

Self-Service Password Reset and Multi-Factor Authentication Registration and User Guide

NOTE: Regardless of your location or the device you are using (Ashland or personal), you must have an **internet connection** to perform any of these tasks.

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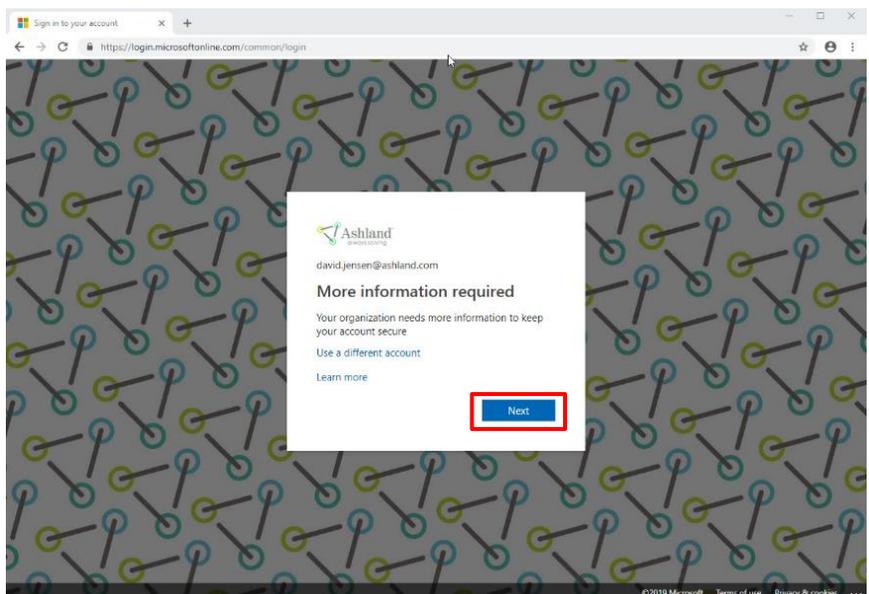
Register

All Ashland users must first register.

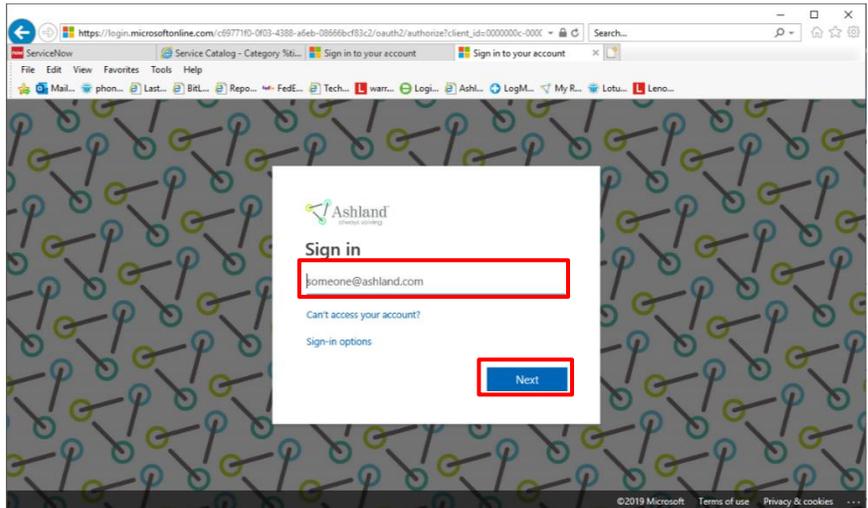
1. You will either be automatically prompted to register when accessing any web application (e.g., FirstHand, Concur*, SharePoint®, Workday*, etc.), or you can manually start the registration process from your browser by going to selfservicesetup.ashland.com.

2. At the screen indicating “**More information required**”. Click **Next**.

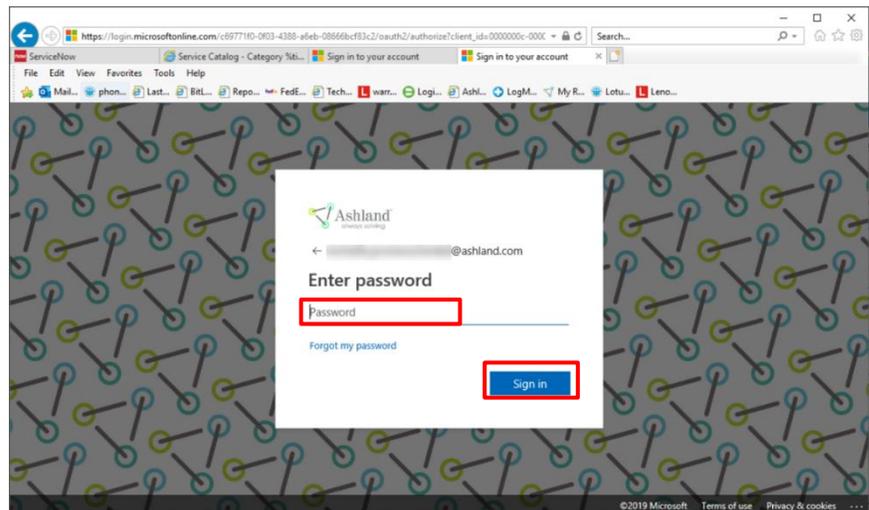
Unless otherwise noted, all screenshots are from Azure and Windows. Used with permission from Microsoft. Azure, SharePoint, Windows, and Office 365 are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. *Trademark owned by a third party.



3. At the **Sign in** prompt, enter your Ashland **email address**.
4. Click **Next**.



5. Enter your Ashland network **password**.
6. Click **Sign in**.



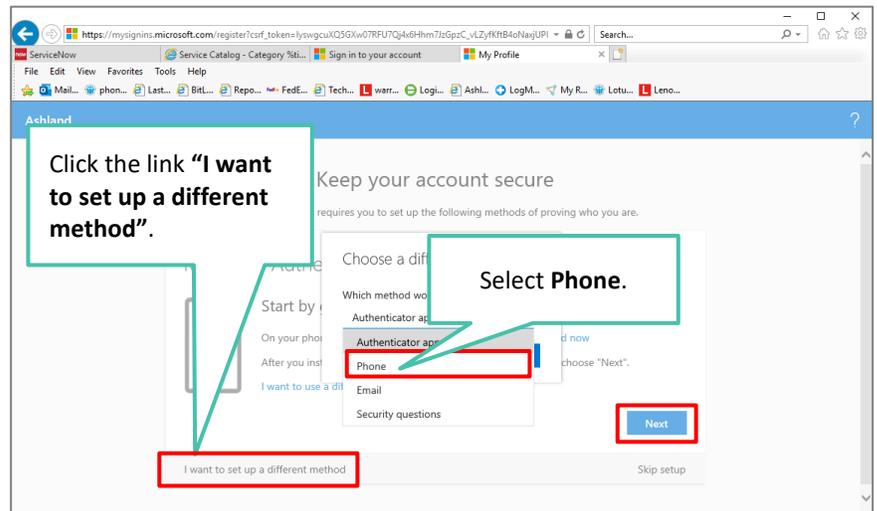
NOTE: If your screen freezes or you encounter other errors at this stage, you can 1) try another browser if you have one installed and/or 2) re-boot and try again. If you still have issues, contact the IT Service Desk.

Phone/Text Message Method

7. The recommended method** is to register with the phone/text method:

- Select the “I want to set up a different method” link.
- Select **Phone**.
- Click **Next**.

NOTE: All persons who are enrolled in the Ashland Mobility Program (AMP) or have a company-provided mobile device must register with the **Authenticator App** option.



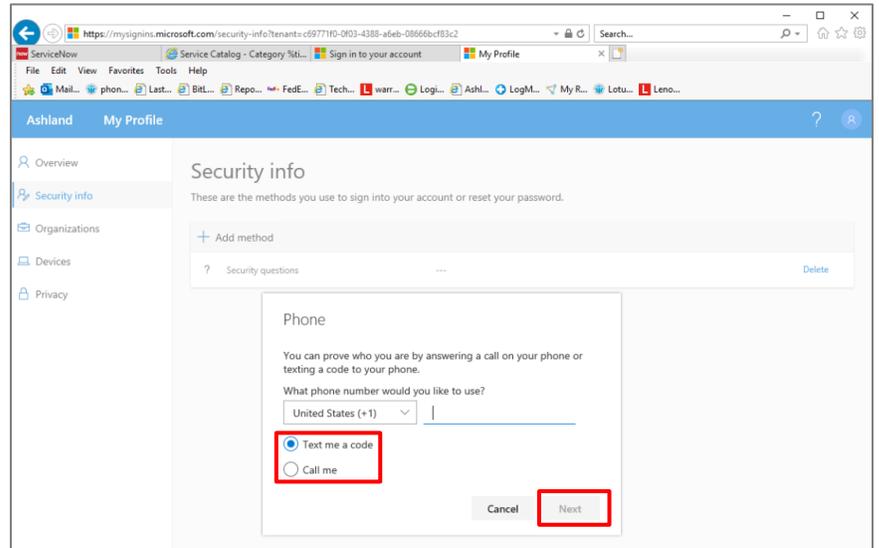
****If you do not have a phone with which you can register or want to register using the **Authenticator App** option, skip to **Step 11** for other options. Otherwise, continue to **Step 8**.**

8. At this screen:

- a. Enter country and the phone number. (If your device is enrolled in the Ashland Mobility Program (AMP), your mobile number should pre-populate).

