



Password Reset Feature

Quick Start Guide

Last Updated October 2015

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Password Reset Quick Start Guide October 2015. IK-EMS-QSG02-1.0

Password Reset Feature is available with IronKey Enterprise Server v6.1.0.0

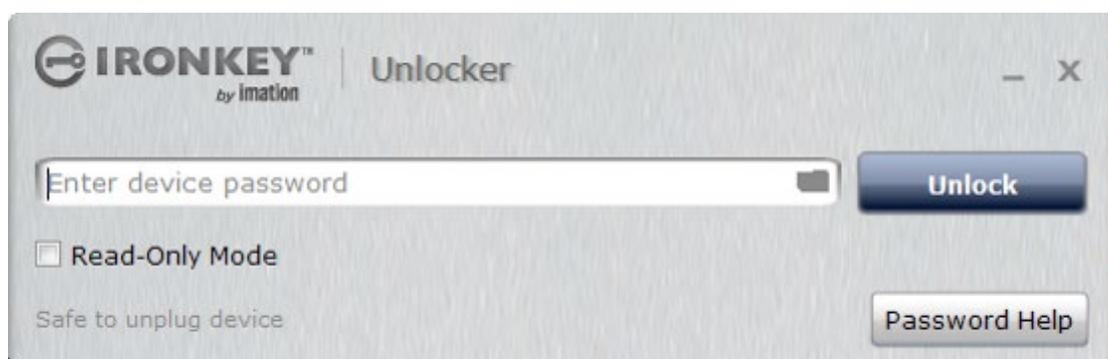
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About Password Reset

The Password Reset (user-initiated) feature, new in IronKey Enterprise Server version 6.1, allows users to reset a forgotten password without having to contact an administrator or Help Desk. Password Reset requires users to have an online account. The online account is used to verify the identity of the user if the user initiates a password reset request. In previous Server releases, online accounts were available for Admins only. Now you will need to allow online account access for All users.

The Password Reset feature is controlled by the device policy. It is enabled by default for new policies. For existing policies, an administrator will have to modify the policy to enable the feature. Once you modify the policy, devices must be updated to the new policy and users must set up their online account. Once set up, the user will see the Password Help button on the Unlock screen when they plug in the device and will be able to use the Password Reset feature if they forget their password and are unable to unlock their device.



There are two main tasks to enable Password Reset for users with activated devices.

- » **Administrator task:** Update the device policy to allow Password Reset and online account access.
- » **User task:** Update the device to receive the new device policy, and then create their online account.

TIP: For information about how to reset your password, see “Reset your password” on page 12.

NOTE: This guide assumes that you have already installed or upgraded to IronKey Enterprise Server version 6.1. For information about installing or upgrading the Server, see the *IronKey Enterprise Server Setup Guide*. For more information about how to manage users and devices, see the *IronKey Enterprise Admin Guide*.

Update the device policy to enable Password Reset (Admin task)

Administrators must update an existing device policy in Admin Console to enable Password Reset by setting the following options in the policy:

