

PASSWORD RESET FUNCTIONALITY IN POSSE APPLICATION

v. 1.1.0

DATE: 11/21/2019

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## SUMMARY

POSSE now has a Password Reset function, which will allow all users to reset their passwords, as well as recover their account, utilizing their email address and/or cell phone number already registered in POSSE.

In order to execute this new functionality, all existing users will be prompted to reset their password and then to add a cell phone number (if one is not already registered) or to opt out of text messages.

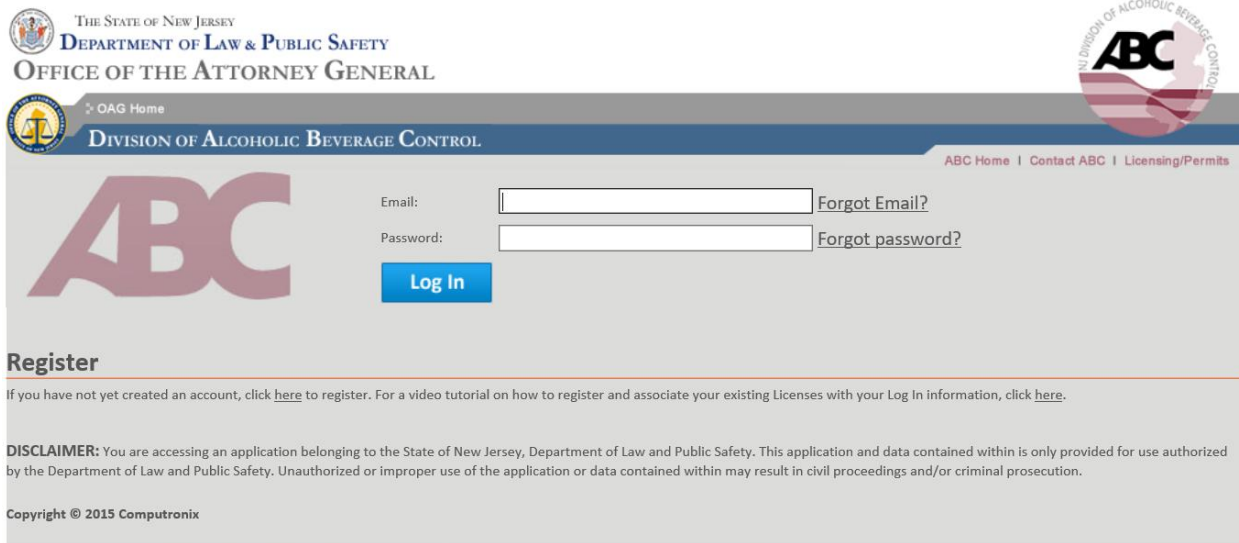
This manual contains the steps that a user will be required to take in order to reset their password and recover their account via email or text message.

- PASSWORD RESET: PASSWORD EXPIRATION - See Section 1
- PASSWORD RECOVERY: FORGOTTEN PASSWORD – See Section 2

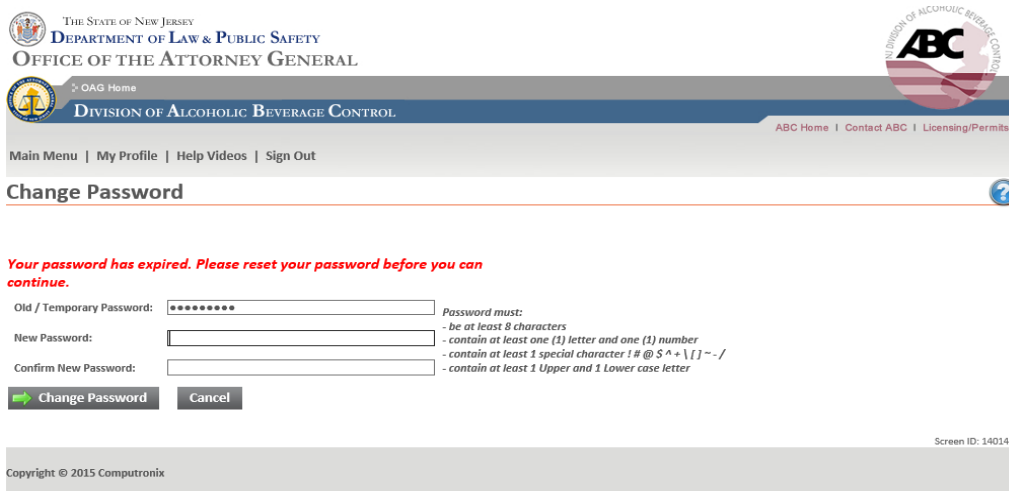
# SECTION 1

## PASSWORD RESET: PASSWORD EXPIRATION

As the Password Reset is deployed, passwords for all existing POSSE accounts will expire. Users will be required to create a new password.