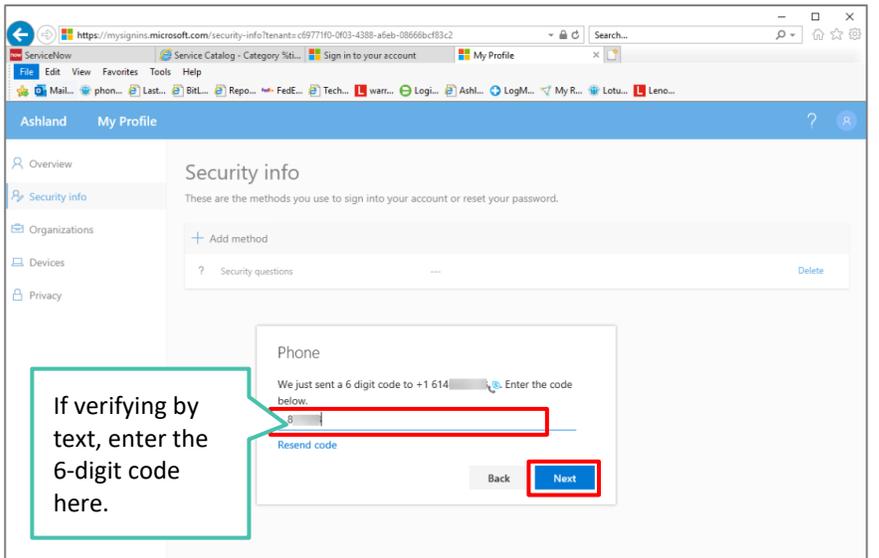
NOTE: This should be the same number you plan to use for multi-factor authorization.

- b. Select either **Text me a code** or **Call me**.
- c. Click **Next**.



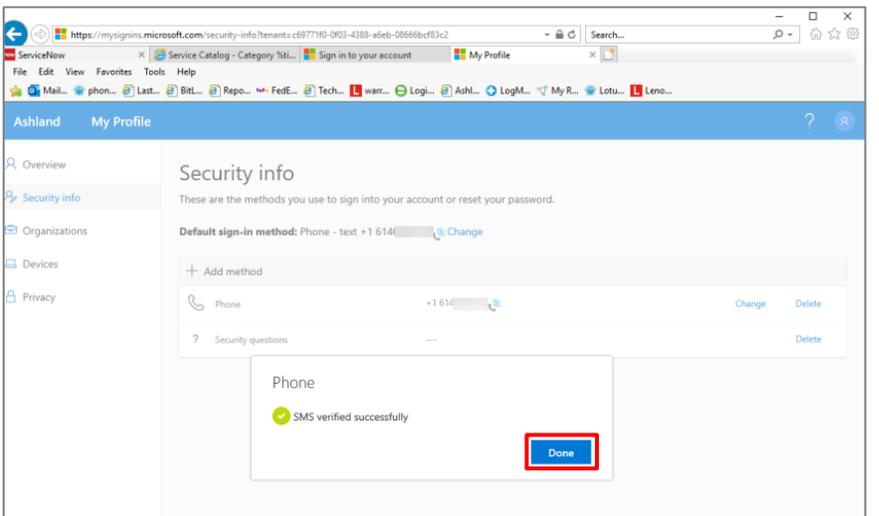
9. You will either receive a text message with a code, or phone call.

- a. If text message, enter the 6-digit code in this screen, then click **Next**.
- b. If phone call, press # on your phone keypad to verify, then click **Next**.



10. Click **Done**.

You've now completed registration and can close this window.



11. To register for another method:

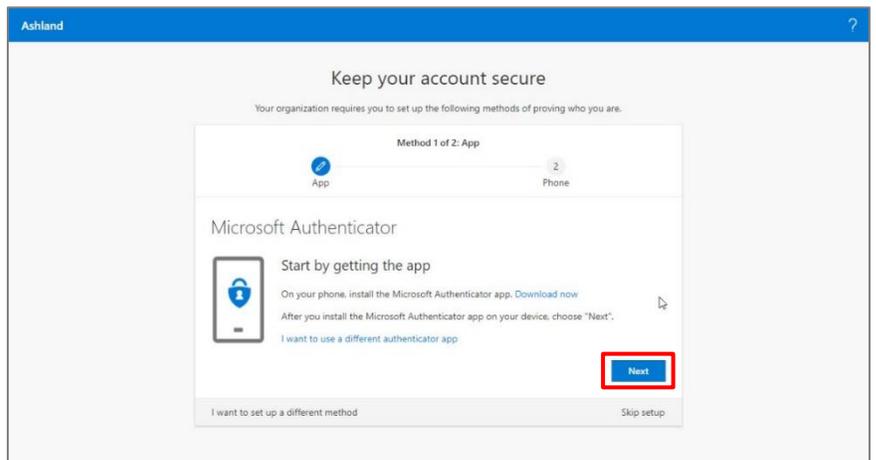
If you want to use this method...	Continue to
Authenticator App	Step 12
Security Questions (option if you do not have access to a phone)	Step 21

Authenticator App Method

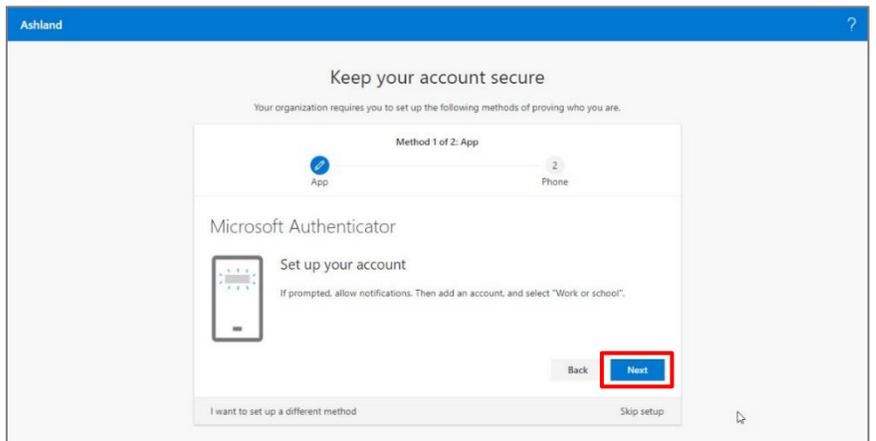
12. From your smartphone device, download and install the **Microsoft Authenticator App** (also available in **Company Portal**, if your device is already enrolled in the Ashland Mobility Program (AMP)).

Don't close this window while you are downloading and installing the app.

After you download and install the app on your phone, click **Next**.