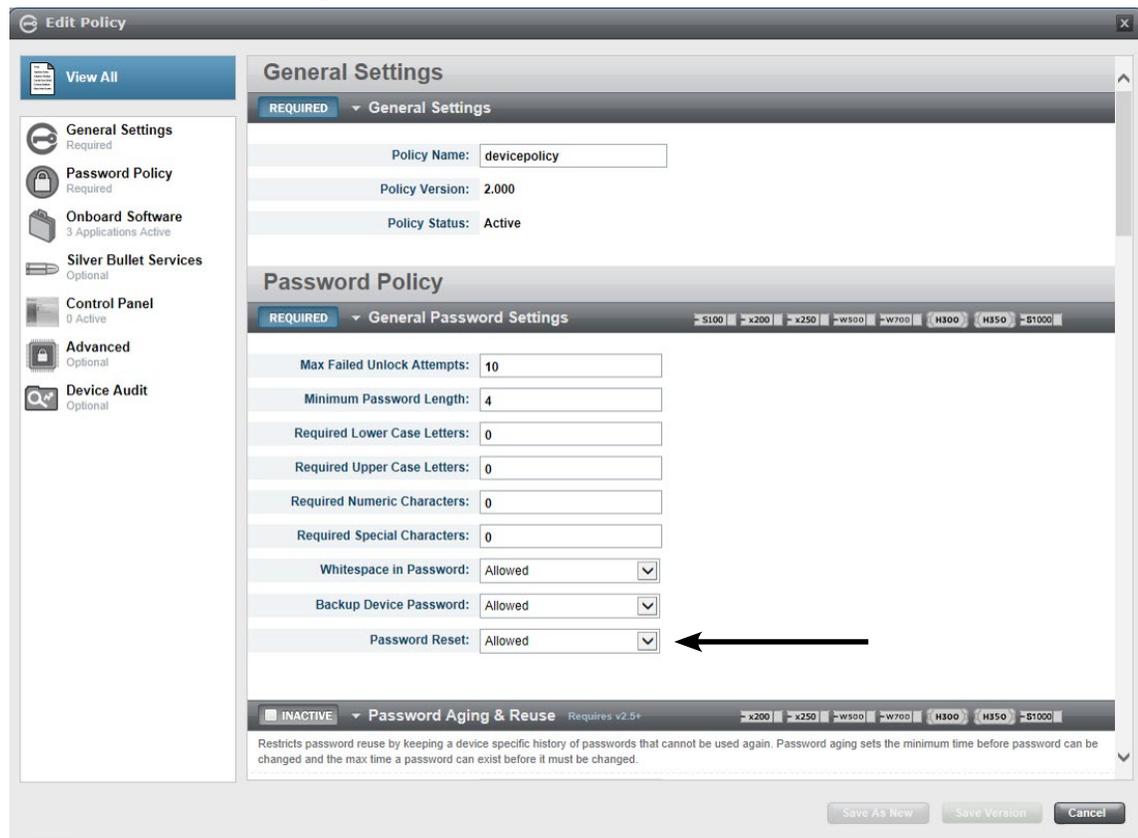
- » Allow Password Reset in the password policy settings
- » Enable online account access for All Users

Once you've updated the policy to enable Password Reset, devices will automatically update to the new policy the next time they connect to the Server. Users must then create their online account.