To access their account, the user must enter their existing log-in credentials. Once the email address and password entered at log-in are authenticated, each user will be prompted to create a new password.



After successfully changing their password, users will be directed to the “My Profile” page where they must either enter a cell phone number or opt out of text messaging for password recovery in the future. The user must click “Save” to finalize the password reset, after which they may access the Main Menu.

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ABC  
 NJ DIVISION OF ALCOHOLIC BEVERAGE CONTROL

OAG Home  
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Main Menu | My Profile | Help Videos | Sign Out

### My Profile

✓ Password changed successfully.

✗ Before you go on, you must supply a Cell Phone number or check Opt out of text notifications.

Email: johndoe@email.com

**MY INFORMATION**

First Name: john

Last Name: doe

Phone Number: (555) 555-8888

Cell Phone: ( ) -  Opt Out Of Text Notifications

*By entering a Cell Phone number you are agreeing to allow NJ ABC to send you text messages with information to recover your account. Messages / data rates may apply.*

**SECURITY QUESTION FOR PASSWORD RESET**

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

Security Question: What was the name of your first pet?

Security Answer: pet

**MY APPLICANT / LICENSEE INFORMATION**

Below are the Applicant / Licensees that you have used and have been verified by internal staff. You may use these Applicants / Licensees on any future applications. Click the row to view more information.

You have no Licensees linked to your account.

Save

If the user opts out at this time but wishes to enter a cell phone in the future, they may update their information in the "My Profile" page in their POSSE account at any time.

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Main Menu | My Profile | Help Videos | Sign Out

## My Profile

Email: johndoe@email.com

Save

### MY INFORMATION

First Name: john

Last Name: doe

Phone Number: ( 555 ) 555 - 8888

Cell Phone: (  )  -   Opt Out Of Text Notifications

*By entering a Cell Phone number you are agreeing to allow NJ ABC to send you text messages with information to recover your account. Messages / data rates may apply.*

### SECURITY QUESTION FOR PASSWORD RESET

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

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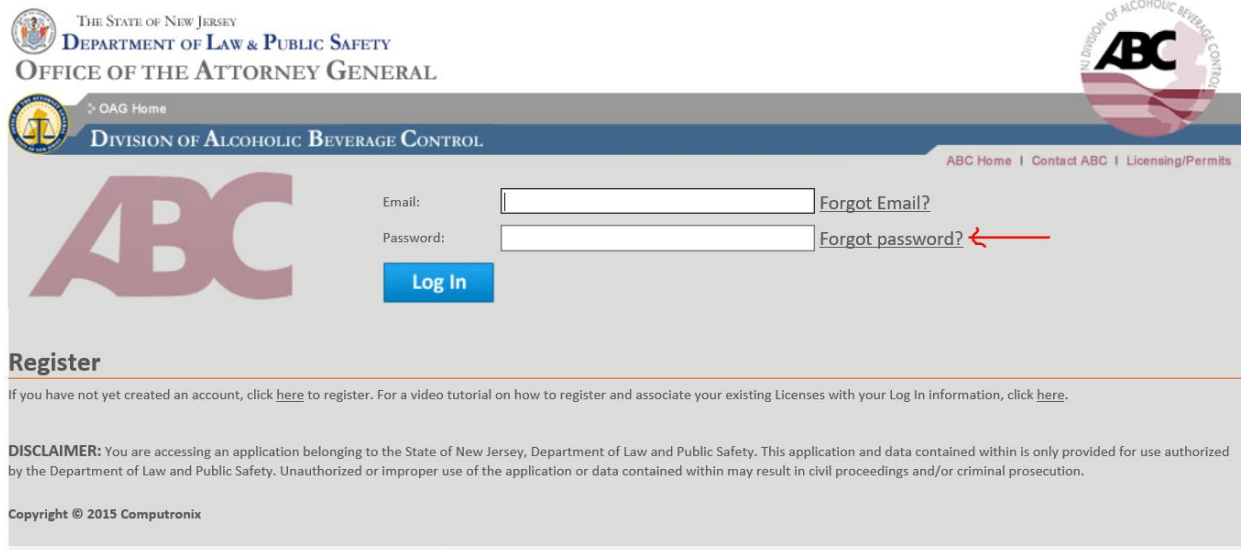
Save