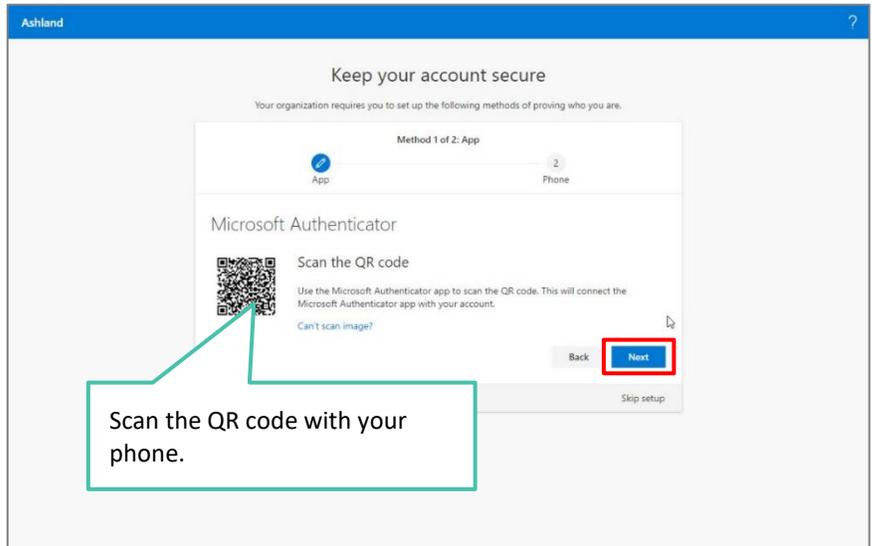


13. Click **Next** to start setting up your account.

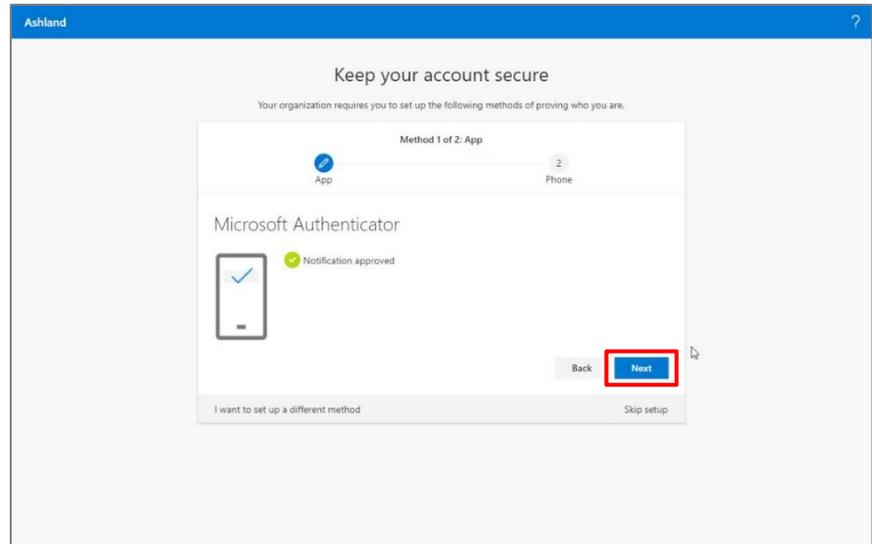


14. With the **Microsoft Authenticator App** open on your phone, hold your phone to this screen and scan the QR code.

15. Click **Next**.



16. Click **Next**, again.

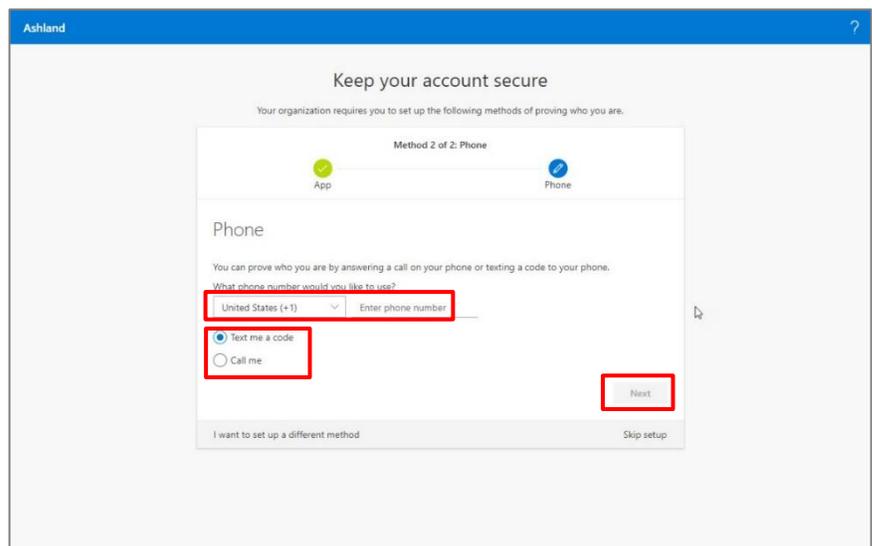


17. At this screen:

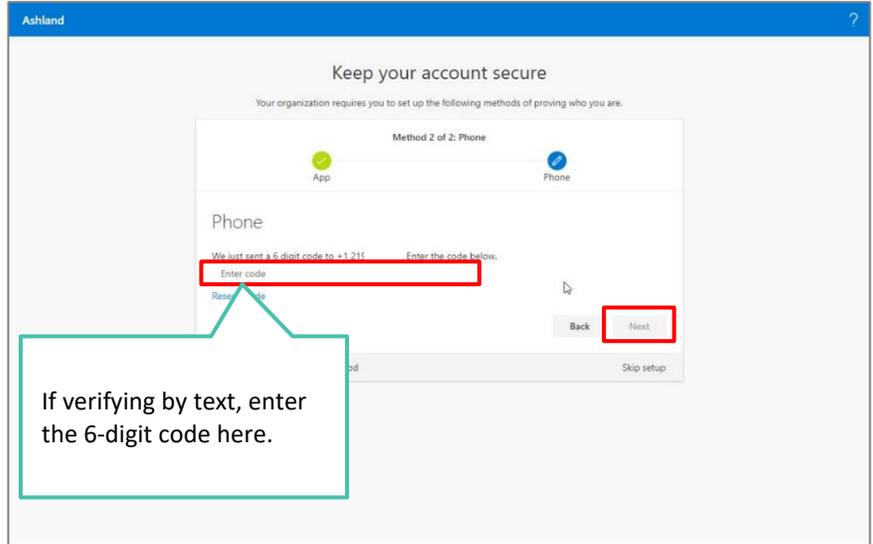
- Enter country and the phone number. (If your device is enrolled in the Ashland Mobility Program (AMP), your mobile number should pre-populate).

NOTE: This should be the same number you plan to use for multi-factor authorization.

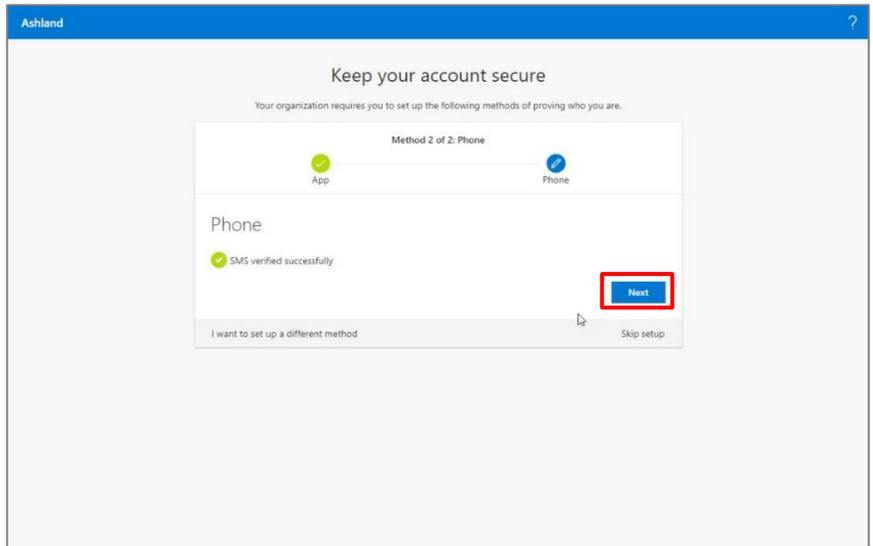
- Select either **Text me a code** or **Call me**.
- Click **Next**.



18. You will either receive a text message with a code, or phone call.
- a. If text message, enter the 6-digit code in this screen, then click **Next**.
 - b. If phone call, press # on your phone keypad to verify, then click **Next**.



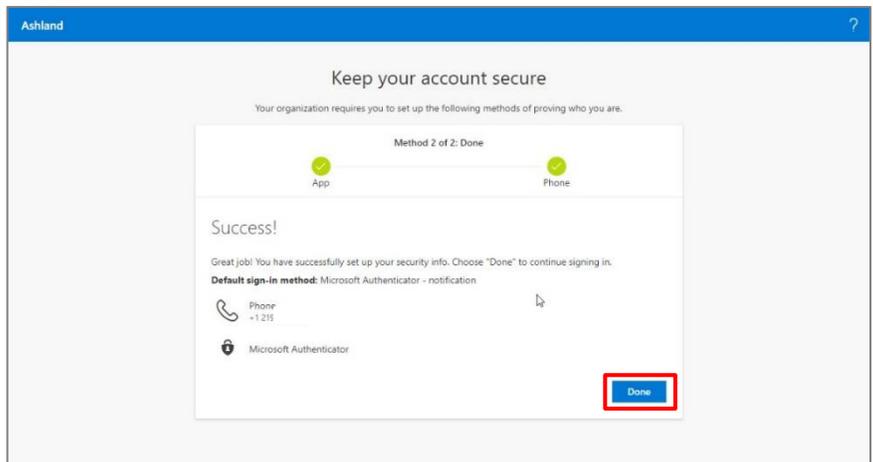
19. Click **Next**, again.



20. At the "Success!" screen, click **Done**.

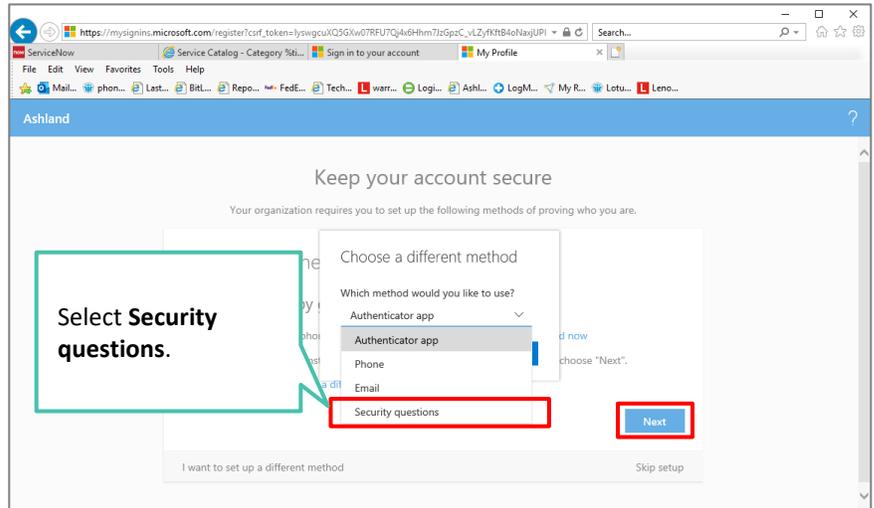
You've now completed registration and can close this window.

