

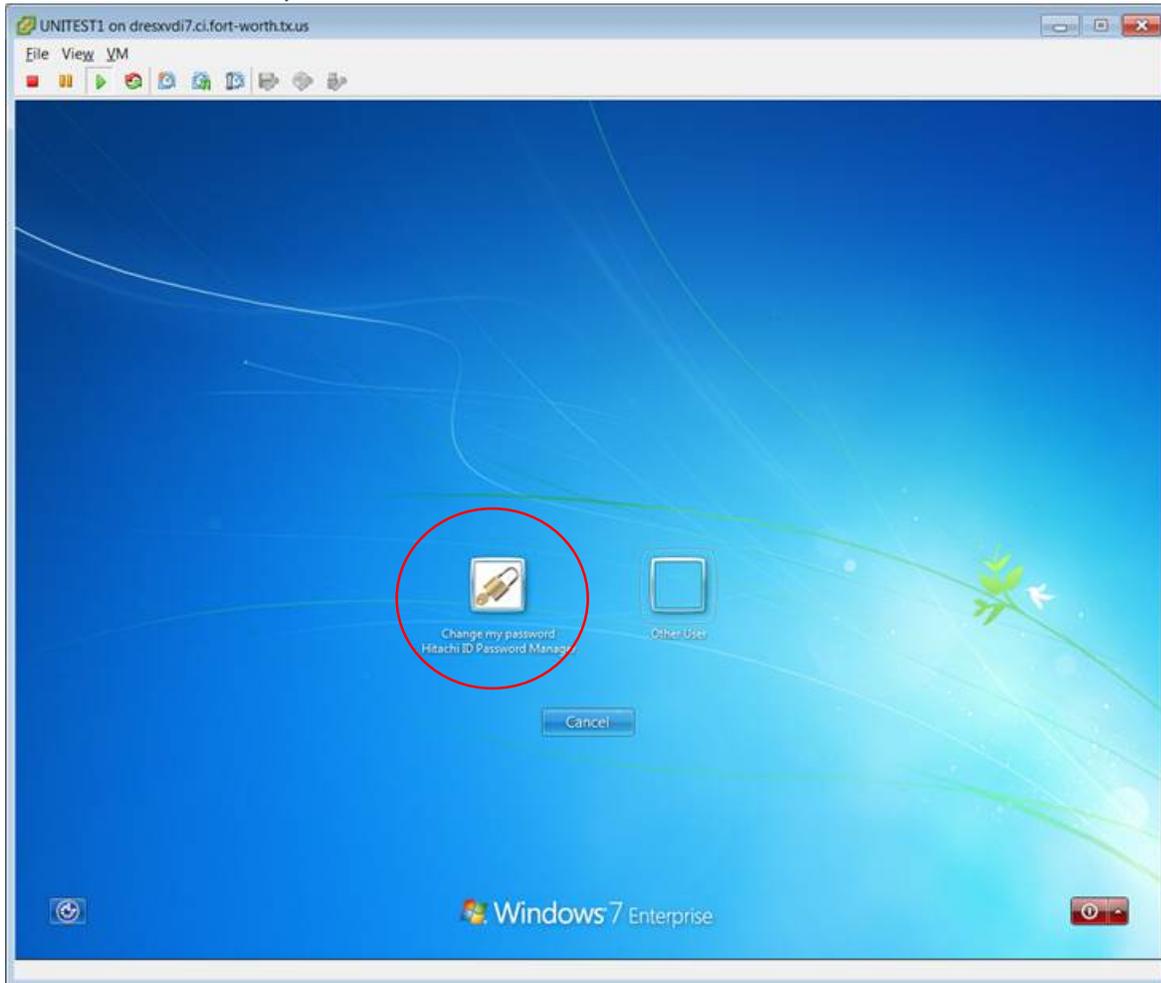


**User Instructions
For
Password Reset Tool
Registration & Resetting Your Password**

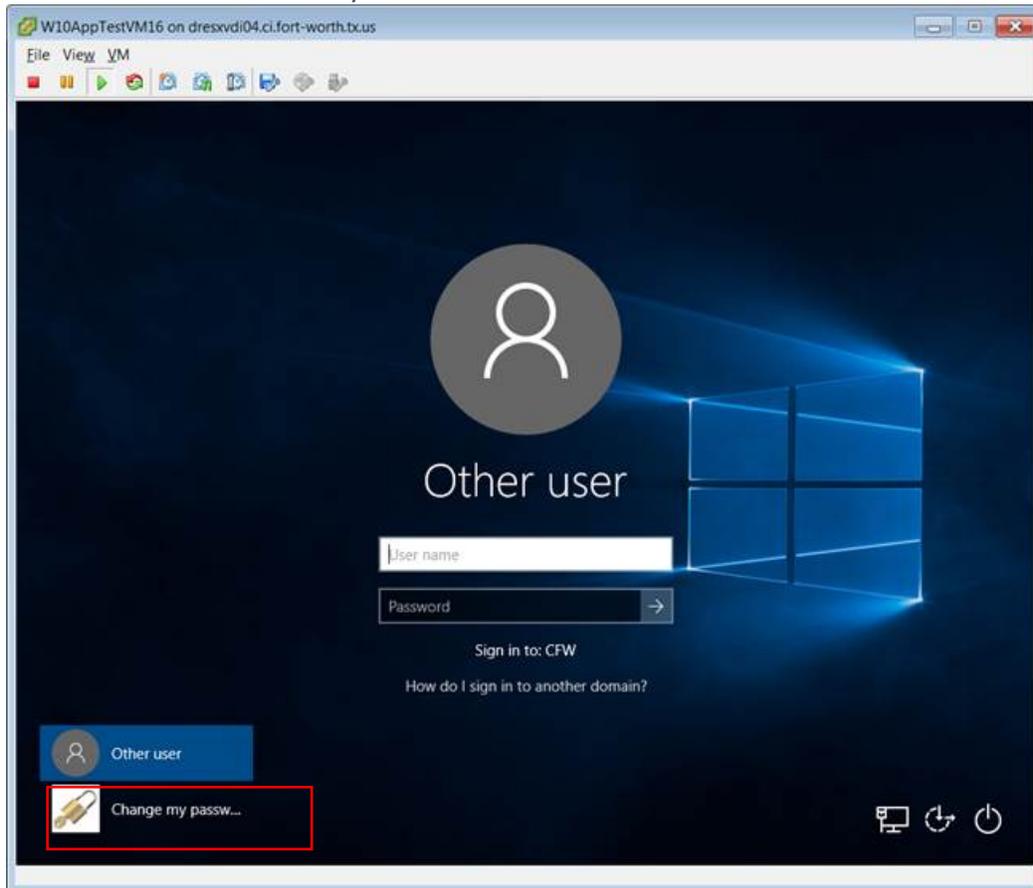


To access Hitachi Password Manager,

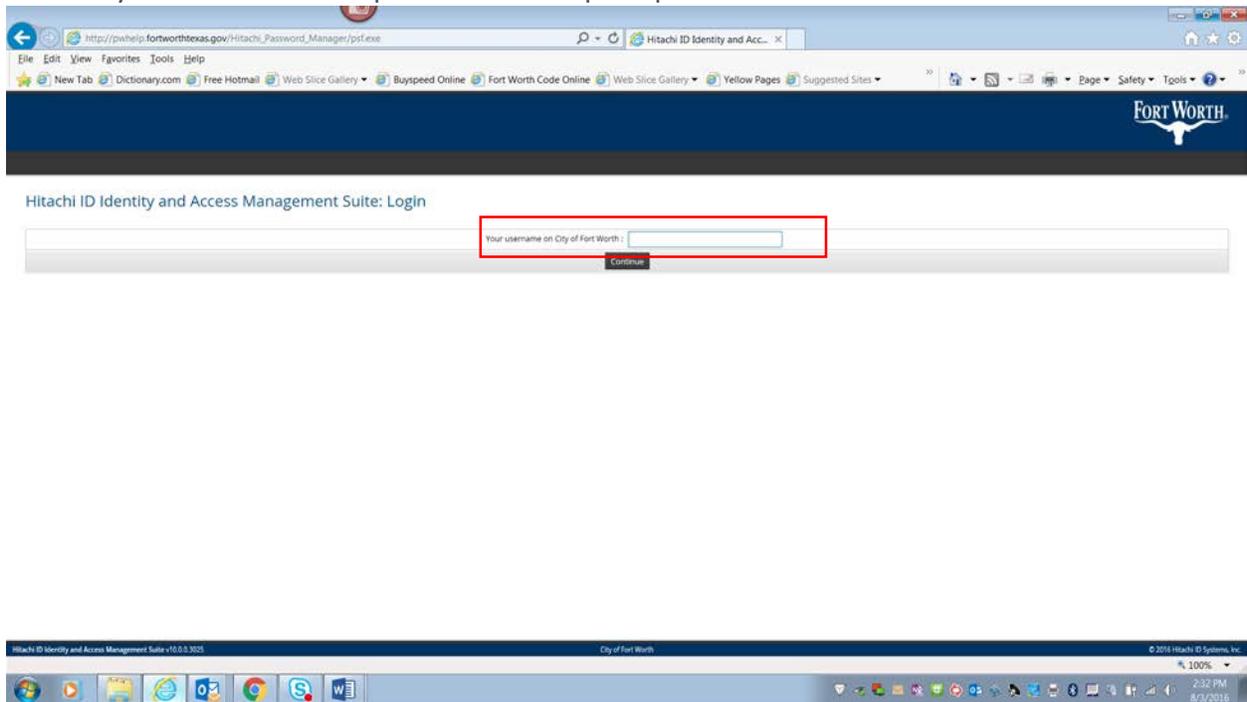
1. Log off of your machine
2. If you're on Windows 7, select "Switch User". Windows 10 users will see the icon on the logon screen.
3. Choose the "Change My Password – Hitachi ID Password Manager" logon tile
4. Below is the tile if you have Windows 7.



5. This is the view of tile if you have Windows 10:



6. Enter your username and password when prompted:



7. Complete the enrollment process

W10AppTestVM16 on dresxvdi04.ci.fort-worth.tx.us

File View VM

Search

HITACHI

Update security questions

Burnaman, Colin

Security questions

Burnaman, Colin [BurnamC]

You must complete enrollment.
The security questions profile is incomplete.

You have had 1 failed attempts since your last successful login.

Show change history

Standard questions

Questions still required [4]

Delete?	Question	Answer
<input type="checkbox"/>	What city were you born in? (1-99 characters)	<input type="text"/>
<input type="checkbox"/>	What is the farthest from home you have traveled? (1-99 characters)	<input type="text"/>
<input type="checkbox"/>	What is your favorite game or sport to play? (1-99 characters)	<input type="text"/>
<input type="checkbox"/>	What is your favorite movie? (1-99 characters)	<input type="text"/>

User defined questions

Questions still required [2], Minimum answer length [5]

Delete?	Question	Answer
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Update