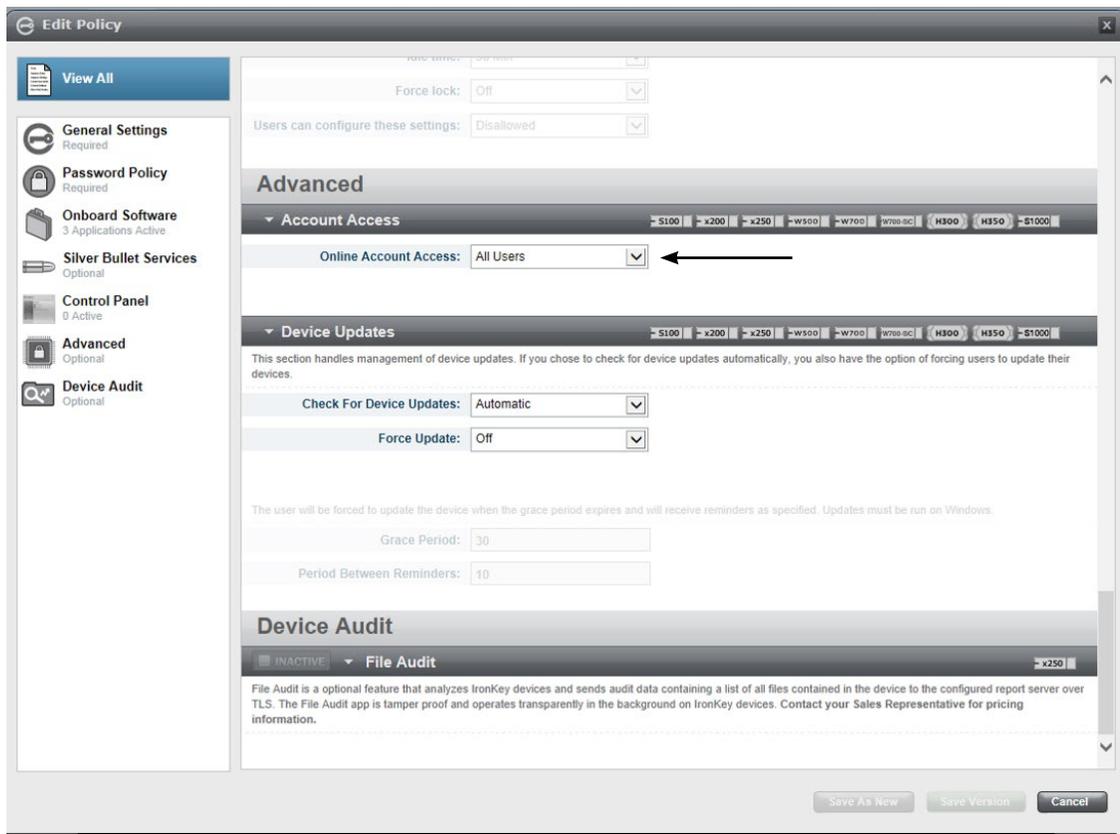
IMPORTANT: After the device is updated, users will see the Account tab in the IronKey Control Panel but there is no prompt to tell them to create the online account. It is recommended that you inform users about the Password Reset feature and provide them with instructions from this guide about how to create their online account.

TO UPDATE THE DEVICE POLICY

1. In the Admin Console, click **Manage Policies** on the left sidebar.
2. In the IronKey Policy List, click the name of the policy that you want to edit. If you want to edit the Default policy, click the name "Default".
3. In the **Password Settings** section, select **Allowed** from the **Password Reset** list box.



4. In the **Advanced** section, under **Account Access**, select “**All Users**” from the **Online Account Access** list box.



5. Click the **Save Version** button to save a new version of the same policy.

Update the device and create an online account (User task)

Devices will automatically check for device updates and download the new device policy the next time the device connects to the Server. You can also manually check for updates. Once the device policy has been updated, you will be prompted to unplug the device and reinsert it for the policy changes to take effect. The IronKey Control Panel will now display the Account page (under Settings) with instructions on how to create an online account.



An online account allows IronKey Enterprise Server to verify your identity before permitting a Password Reset request to proceed. This ensures that only you can reset your password. During the online account setup, you must choose a Secret question and provide the expected answer. During a Password Reset operation, IronKey Enterprise will require that you correctly answer this question before it will allow you to reset your password.

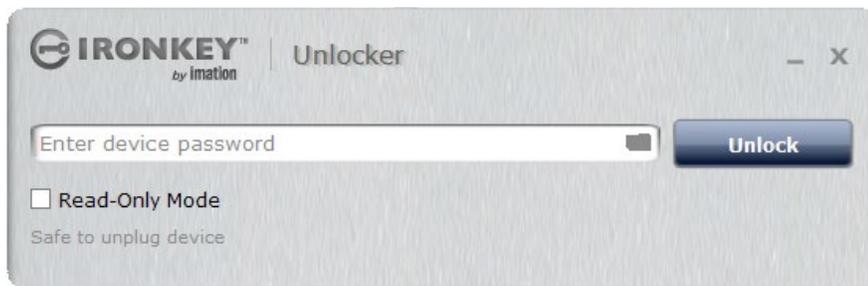
You must complete the following two tasks to enable Password Reset on your device:

- » Update the device to the new device policy (with Password Reset enabled)
- » Create an online account

NOTE: If you are an administrator and already have an online account, you do not need to create a new one. The Password Reset feature will be enabled on your device when you update the device to the new policy.