[End of process.]

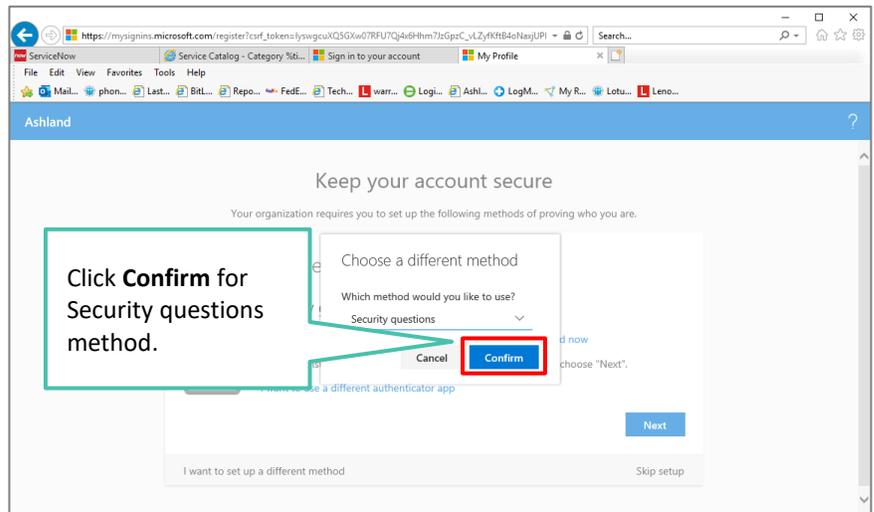


Security Question Method

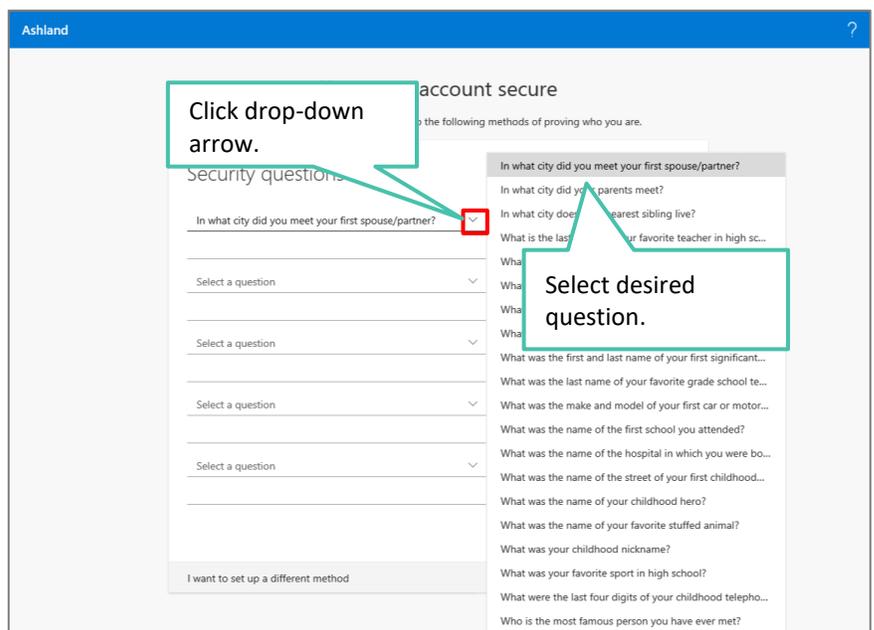
- From the **Choose a different method** pop-up menu, select **Security questions**. Then, click **Next**.



- Click **Confirm**.



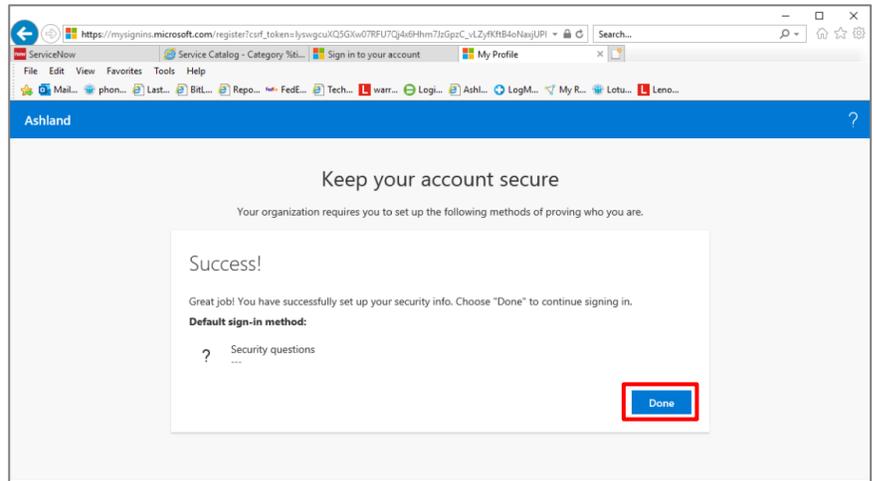
- At this screen, you must select five security questions and enter answers for each.
 - Click the drop-down arrow for each and select from one of 20 question options. Enter your answer in the field provided.
 - After entering five questions and answers, click **Save**.



24. At the “Success!” screen, click **Done**.

You’ve now completed registration and can close this window.

[End of process.]



Change Your Password on an Ashland Device and Network

You can change your password at any time; you don't have to wait until you are forced to change it every 90 days.

1. In your browser, go to changepassword.ashland.com.

2. Enter your **Old Password**.
3. Enter a new password in the **Create new password** field. (See the *Password Parameters* section of this guide).
4. Enter the new password, again, in the **Confirm new password** field.
5. Click **Submit**.

Ashland
willawson@ashland.com | ?

change password

User ID
willawson@ashland.com

Old password

Create new password

Confirm new password

submit cancel

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6. Your profile screen appears, close this window.

Ashland
AD-KATD

Profile

Service Now Administrator
Information Technology

Email: @ashland.com
Alternate email:
Phone: 91-40-4074 (work)
91-9000 (mobile)
Office: IN-HYDERABAD-DIVASHREE, HYDERABAD

Manage account
Change password
Set up self service password reset
Review terms of use
Sign out everywhere

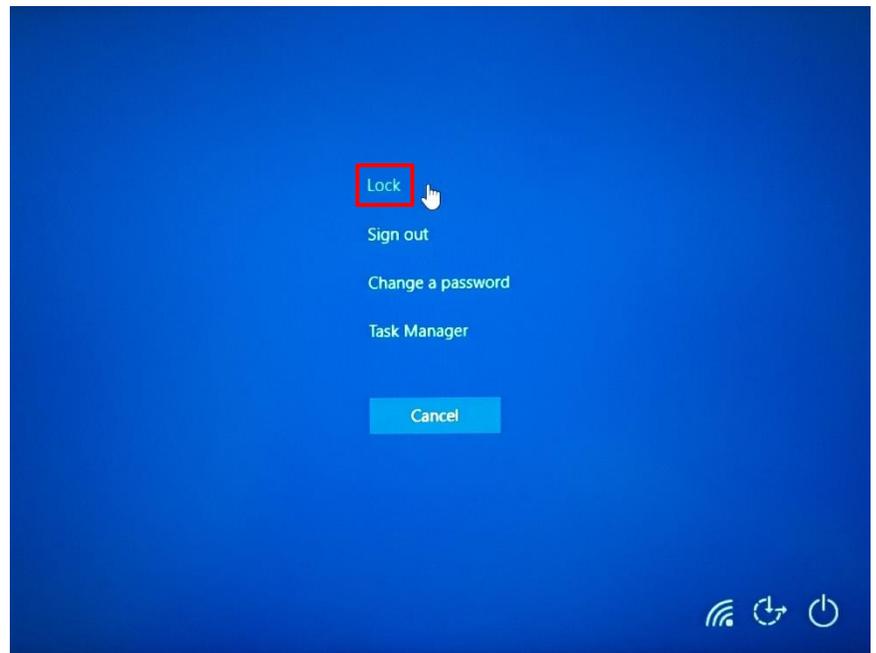
Devices & activity

PCN61245	Windows Workplace joined	Disable device
iPhone	iPhone Workplace joined	Disable device

Privacy & cookies Terms of use Help Feedback ©2019 Microsoft

7. Press the **Ctrl-Alt-Del** keys on your **keyboard**.

8. Select **Lock** from the Windows menu on the screen.



9. Press **Ctrl-Alt-Del**, again, and sign back in using your new password.

Your password is now changed.