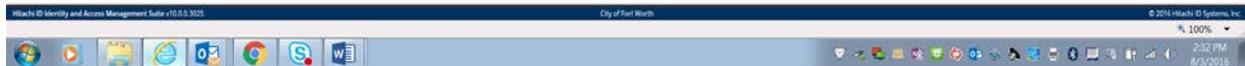
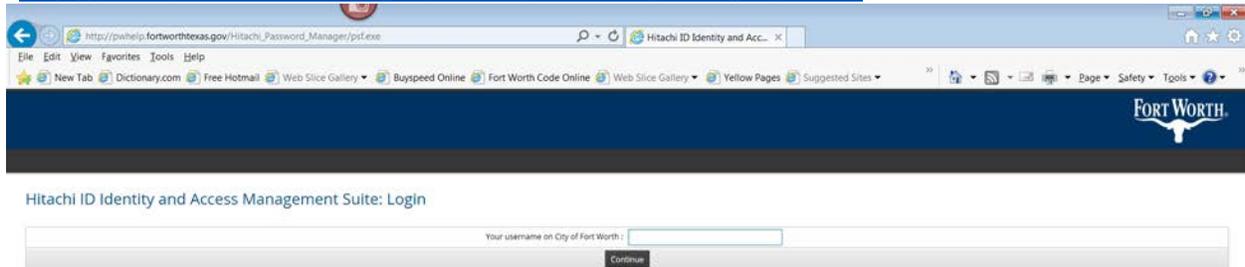
8. Once you've completed the enrollment, you can Exit and you will return to the screen that will allow you to Ctrl-Alt-Del and log on.

Password Reset Tool – Changing your password

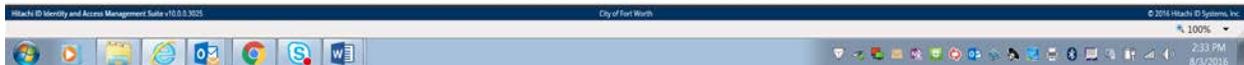
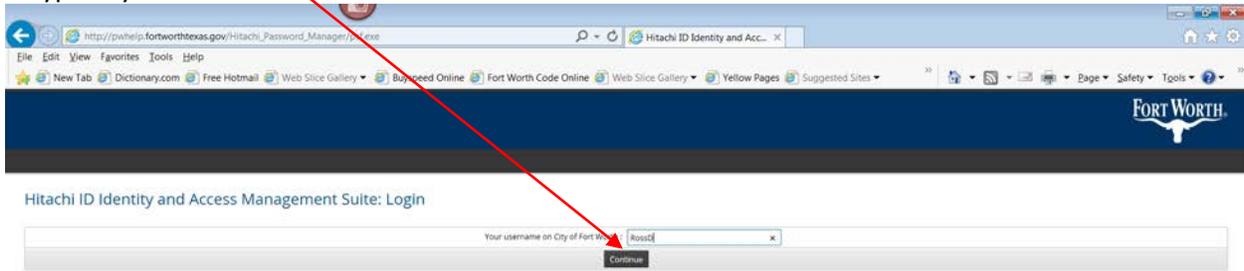
Steps to Change your password, once you've enrolled :

1. If you're on Windows 7, select "Switch User" and select the Change My Password icon or use the link below to get to the Management Screen. If you're on Windows 10, the icon will be on your log on screen.

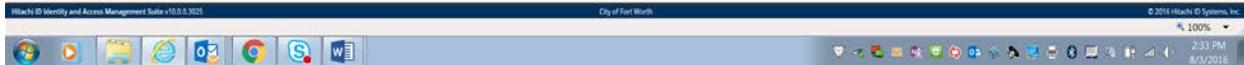
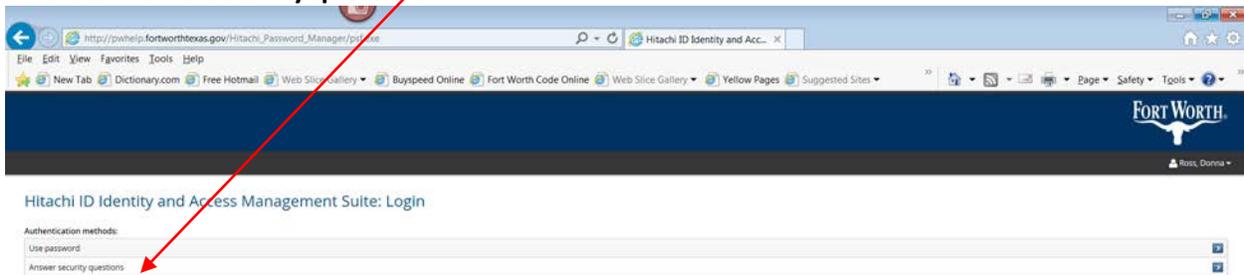
[http://pwhelp.fortworthtexas.gov/Hitachi Password Manager/psf.exe](http://pwhelp.fortworthtexas.gov/Hitachi_Password_Manager/psf.exe)



