

Password Reset Enrollment

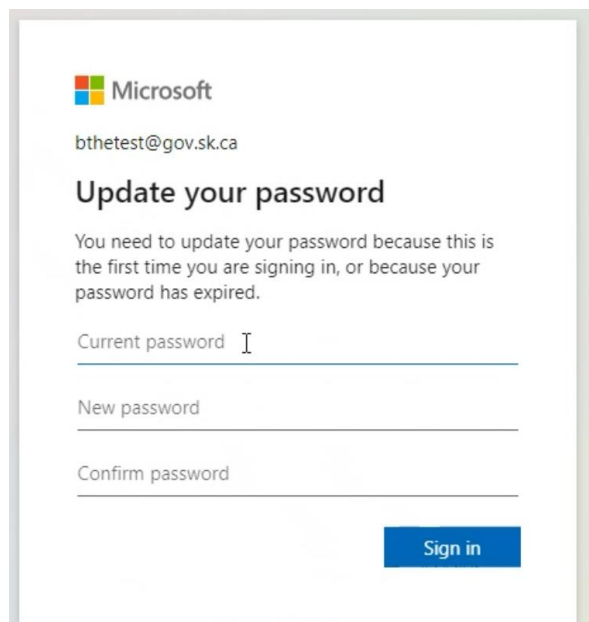
1. Description

The password reset tool in ServiceNow enables you to set up passphrase questions which are used by the Service Desk to verify your identity, and enroll with the Microsoft Authenticator app. Enrolling with Microsoft Authenticator app will allow you to reset your own password from anywhere regardless of if you are on the GOS network.

2. Enrolling through ServiceNow

Filling out the passphrase questions is a mandatory step that is required for you verify your identity with the Service Desk. It is recommended that you enroll with the Microsoft Authenticator app but if you do not wish to click **Submit** after completing **step 2-e**.

- a. In a private web browser or incognito, tab navigate to [https://govskprod.service-now.com/\\$pwd_enrollment_form_container.do](https://govskprod.service-now.com/$pwd_enrollment_form_container.do)
- b. Log in using your Government of Sask **Microsoft ID** (username@gov.sk.ca).
- c. Update your password and click **Sign in**.



The screenshot shows a Microsoft password update form. At the top left is the Microsoft logo. Below it, the email address 'bthetest@gov.sk.ca' is displayed. The main heading is 'Update your password'. A message states: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' There are three input fields: 'Current password', 'New password', and 'Confirm password'. A blue 'Sign in' button is located at the bottom right of the form.

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Document Revision: 2023-08-17

Form Revision: 2017-12-28

- d. If it's your first time logging in, you will need to copy and paste the link from step 2-A into your private browser web bar after logging in. (**If you cannot login with your password**, you will need to contact your ministry partner to have your password reset).
- e. Choose and answer 3 questions.
NOTE: Keep the answers to your questions simple and easy to remember. Long or complicated answers can increase the chance they are forgotten or answered incorrectly.

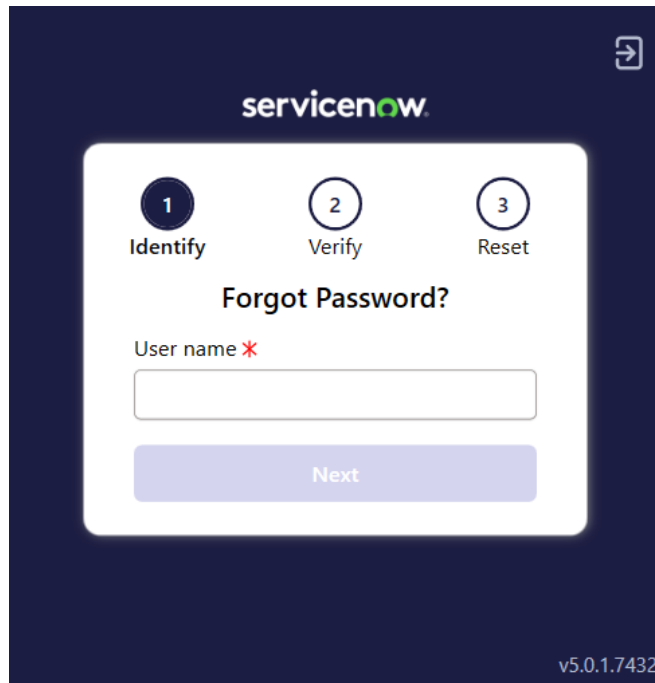
(Optional steps F - M)

