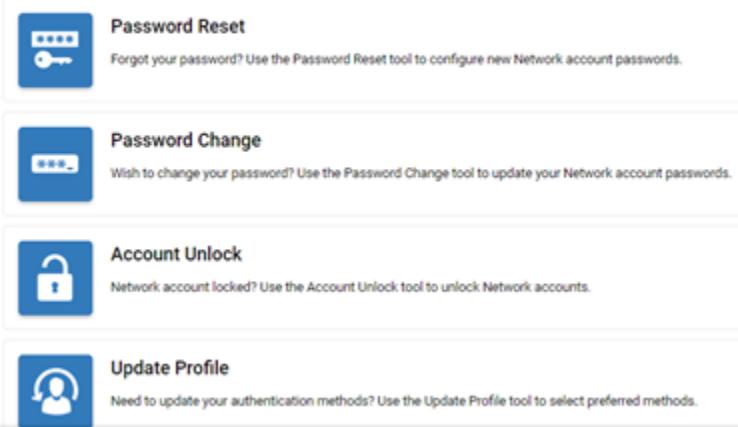


ReACT – Self-Service Password Reset Tool

Let's walk through the Password reset options in this tool:

Hello < NAME >

ReACT Selfserve allows you to configure your ReACT profile, update your authentication methods, and reset or unlock Network accounts.



Password Reset
Forgot your password? Use the Password Reset tool to configure new Network account passwords.

Password Change
Wish to change your password? Use the Password Change tool to update your Network account passwords.

Account Unlock
Network account locked? Use the Account Unlock tool to unlock Network accounts.

Update Profile
Need to update your authentication methods? Use the Update Profile tool to select preferred methods.

(Page 1) Password Reset

(Page 3) Password Change

(Page 5) Account Unlock

(Page 6) Update Profile

Password Reset:

Forgot your password? Use Password Reset tool to configure new Network account passwords.

1. On this screen you can authenticate with your Challenge questions or SMS. We will use Authenticate with Challenge Questions.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Challenge Questions

Authenticate with SMS

Cancel

2. Answer your security questions. **Select:** the Continue button to proceed.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Challenge Questions

Authenticate with Challenge Questions

? Question: What was the name of your first school?
Answer:

? Question: Who was your childhood hero?
Answer:

? Question: What year did you purchase your first car?
Answer:

[Back](#)  [Continue](#)

3. Following the password rules on the left,
create a new password on the right / confirm password

Create a New Password

Enter in a new password following the rules below, and click 'Reset'.

Selected Account(s)

USER NAME	SYSTEM NAME
TesterRA	Outagamie County

Password Rules

Passwords must match.
 At least 14 characters in length.
 At least 2 of the following rules:
 At least 1 number(s).
 At least 1 symbol(s).
 At least 1 letter(s).

New Password

[Cancel](#) [Previous](#) [Reset](#)

4. Once you created an acceptable password and retyped it, **Select:** the Reset button to proceed.

Create a New Password

Enter in a new password following the rules below, and click 'Reset'.

Selected Account(s)

USER NAME	SYSTEM NAME
TesterRA	Outagamie County

Password Rules

All rules have been met!

New Password

Password: (Red arrow points to this field)

Confirm Password:

Buttons: Cancel, Previous, **Reset** (Red arrow points to this button)

5. If your password change was successful, **Select:** the Finish button to proceed.

Review Changes of Password Change(s)

The status of your password change(s) are indicated by  for success and  for failure.

In the event of a failure, contact your Helpdesk for further information and assistance.

STATUS	USER NAME
 Successful	TesterRA (Outagamie County)

Buttons:  Finish

Password Change - Wish to change your password? Use the Password change tool to update your Network account passwords.

1. On this screen you can use the following options to authenticate with, Authenticate with Active Directory, Authenticate with Challenge Questions or Authenticate with SMS,(Text msg). Select an option. For this option we will use Authenticate with Active Directory, (*This refers to your Network Password*).

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Active Directory

Authenticate with Challenge Questions

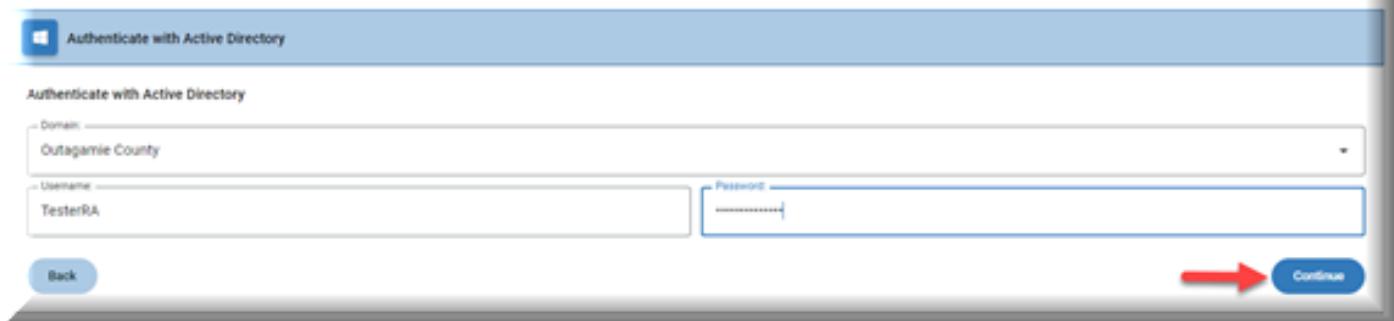
Authenticate with SMS

Buttons: Cancel

2. Enter your Network username and password. Then **Select:** the Continue button to proceed.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.