2. Type in your CFW User ID



3. Type in your current password.
4. Select **Answer security questions**



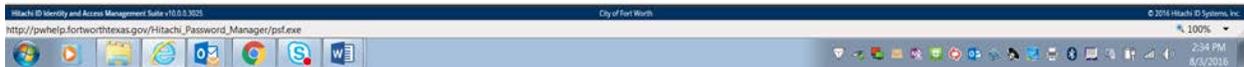
5. You will then be prompted to answer the questions you selected when you registered.

The screenshot shows a web browser window with the URL https://pwhelp.fortworthtexas.gov/Hitachi_Password_Manager/psf.exe. The page title is "Hitachi ID Identity and Acc...". The browser's address bar shows the URL. The page content includes the "FORT WORTH" logo and the text "Ross, Donna". Below the logo, the heading "Security questions" is displayed. A message reads: "Please answer all of the following questions correctly before proceeding." There are four text input fields with the following prompts: "What is the farthest from home you have traveled?", "What city were you born in?", "Name of first boyfriend", and "Name of your current pet". A "Continue" button is located at the bottom right of the form area.

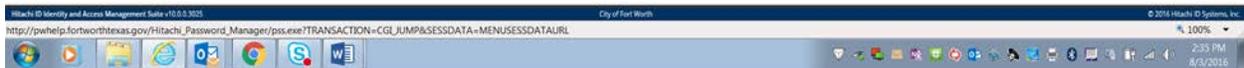
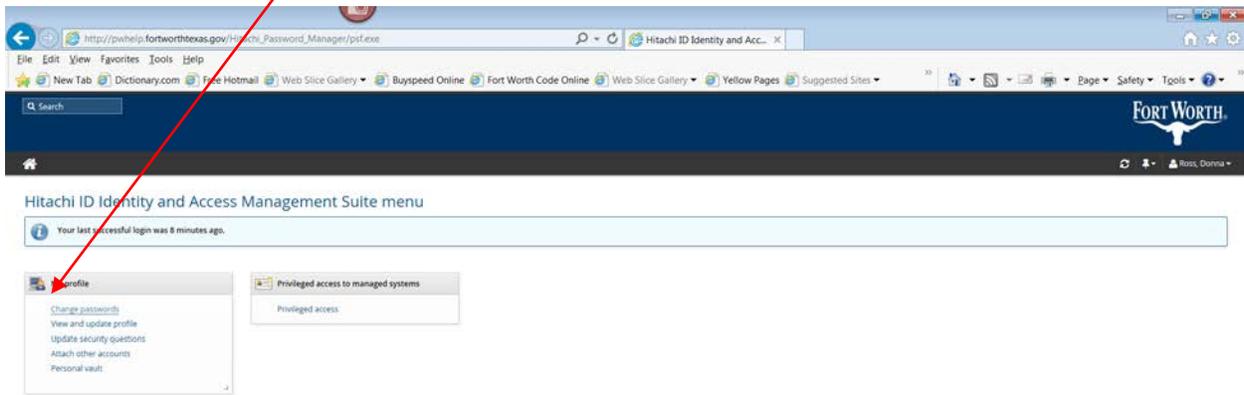


6. Once you have answered all of the questions correctly, press **Continue**.

This screenshot is identical to the one above, showing the "Security questions" page. A red arrow points from the text "press Continue" to the "Continue" button at the bottom right of the form area. The input fields now contain asterisks, indicating that the user has entered answers for all questions.



7. Select Change passwords



8. Create a new password and confirm it, following the listed rules.