TO UPDATE THE DEVICE

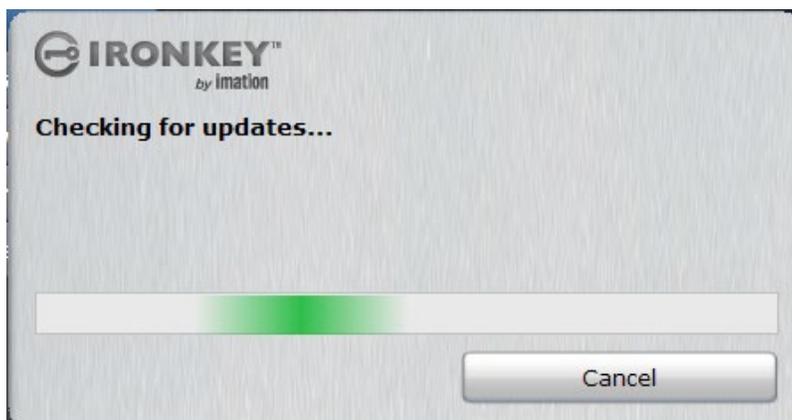
1. Insert the device into a USB port of the host computer. If you are using an IronKey Workspace device, make sure that the host operating system is running.
2. On the Unlock screen, type your password and click **Unlock** to log in to the device.



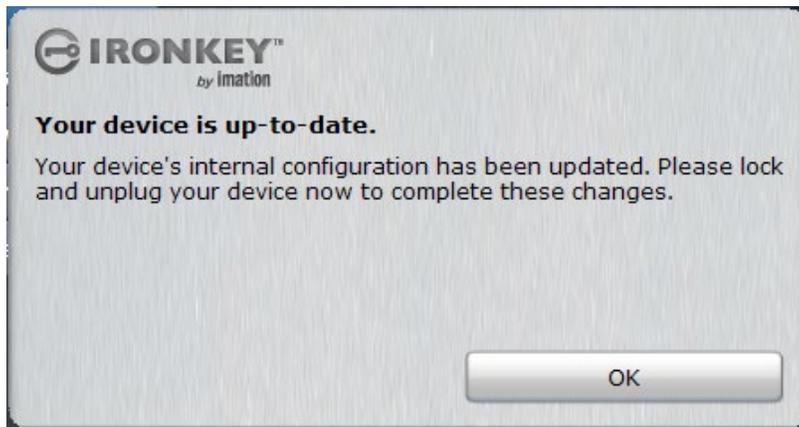
3. Allow the device to automatically connect to the Server to check for updates. You can also manually check by clicking the **Settings** button. Click **Tools** from the left sidebar, and then click **Check for Updates** to update the device.