- f. Navigate to the **Authenticator App Verification** tab.
- g. Open the **Microsoft Authenticator** app on your phone.
- h. Press the **+ icon** to add an account.
- i. Select **Work or school account**.
- j. Select **Scan a QR code**.
- k. Scan the QR displayed on screen.
- l. Enter the 6-digit code on the computer.
- m. Click **Pair Device**.
- n. Click **Submit**.

3. Resetting Your Password

- a. Navigate to [https://govskprod.service-now.com/\\$pwd_reset.do?sysparm_url=ad_ss_default](https://govskprod.service-now.com/$pwd_reset.do?sysparm_url=ad_ss_default) or click the **Forgot Password?**
- b. Enter your username and click **Next**.

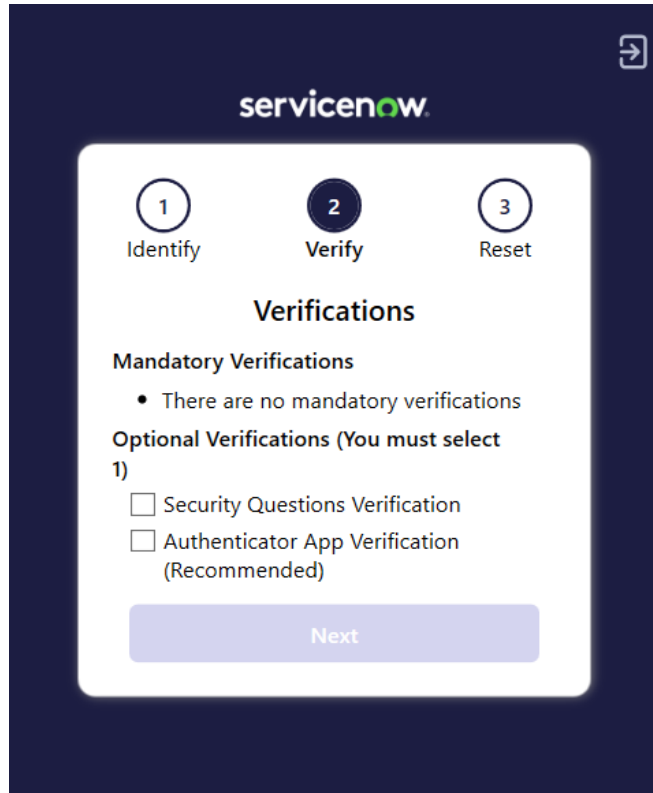
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- c. Select either **Security Questions Verification** or **Authenticator App Verification** and click **Next**.

NOTE: If enrollment has only been completed for security questions it will automatically progress past this screen.

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- d. Complete authentication using the selected method.
- a. Enter and confirm the new password then click **Reset Password**.

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servicenow.

1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

- At least 8 characters
- Must contain characters from at least three of the following categories:
uppercase (A-Z)
lowercase (a-z)
numbers (0-9)
special characters (!@#\$%&*?+ -=)

Retype password *

Show passwords

Reset Password

4. Tags & Keywords

Password, Reset, Service, Now, ServiceNow

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Document Revision: 2023-08-17

Form Revision: 2019-12-09

Document Revision History

Date	Change Author	Notes of Changes
Create a new line below this for any new entries to maintain reverse chronological order		
2023-08-17	Riley Gallagher	Document Created.

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Document Revision: 2023-08-17

Form Revision: 2019-12-09