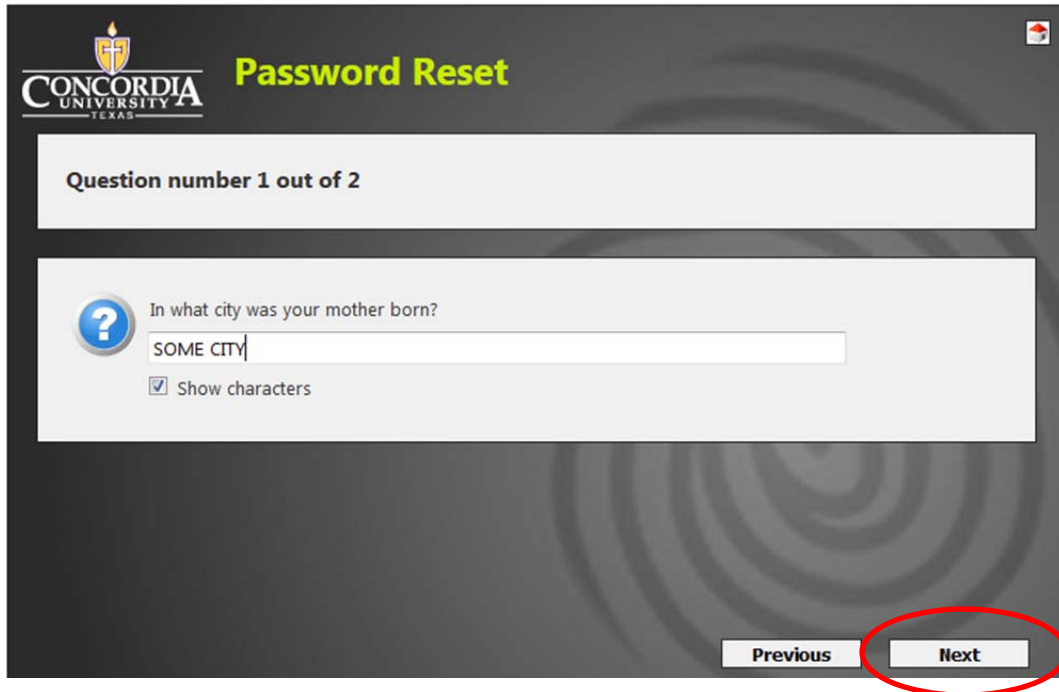


2. Type in the same username that you use to log into your computer and click next.





3. Type in the answer to your first security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.



The screenshot shows the 'Password Reset' interface for Concordia University Texas. At the top left is the university logo. The title 'Password Reset' is in green. Below it, a grey bar indicates 'Question number 1 out of 2'. The main question area contains a blue question mark icon, the text 'In what city was your mother born?', a text input field with 'SOME CITY' entered, and a checked checkbox labeled 'Show characters'. At the bottom right, there are two buttons: 'Previous' and 'Next'. The 'Next' button is circled in red.

4. Type in the answer to your second security question. Check on Show Characters if you would like to see the answer that you type in. Click Next when done.



The screenshot shows the 'Password Reset' interface for Concordia University Texas. At the top left is the university logo. The title 'Password Reset' is in green. Below it, a grey bar indicates 'Question number 2 out of 2'. The main question area contains a blue question mark icon, the text 'What is the earliest home address (street and number) that you remember?', a text input field with '9998 Street' entered, and a checked checkbox labeled 'Show characters'. At the bottom right, there are two buttons: 'Previous' and 'Next'. The 'Next' button is circled in red.

5. Read the password rules and choose your new password and click finish.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset**

New Password  
[.....]

Confirm password  
[.....]

- ✓ Must contain at least 10 characters
- ✓ Must meet at least 3 of the following character group requirements:
  - ✓ Must contain at least 1 uppercase letter
  - ✓ Must contain at least 1 lowercase letter
  - ✓ Must contain at least 1 digit
  - ✓ Must contain at least 1 special character
  - Must contain at least 1 Unicode character
- ✓ Must not contain your username
- Must be different from your previous password

**Finish**

6. You should arrive at the screen below upon successful password change. You should also receive an email confirming your successful password change.

**CONCORDIA UNIVERSITY TEXAS** **Password Reset**

**Password reset complete**

Your password has been successfully reset. You may now close this window.