4. The device will connect to the Server and update the device to use the new device policy with Password Reset enabled.



5. When the device has been updated, you will see the following message.

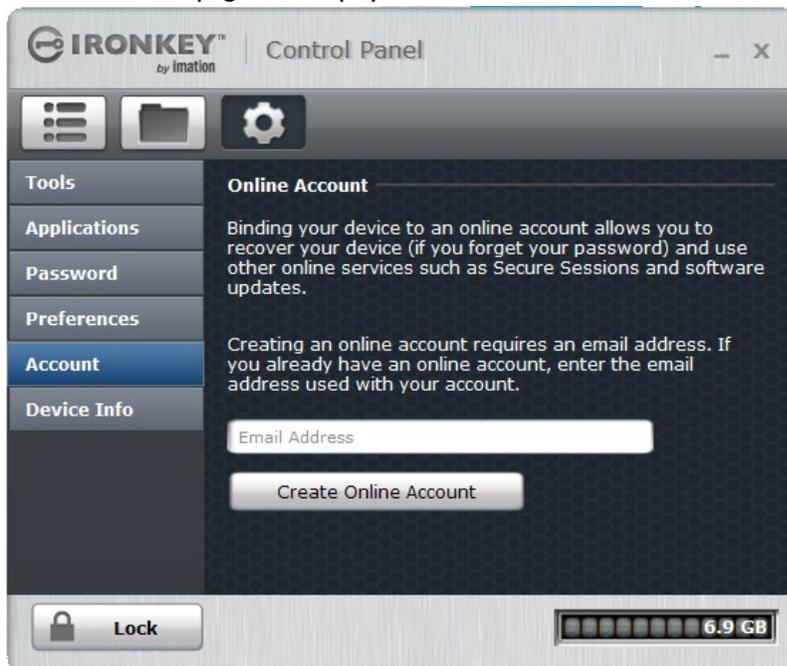


6. Lock your device, unplug it, and then reinsert the device for the policy changes to take effect. You can now create your online account.

TO CREATE AN ONLINE ACCOUNT

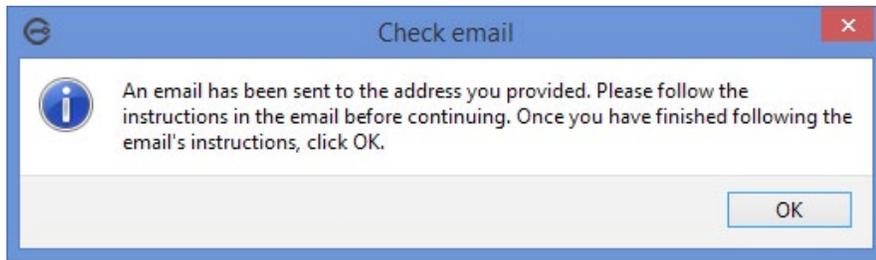
1. After you've updated your device, insert and unlock the device, and then click the **Settings** button.

A new Account page will display in the left sidebar.



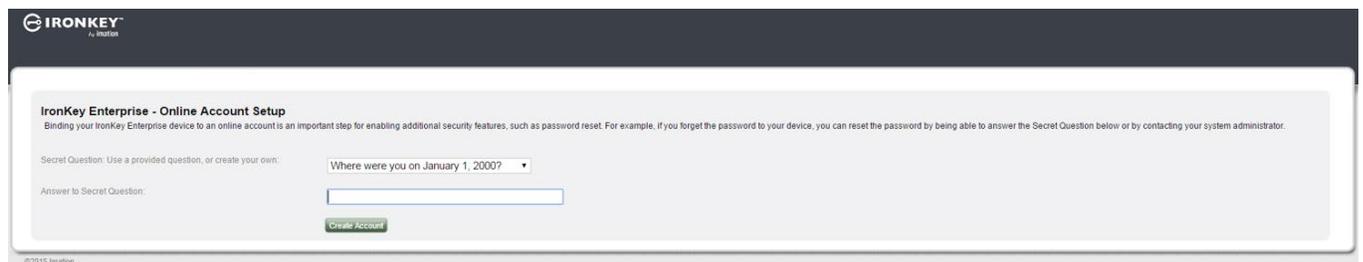
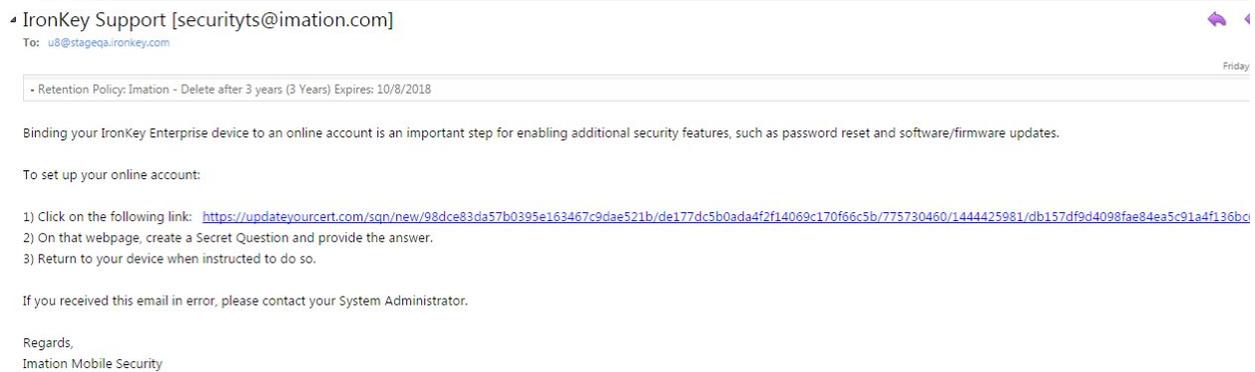
2. On the Account page, type the email address for your IronKey Enterprise user account. Contact your administrator if you do not know which email address to use.
3. Click **Create Online Account**.