[End of process].

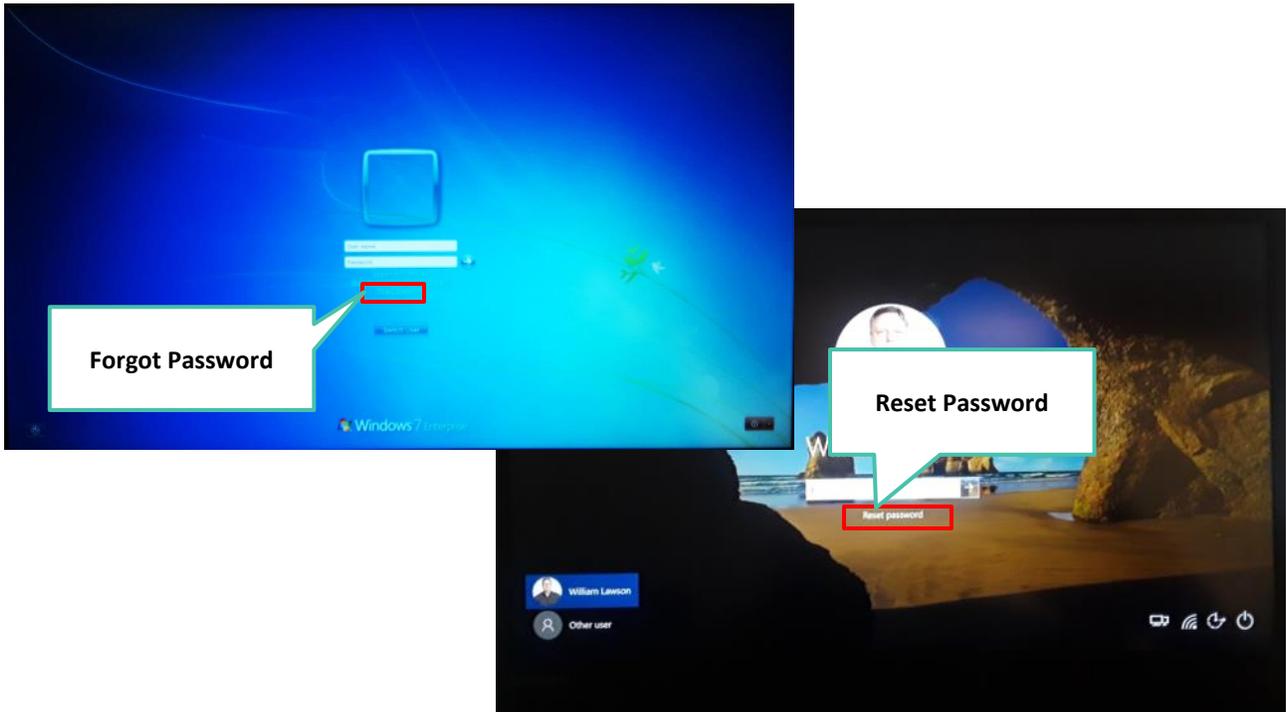


Forgot Your Password? (Reset from Your Ashland Device)

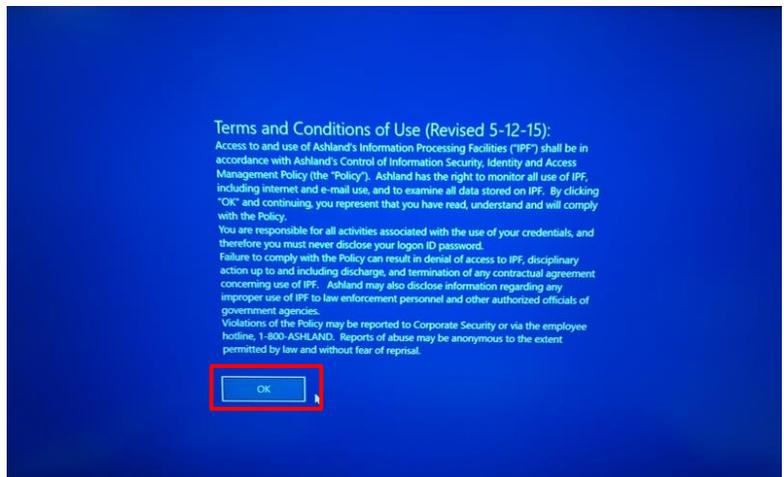
NOTE: You must be connected to the network via your docking station or network cable. Do not attempt this on wi-fi.

To reset your password **while on an Ashland PC**:

1. At the Windows® sign in screen, click **Forgot Password** (Windows 7 users) or **Reset Password** (Windows 10 users).

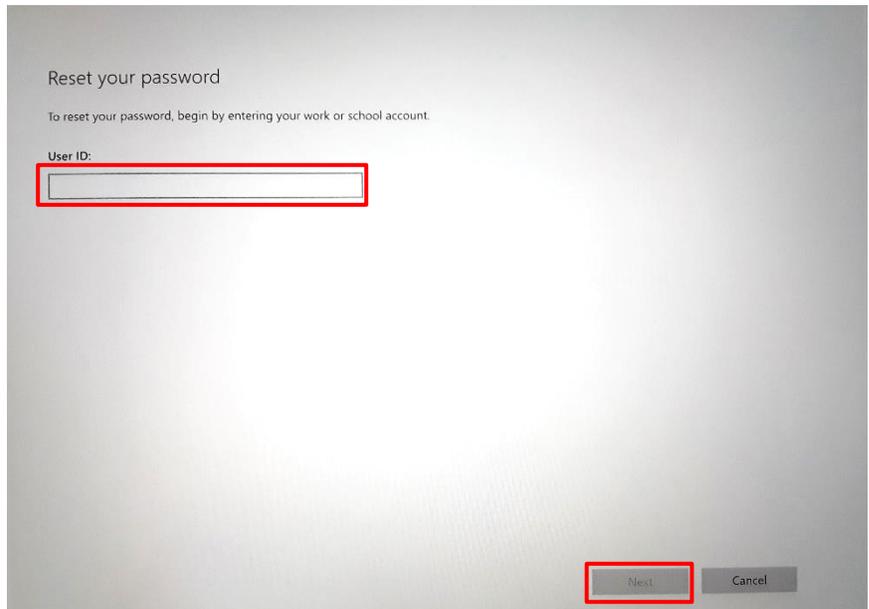


2. Click **OK**.

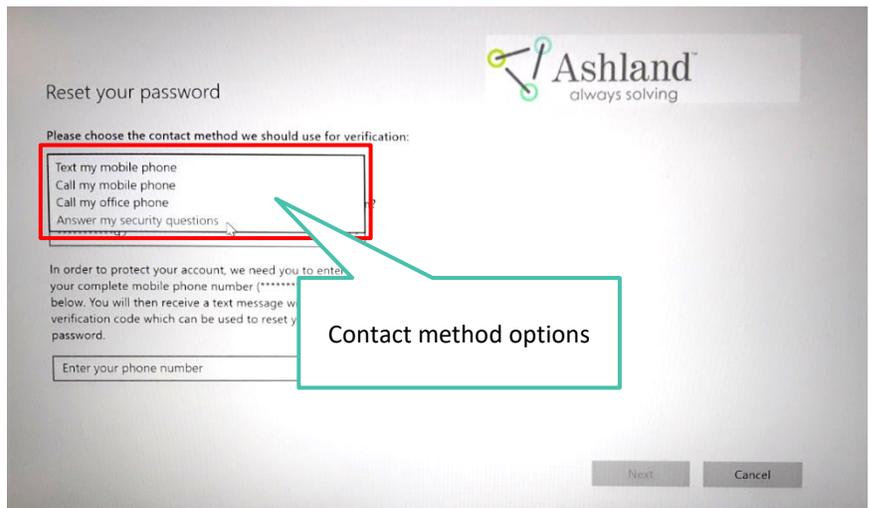


3. In the **User ID** field, enter your **Ashland email address**.

4. Click **Next**.



5. Select your desired contact method for verification.



6. Continue to one of the following next steps based on the contact method:

If you selected this contact method...	Then go to
Text my mobile phone	Step 7
Call my mobile phone	Step 10
Call my office phone	Step 14
Answer my security questions	Step 17

Text Mobile Phone Method

7. You will receive a text message with a 6-digit code. Enter the code in this screen.
8. Click **Next**.
9. **Skip to Step 19.**

Reset your password

Ashland™
always solving

Please choose the contact method we should use for verification:
Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Enter the 6-digit code here.

Next Cancel

Call Mobile Phone Method

10. Choose which number you want to use (as needed).
11. Enter your mobile phone number, including area code.
12. Click **Next**.
13. **Skip to Step 19.**

Reset your password

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always solving

Please choose the contact method we should use for verification:
Call my mobile phone

What phone number would you like to use for verification?
*****92

In order to protect your account, we need you to enter your complete mobile phone number (*****92) below. You will then receive a call. Please answer it to continue.