Screen ID: 1396148

## SECTION 2

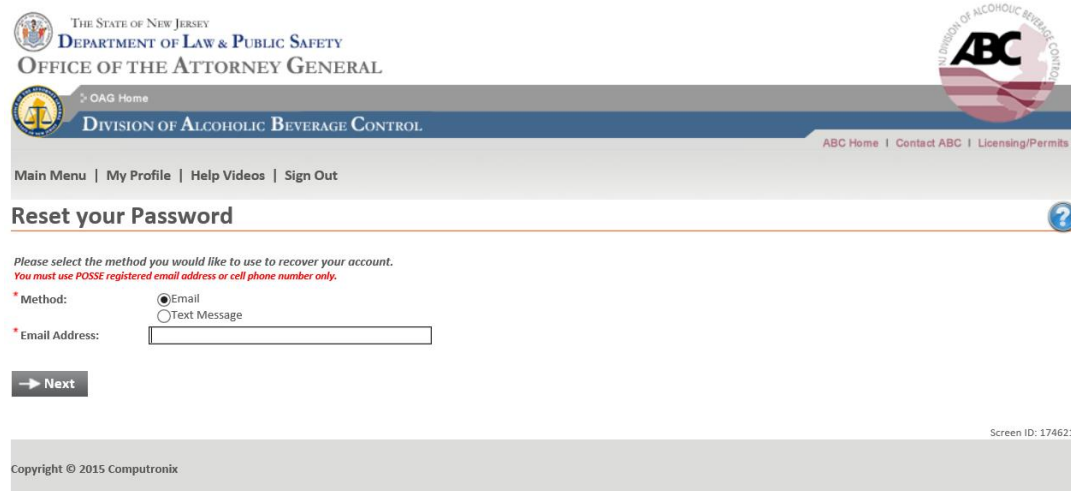
### PASSWORD RECOVERY: FORGOTTEN PASSWORD

A User must click “Forgot Password?” to initiate account recovery if the password has been lost or forgotten.



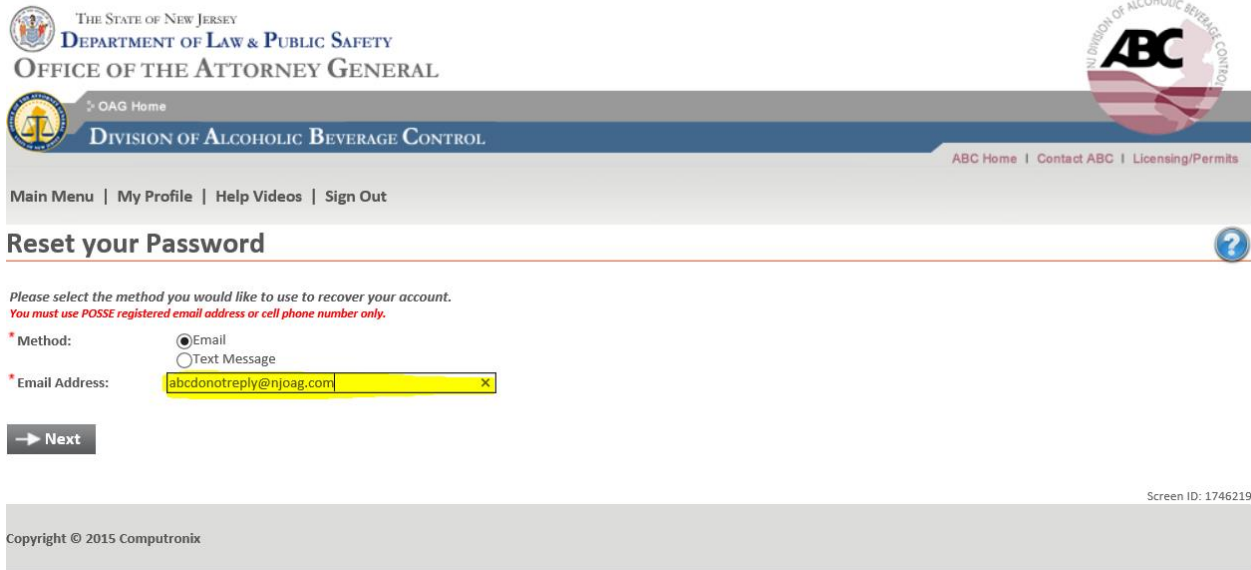
The screenshot shows the login interface for the Division of Alcoholic Beverage Control. At the top, it displays the logos for The State of New Jersey, Department of Law & Public Safety, Office of the Attorney General, and the ABC logo. Below the logos is a navigation bar with 'OAG Home' and 'DIVISION OF ALCOHOLIC BEVERAGE CONTROL'. The main content area features a large 'ABC' logo on the left and a login form on the right. The form includes fields for 'Email:' and 'Password:', a 'Log In' button, and links for 'Forgot Email?' and 'Forgot password?'. A red arrow points to the 'Forgot password?' link. Below the login form is a 'Register' section with a link to register and a video tutorial. A disclaimer and copyright notice are at the bottom.