The following notification will appear and an email message will be sent to the address you provided.

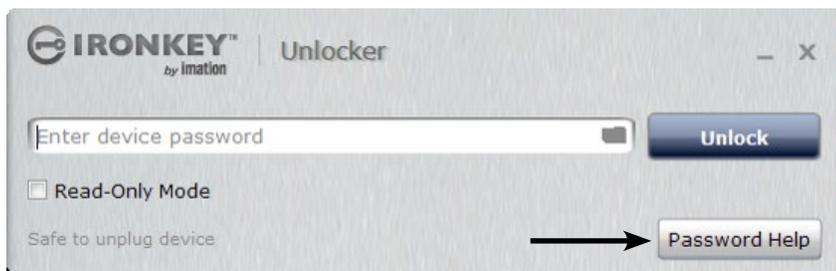


4. Open your email program and follow the instructions in the IronKey Account Setup email message. The email will contain content similar to the following message.

IronKey Account Setup



5. Once you have set up your online account, click **OK** in the message prompt from Step 3. The Password Reset feature has now been enabled for your device. The next time you unlock your device, the **Password Help** button will display on the Unlock screen.



The **Password** page in IronKey Control Panel will display a new setting to indicate that the Password Reset feature is enabled. You cannot modify this setting as it is controlled by the device policy.



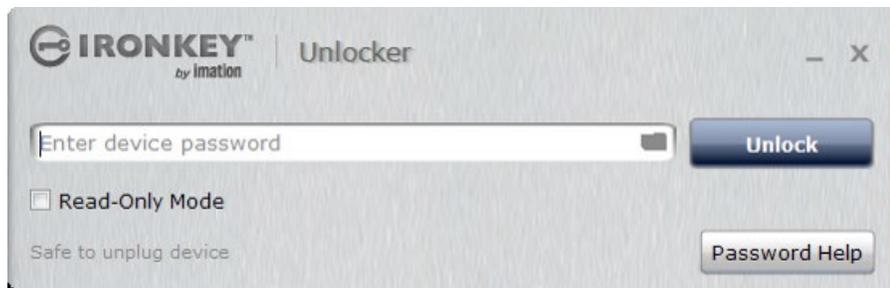
TIP: For information about how to reset your password, see “Reset your password” on page 12.

Reset your password

Everyone forgets their password at some point. Now that Password Reset has been enabled for your device, if you forget your password, you can reset it.

TO RESET YOUR PASSWORD

1. Plug in your device and on the Unlock screen, click **Password Help**.



2. Click **Reset Password**.



The following notification will appear to indicate that an email message has been sent to the email address that is associated with your online account.



3. Open your email program and locate the IronKey Device - Password Reset email message. Click the link provided in the message to access your online account.