614000092

Next Cancel

Office Phone Method

14. Enter your office phone number, including area code.
15. Click **Next**.
16. **Skip to Step 19.**

Reset your password

Ashland™
always solving

Please choose the contact method we should use for verification:
Call my office phone

Please verify your office phone number (*****30). Omit the extension. You will then receive a call. Please answer it to continue.

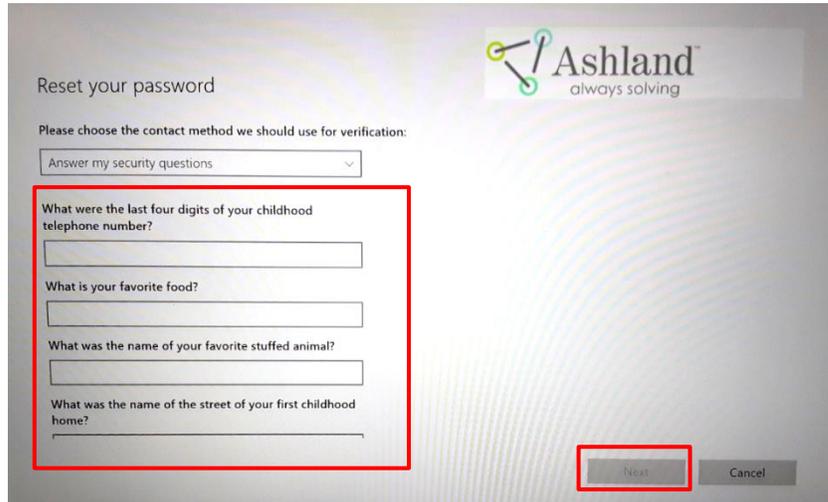
6147902230

Next Cancel

Security Questions Method

17. Answer all five of your security questions.

18. Click **Next**.

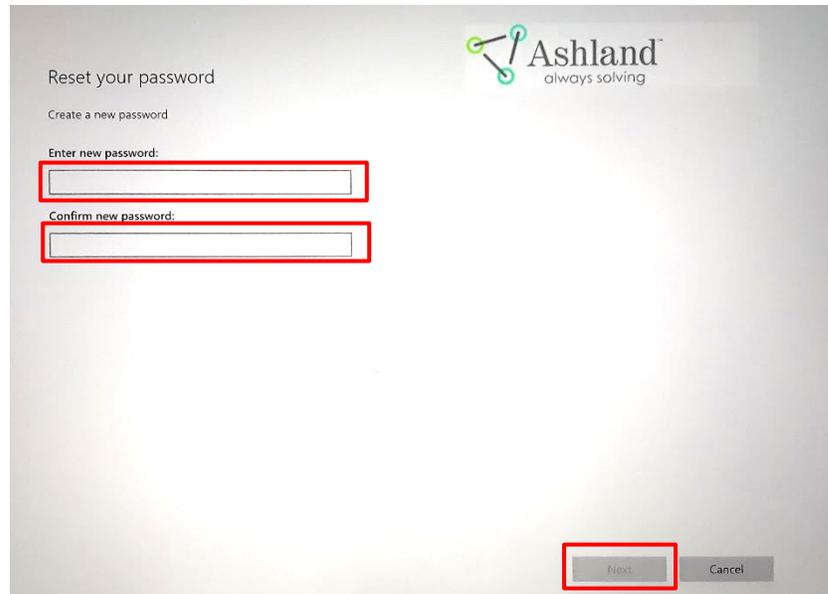


The screenshot shows the 'Reset your password' page with the Ashland logo 'always solving'. A dropdown menu is set to 'Answer my security questions'. Five text input fields are listed, each with a question: 'What were the last four digits of your childhood telephone number?', 'What is your favorite food?', 'What was the name of your favorite stuffed animal?', and 'What was the name of the street of your first childhood home?'. A red box highlights these five questions. At the bottom right, a 'Next' button is highlighted with a red box, and a 'Cancel' button is visible next to it.

19. In the **Enter new password** field, type in a new password. (See the *Password Parameters* section of this guide).

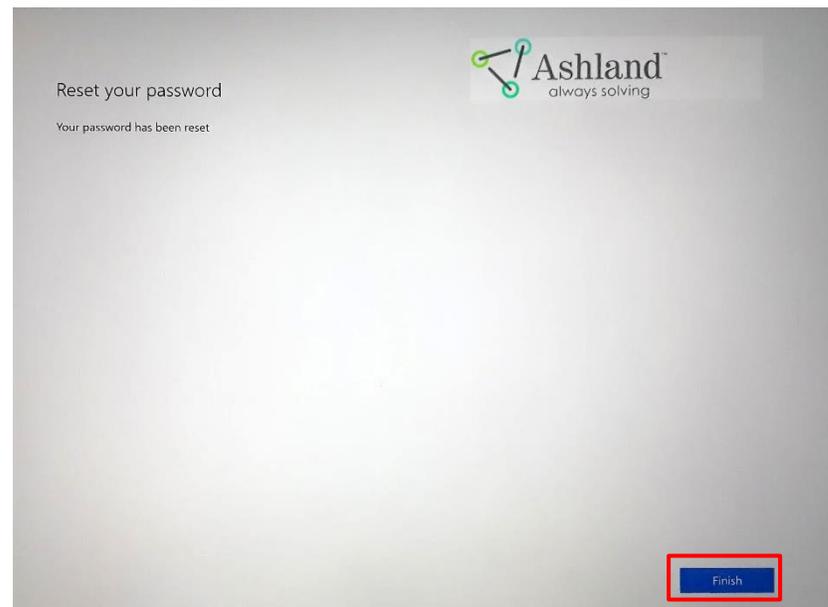
20. In the **Confirm new password**, type in your same new password, again.

21. Click **Next**.



The screenshot shows the 'Reset your password' page with the Ashland logo. Below the heading 'Create a new password', there are two text input fields: 'Enter new password:' and 'Confirm new password:'. Both fields are highlighted with red boxes. At the bottom right, a 'Next' button is highlighted with a red box, and a 'Cancel' button is visible next to it.

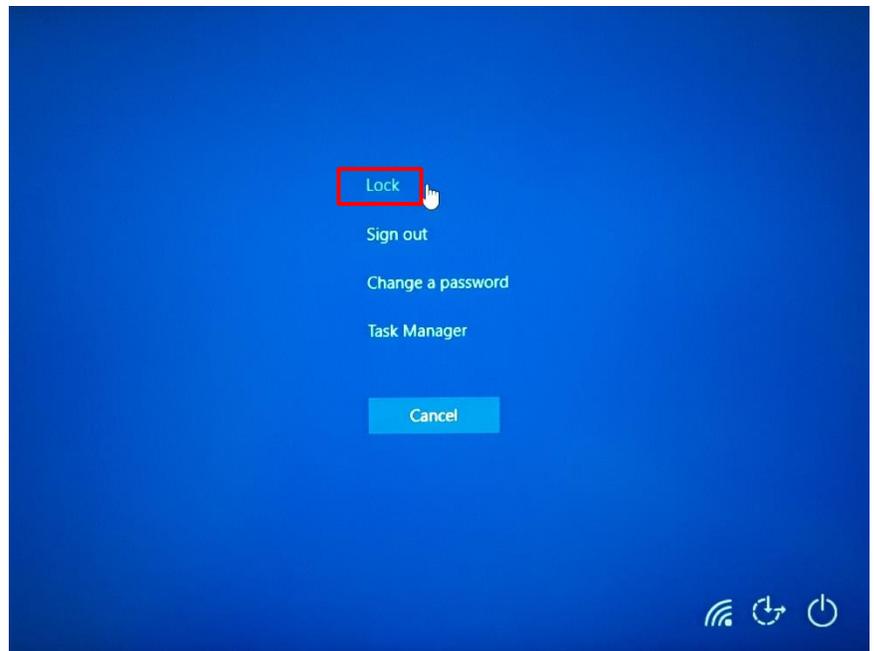
22. Click **Finish**.



The screenshot shows the 'Reset your password' page with the Ashland logo. The text 'Your password has been reset' is displayed. At the bottom right, a blue 'Finish' button is highlighted with a red box.