Account recovery method options are “Email” or “Text Message.”

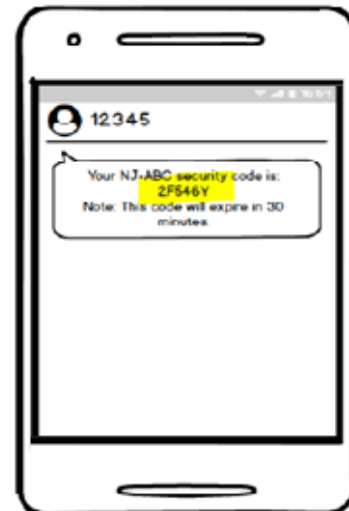
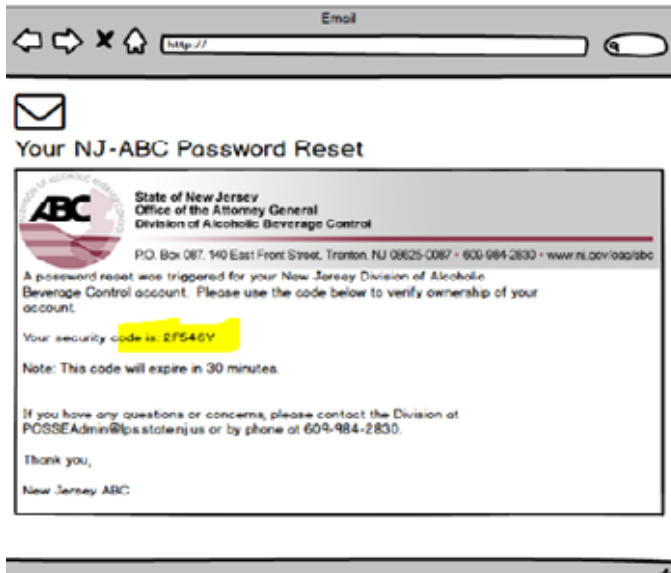


The screenshot shows the 'Reset your Password' page. At the top, it displays the logos for The State of New Jersey, Department of Law & Public Safety, Office of the Attorney General, and the ABC logo. Below the logos is a navigation bar with 'OAG Home' and 'DIVISION OF ALCOHOLIC BEVERAGE CONTROL'. The main content area features a 'Reset your Password' heading and a form. The form includes a 'Method:' section with radio buttons for 'Email' (selected) and 'Text Message', and an 'Email Address:' field. A 'Next' button is at the bottom. A disclaimer and copyright notice are at the bottom.

According to the recovery method selected, a user will enter either an email address or the cell phone number already associated with the users account in POSSE and click "Next."



Below is a sample email and a text message that user will receive, depending on the method used.





Next the user will be prompted to check either their email account or their text messages to retrieve and enter the temporary security code provided (each security code is valid for a period of 30 minutes) and click “Next.”

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## Reset your Password

For your security, we need to verify your identity. We have sent a code to the provided email address. Please enter it below.

\* Code:  X

Next

Screen ID: 1747247

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After the security code has been submitted, the User will be prompted to create a new password for their account.

To finalize the new password change click “Reset Password”.

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## Reset your Password

NEW PASSWORD

Please provide a new password.

Password:

Confirm Password:

Reset Password

Password must:

- be at least 8 characters
- contain at least one (1) letter and one (1) number
- contain at least 1 special character ! # @ \$ ^ + \ [ ] ~ - /
- contain at least 1 Upper and 1 Lower case letter