IronKey Device - Password Reset

IronKey Support [securityts@imation.com]

To: u7@stageqa.ironkey.com

- Retention Policy: Imation - Delete after 3 years (3 Years) Expires: 10/6/2018

To reset the password to your IronKey device:

1) Click on the following link. Note that it will only work once and will expire if not used right away:

<https://updateyourcert.com/sgn/reset/92cc227532d17e56e07902b254dfad10/0dfd484bcffc59687aa77344e3187d3c/387518006/1444246248/38b2efc6626c212432944ebf749ebb25f5a5dd60>

2) On that webpage, answer your Secret Question.

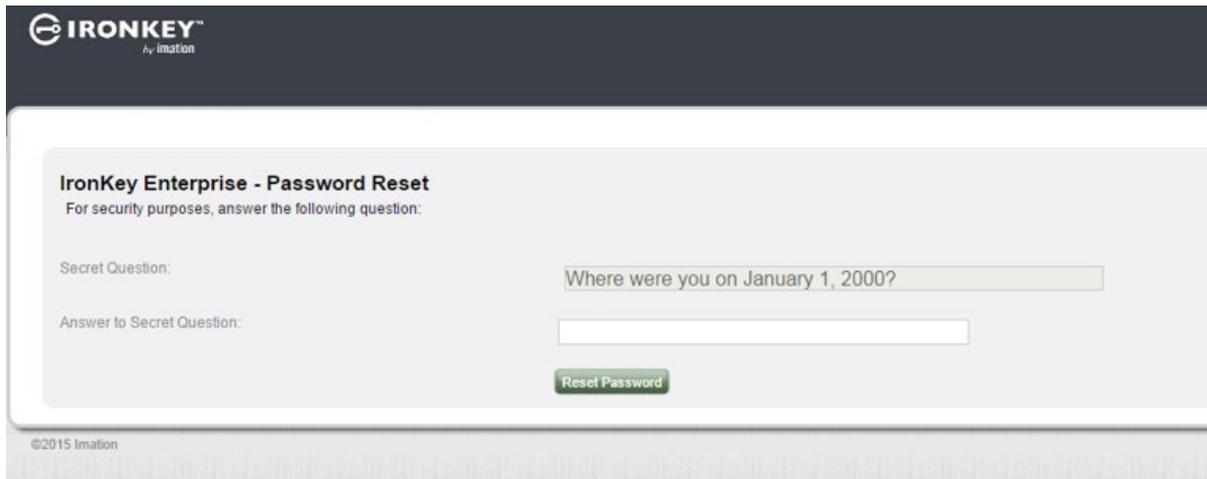
3) Return to your device and click the "Continue" button.

4) Change your device password.

If you received this email in error, please contact your System Administrator.

----- This message has been sent by Imation Mobile Security on behalf of a1

4. Type the answer to the Secret Question and click **Reset Password**. The question that appears depends on the one you selected when you created your online account.



The screenshot shows the IronKey Enterprise Password Reset interface. At the top left is the IronKey logo with "by imation" underneath. The main heading is "IronKey Enterprise - Password Reset" followed by the instruction "For security purposes, answer the following question:". Below this, there are two input fields: "Secret Question:" with the text "Where were you on January 1, 2000?" and "Answer to Secret Question:" with an empty text box. A green "Reset Password" button is positioned below the answer field. At the bottom left of the page, it says "©2015 Imation".

5. Click **Continue** to proceed with resetting your password.



6. In the **Password Change** dialog box, type your new password and confirm it in the text boxes provided, and then click **Change Password**.



The screenshot shows a dialog box titled "IRONKEY™ by imation Password Change". It contains two text input fields: "New Password" and "Confirm". To the right of the "New Password" field, there is a blue instruction: "Create a new password that has at least: • 4 total characters (including spaces)". At the bottom of the dialog box is a button labeled "Change Password".

Your password has now been successfully changed.