23. Press the **Ctrl-Alt-Del** keys on your **keyboard**.

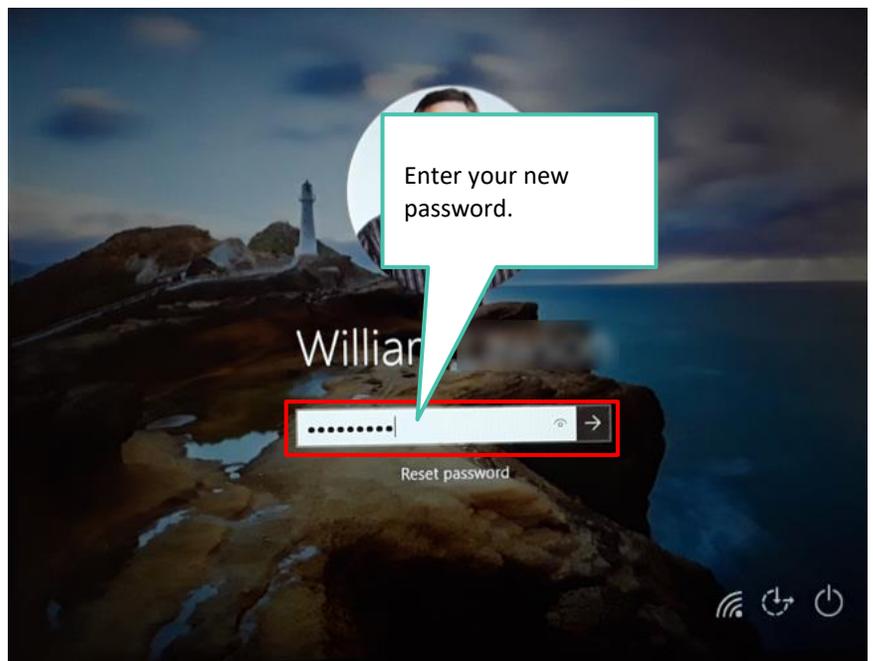
24. Select **Lock** from the Windows menu on the screen.



25. Press the **Ctrl-Alt-Del** keys, again, and sign back in using your new password.

Your password is now changed.

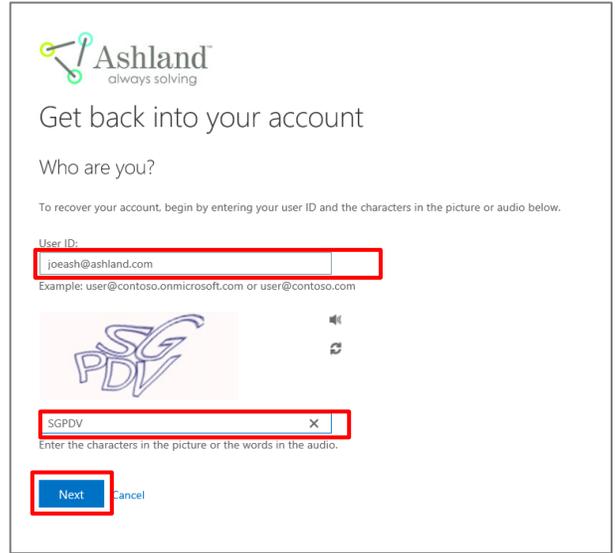
[End of process].



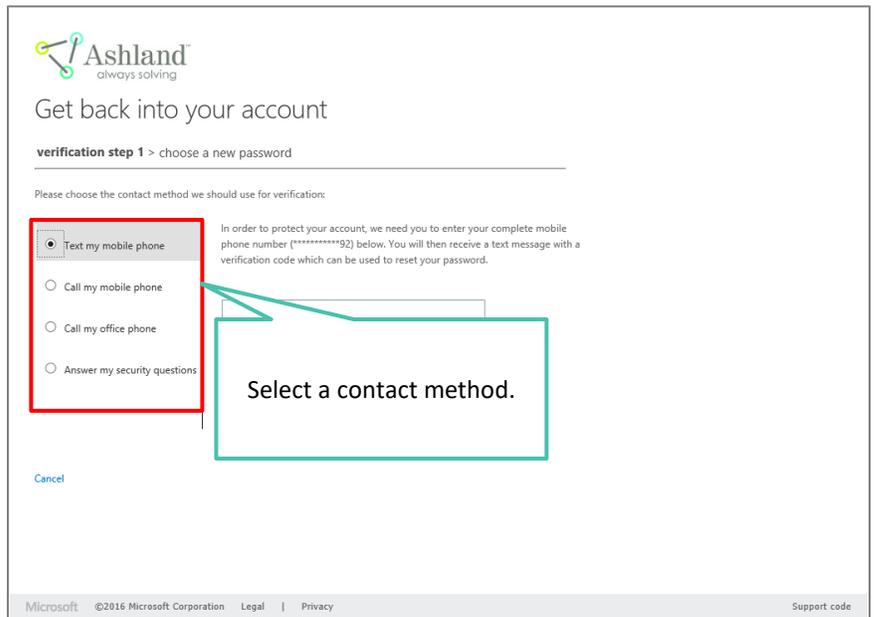
Forgot Your Password? (Reset from a Non-Ashland Device)

To reset your password **while on a non-Ashland device**:

1. In your browser, go to forgotpassword.ashland.com.
2. Enter your **User ID (Ashland email address)**.
3. Enter the **characters** presented in the field below them.
4. Click **Next**.



5. Select your contact method.



:

6. Continue to one of the following next steps based on contact method:

If you select this contact method...	Then go to
Text my mobile phone	Step 7
Call my mobile phone	Step 12
Call my office phone	Step 16
Answer my security questions	Step 19

Text Method

7. Enter your mobile phone number.
8. Click **Text**.

Ashland always solving

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****92) below. You will then receive a text message with a verification code which can be used to reset your password.

6149400492

Text

Cancel

Microsoft ©2016 Microsoft Corporation Legal | Privacy Support code

9. You will receive a text message with a code. Enter the 6-digit code in this screen
10. Click **Next**.
11. Skip to **Step 22**.

Ashland always solving

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Answer my security questions

We've sent you a text message containing a verification code to your phone.

859055

Next Try again Contact your administrator

Cancel

Microsoft ©2016 Microsoft Corporation Legal | Privacy Support code

Mobile Phone Method

12. Enter your mobile phone number.

13. Click **Call**.

The screenshot shows a web browser window at the URL <https://passwordreset.microsoftonline.com/>. The page header features the Ashland logo with the tagline "always solving" and the heading "Get back into your account". Below this, it indicates "verification step 1 > choose a new password". The main content area prompts the user to "Please choose the contact method we should use for verification:" with four radio button options: "Text my mobile phone", "Call my mobile phone" (which is selected), "Call my office phone", and "Answer my security questions". To the right of these options, a text box contains the phone number "6149400492" and is highlighted with a red border. Below the text box is a blue "Call" button, also highlighted with a red border. A "Cancel" link is located at the bottom left of the form area. The footer of the page includes "Microsoft ©2016 Microsoft Corporation Legal | Privacy" and a "Support code" link.

14. Answer your phone and press # on your phone keypad to verify.

15. Skip to **Step 22**.

The screenshot shows the same Microsoft Online Password Reset page. The "Call my mobile phone" option is still selected. The text to the right of the options now reads "We're calling your phone. Please answer it to continue." Below this text, there are three asterisks "***" and a plus sign "+". The "Call" button is no longer visible. The "Cancel" link remains at the bottom left. The footer of the page is identical to the previous screenshot.

Office Phone Method

16. Enter your office phone number, including area code.

17. Click **Call**.

18. Skip to **Step 22**.

The screenshot shows a web browser window at the URL <https://passwordreset.microsoftonline.com/>. The page header includes the Ashland logo and the text "Get back into your account". Below the header, it says "verification step 1 > choose a new password". The main content area prompts the user to "Please choose the contact method we should use for verification:". There are four radio button options: "Text my mobile phone", "Call my mobile phone", "Call my office phone" (which is selected), and "Answer my security questions". To the right of these options, there is a text input field containing the phone number "6147902230" and a "Call" button. A red box highlights the phone number field and the "Call" button. At the bottom of the page, there is a "Cancel" link and a footer with "Microsoft ©2016 Microsoft Corporation Legal | Privacy Support code".

Security Questions Method

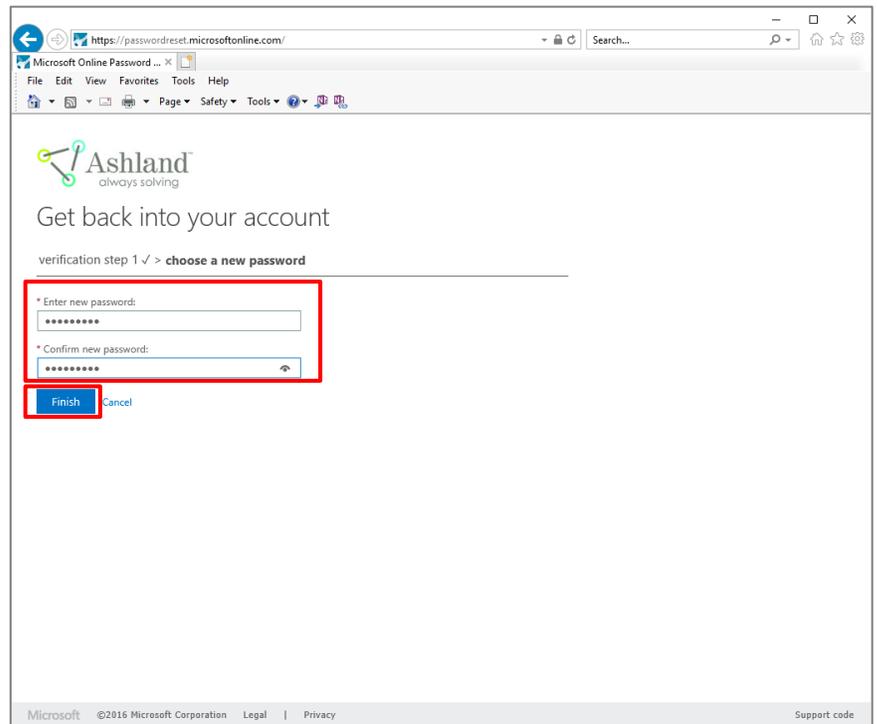
19. Answer each security question.