Authenticate with Active Directory

Authenticate with Active Directory

Domain: Outagamie County

Username: TesterRA

Password: [REDACTED]

Back Continue

3. Following the password rules on the left, on the right, enter your current password then create a new password and confirm the new password.

Create a New Password

Enter in a new password following the rules below, and click 'Change Password'.

Selected Account(s)

USER NAME	SYSTEM NAME
TesterRA	Outagamie County

Password Rules

- Passwords must match.
- At least 14 characters in length.
- At least 2 of the following rules:
 - At least 1 number(s).
 - At least 1 symbol(s).
 - At least 1 letter(s).

New Password

Old Password: [REDACTED]

Password: [REDACTED]

Confirm Password: [REDACTED]

Cancel

Previous

Change Password

4. Once you created an acceptable password and retyped it, **Select:** the Change Password button to proceed.

Create a New Password

Enter in a new password following the rules below, and click 'Change Password'.

Selected Account(s)

USER NAME	SYSTEM NAME
TesterRA	Outagamie County

Password Rules

All rules have been met!

New Password

Old Password:

Password:

Confirm Password:

Buttons: Cancel, Previous, Change Password (highlighted with a red arrow)

5. When your password has been successfully change, **Select:** the Finish button.

Review Changes of Password Change(s)

The status of your password changes(s) are indicated by  icon for success and  icon for failure.
In the event of a failure, contact your Helpdesk for further information and assistance.

STATUS	USER NAME
 Successful	TesterRA (Outagamie County)

Buttons: Finish (highlighted with a red arrow)

[Account Unlock](#) – Network account Locked? Use the Account Unlock tool to unlock Network accounts.

1. Select an option to authenticate with. For this option we will use Authenticate with Active Directory, (*This refers to your Network Password*).

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Challenge Questions

Authenticate with SMS

Buttons: Cancel

2. Answer your security questions and then **Select:** the Continue button to proceed.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Challenge Questions

Authenticate with Challenge Questions

Question: What is your pet's name?
Answer:

Question: What was the name of your first school?
Answer:

Question: What was your high school mascot?
Answer:

[Back](#)  [Continue](#)

3. Your network account has been unlocked successfully. **Select:** the Finish button to proceed and log back in.

Review Changes for Unlock(s)

The status of your unlock(s) are indicated by  icon for success and  icon for failure.

In the event of a failure, contact your Helpdesk for further information and assistance.

STATUS	USER NAME
 Successful	TesterRA (Outagamie County)

 [Finish](#)

[Update Profile](#) – Need to update your authentication methods? Use the Update Profile tool to select preferred methods.

1. Select your authentication method. For this option we will use Authenticate with Active Directory, (*This refers to your Network Password*). **Select:** Continue button to proceed.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Active Directory

Authenticate with Challenge Questions

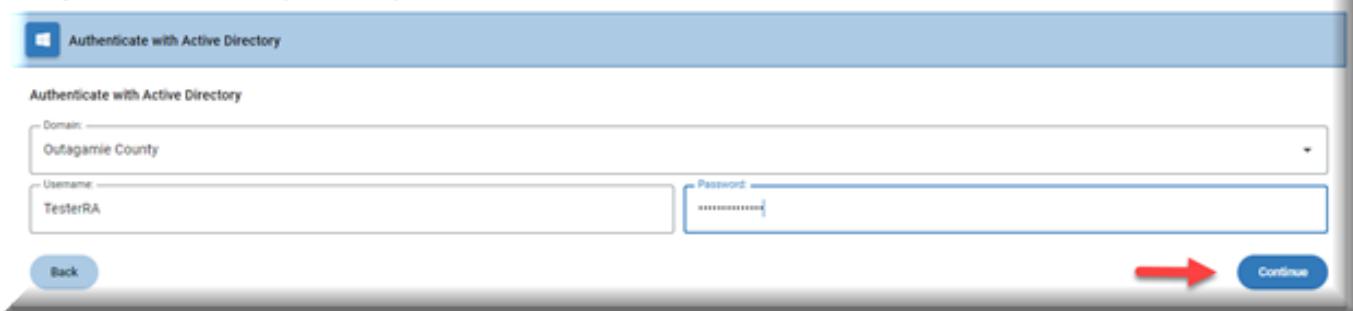
Authenticate with SMS

[Cancel](#)

2. Enter your network username and password and **Select:** the Continue button to proceed.

Confirm ReACT ID

Select your authentication method, provide the requested information, and click 'Continue'.



Authenticate with Active Directory

Domain: Outagamie County

Username: TesterRA

Password:

Back Continue

3. Select which option you are looking to update, Challenge Questions, SMS Support or both. Once you click the Update button you will see the security questions that you can update and the SMS option to update.

Configure or Update Authentication Methods

Select preferred authentication methods and click 'Finish' when complete.



Challenge Questions

Challenge Questions for Self-Service: 5

SMS Support

Phone Number: 9208675309
Carrier: Verizon

Cancel Update

4. Once you have updated one or both complete the update process and finish the setup process.