

Password Reset User Guide

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-b**.

- a. In ServiceNow navigate to **IT Self Service Catalogue > How can we help you? > Password Reset Enrollment**
OR
Navigate to [https://govskprod.service-now.com/\\$pwd_enrollment_form_container.do](https://govskprod.service-now.com/$pwd_enrollment_form_container.do)
- b. 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.
- c. Navigate to the **Authenticator App Verification** tab.
- d. Open the **Microsoft Authenticator** app on your phone.
- e. Press the **+ icon** to add an account.
- f. Select **Work or school account**.
- g. Select **Scan a QR code**.
- h. Scan the QR displayed on screen.
- i. Enter the 6-digit code on the computer.
- j. Click **Pair Device**.

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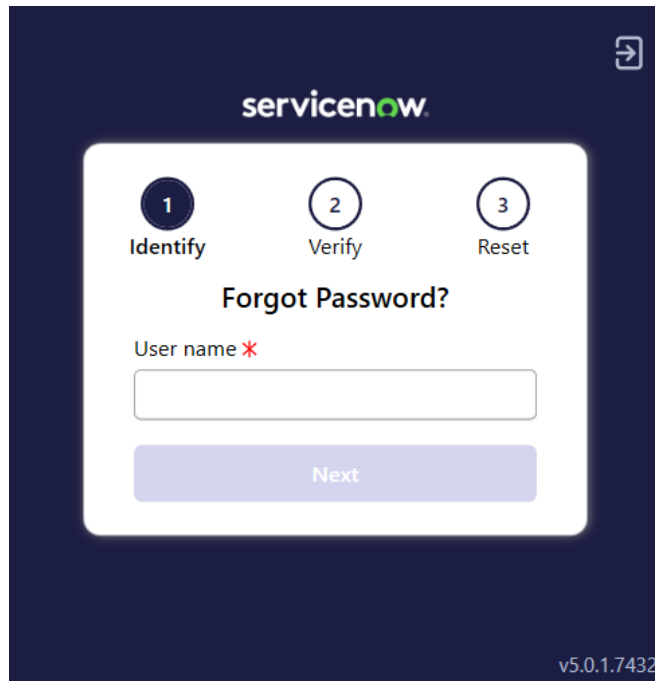
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- k. Click **Submit**.

3. Resetting Your Password

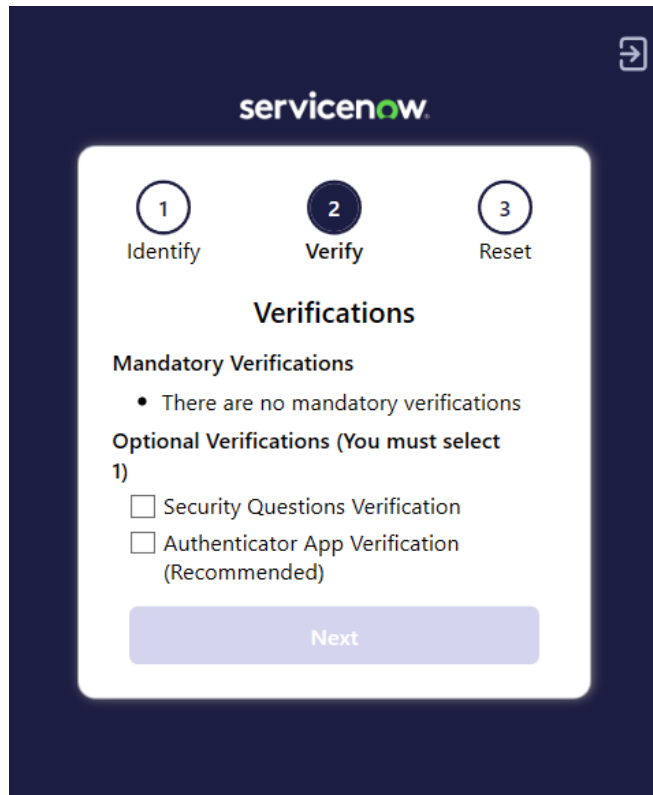
- a. Navigate to [https://govskprod.servicenow.com/\\$pwd_reset.do?sysparm_url=ad_ss_default](https://govskprod.servicenow.com/$pwd_reset.do?sysparm_url=ad_ss_default) or click the **Forgot Password?** link on your computer login screen.
- b. Enter your username and click **Next**.



The screenshot shows the ServiceNow 'Forgot Password?' interface. At the top, the ServiceNow logo is visible. Below it, a progress indicator shows three steps: 1 Identify, 2 Verify, and 3 Reset. The current step is 1 Identify. The main heading is 'Forgot Password?'. Below this, there is a text input field labeled 'User name *' with a red asterisk indicating a required field. Below the input field is a blue button labeled 'Next'. The version number 'v5.0.1.7432' is displayed in the bottom right corner.

- 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.



- 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

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