20. Click **Next**.

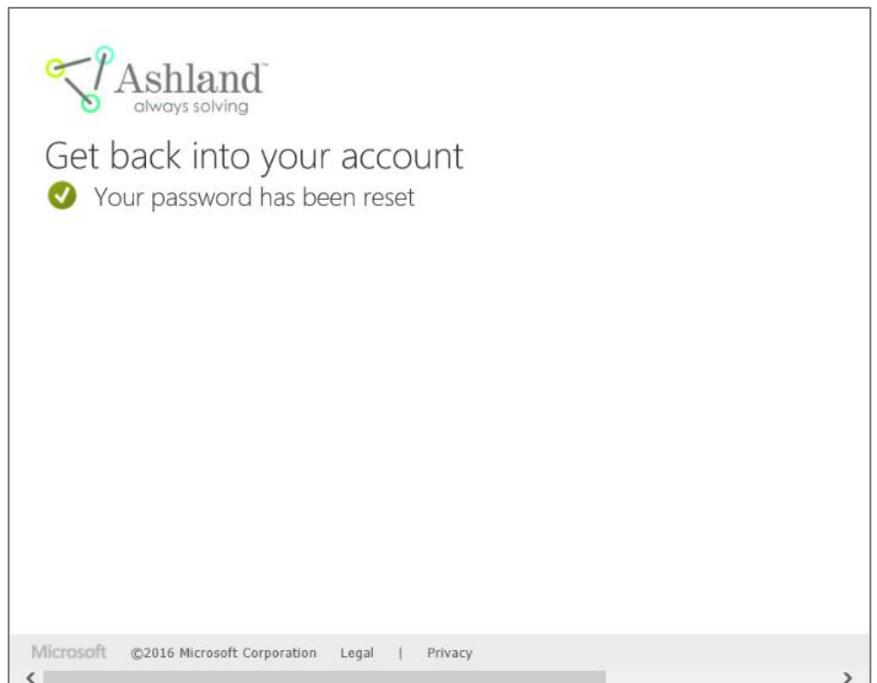
21. Continue to **Step 22** below.

The screenshot shows the same web browser window as above, but now the "Answer my security questions" radio button is selected. The "Call my office phone" option is no longer highlighted. The security questions are listed on the right side of the page, each with a text input field: "In what city did your parents meet?" (Ashland City), "What was the name of the street of your first childhood home?" (Maple), "What was the make and model of your first car or motorcycle?" (1912 roadster), and "What was the name of the first school you attended?" (Waterford). A red box highlights the entire security questions section. Below the questions, there is a "Next" button and a "Contact your administrator" link. At the bottom of the page, there is a "Cancel" link and the same footer as the previous screenshot.

22. In the **Enter new password** field, type in a new password.
23. In the **Confirm new password**, type in your same new password, again.
24. Click **Finish**.

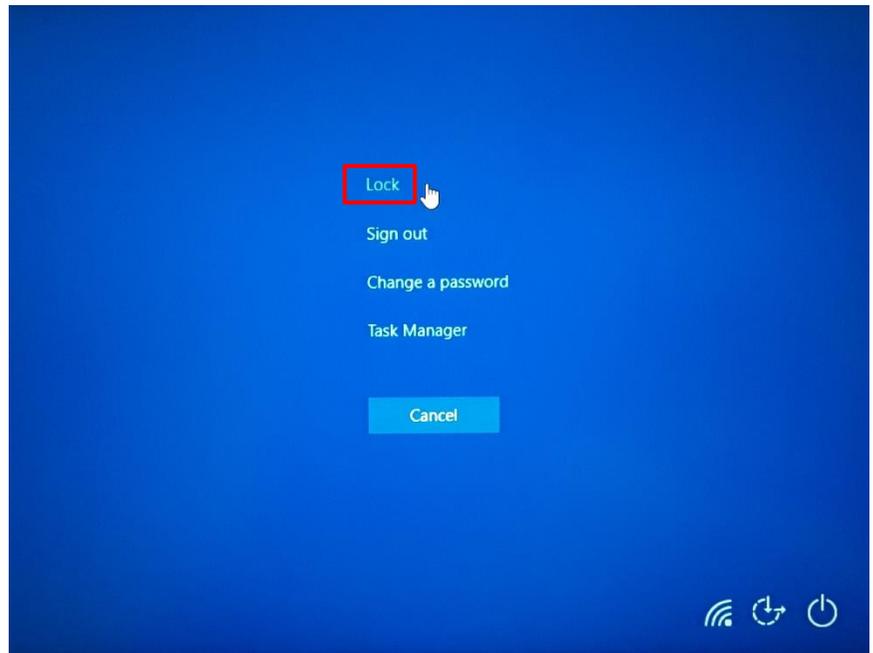


26. Close this window.



27. Press the **Ctrl-Alt-Del** keys from your keyboard.

26. Select **Lock** from the Windows menu on the screen.



28. Press the **Ctrl-Alt-Del** keys, again, and sign back in using your new password.

Your password is now changed.

[End of process].



Password Parameters

You must follow these rules and requirements when setting a new Ashland password:

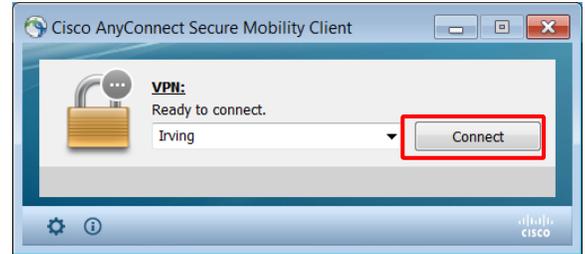
- Minimum password Length: 8
- Maximum password Length: 16
- Password expiration: 90 days
- Password history does encompass 5 previous passwords
- Password Complexity rules:
 - Minimum # of letters: 1
 - Case sensitive (can be uppercase, lowercase, or a combination of the two)
 - Minimum # of numbers: 1
 - Minimum number of special characters: 1
 - Special character set that you can use includes ~!@#\$%^&* _-+=`|\(){}[]:;'"<>.,?/
- Important exception for SAP Users: you cannot begin your password with '?' or '!'
 - Space characters are allowed, but not considered a special character
 - Not allowed: first name, last name, userID

Use Multi-Factor Authentication

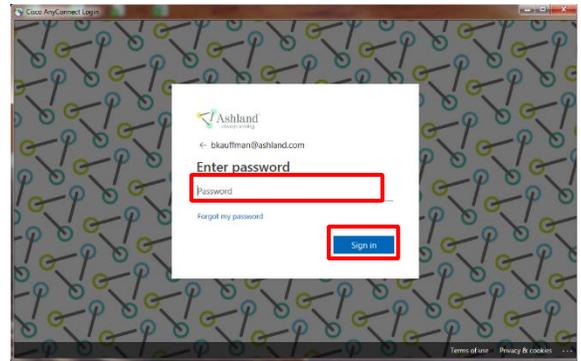
1. Sign in to the desired application or site.

NOTE: If accessing VPN: Launch the *Cisco AnyConnect* Secure Mobile Client* from your desktop. At the prompt for VPN, select the **Connect** button, then select the **Irving** profile (or **Blythewood** as a back-up, or **Condor-Irving** for Condor users).

(At present, Irving, Blythewood and Condor-Irving VPN will not be able to connect from office Local Area Network (LAN), office wireless, and office guest wireless).



2. You will be prompted to enter your password on the Cisco AnyConnect Login screen. Enter your password then click **Sign In**.



3. You will then verify yourself using the method selected during the registration process:

Text Message

- a. You will receive a text message with a 6-digit code.
- b. Enter the code at the sign-in prompt.
- c. Click **Verify**.

Phone Call

- a. A message will appear indicating that your phone is being called.
- b. You will receive a phone call.
- c. Press the **#** key on your phone keypad to verify.

Authenticator App

- a. You will receive a prompt on your screen asking to enter a verification code.
- b. Open the Authenticator App on your device to get the code.
- c. Enter the code in the prompt.
- d. Click **Verify**.

Screenshot(s) from Cisco AnyConnect. Used with Cisco's consent. *Trademark owned by a third party.

Yubikey*

- a. You will receive a prompt on your screen asking to enter a verification code.
- b. Launch the Yubikey Authenticator application from your desktop.
- c. Insert the Yubikey into a USB port on your PC.
- d. A code will appear in the Yubikey Authenticator window.
- e. Enter the code in the prompt.
- f. Click **Verify**.

**Trademark owned by a third party.*