

Step-by-Step Guide: Resetting Passwords on the Security Maintenance System One-Stop Service Tracking (OSST) System

The Agency for Workforce Innovation (AWI) will be implementing enhancements to the OSST system's security features. The changes will also include features that make the system easier to use for both program staff and Regional Security Officers (RSOs).

The [Security Maintenance](#) system is a system in which RSOs establish access for program staff to the OSST system. This system "houses:"

- The user information for the OSST system;
- The level of access each OSST user has;
- The information associated with each unit assigned to a region for the purposes of the Welfare Transition (WT) and Food Stamp Employment and Training (FSET) programs;
- Etc.

Only individuals with "security officer" status in the Security Maintenance system can log into OSST's Security Maintenance system. The Regional Workforce Boards (RWBs) determine who will have security officer status and will be able to add OSST users, edit OSST user information, edit unit information, etc. The RSO will now be able to reset a user's password directly in the Security Maintenance system. The steps below outline the procedure to reset a user's password. Please note, the user id in the screen shots below, is not real or active in the OSST system.

Step 1: The RSO must log into the Security Maintenance system. The RSO must enter his/her user id in the box titled **User ID**. The user must also enter his/her password in the box titled **Password**. The user must then click the **Login** button.

Security Maintenance Login

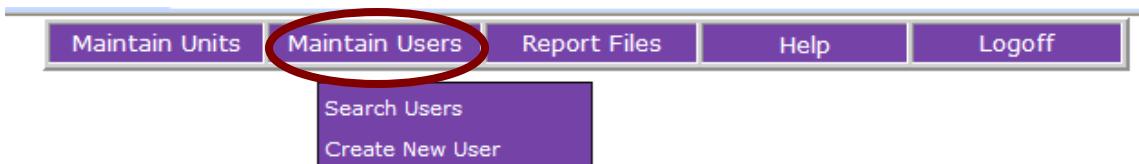
Add User Information
[Enter User ID and Password Below]

* **User ID** (blurred placeholder)

* **Password** (dots)

Login

Step 2: Mouse over the **Maintain Users** feature on the top menu. A drop down will appear with a list of options click on the **Search Users** tab.



Step 3: Enter all or part of the individual's user id in the **Keyword** box. The search can be narrowed by entering the type of user. The options in the **Select User Type** include Career Manager, Supervisor, Report Viewer, Inactive User, and Special Security Officer. Once the search criteria are entered, click the **Search** button.

The screenshot shows a 'User Type Search' interface. At the top, there is a header bar with the title 'User Type Search'. Below it is a 'Contact Information' section. Inside this section, there is a 'Keyword' input field containing 'swot1' and a 'Select User Type' dropdown menu. To the right of the dropdown is a 'Search' button with a question mark icon.

Question: What happens if the search yields no results?

- Confirm the user id. Often, the user id is not correct.
- If the user is not "active" or has been made inactive by the region, the search criteria "Inactive user" must be entered in the drop down titled **Select User Type**. You should search inactive users to find the case. The user must be "active" to be unlocked and the password reset. See the search criteria screen below.

The screenshot shows the same 'User Type Search' interface. In the 'Contact Information' section, the 'Keyword' field is still 'swot1', but the 'Select User Type' dropdown is now set to 'Inactive User'. The rest of the interface remains the same.

Step 4: Ensure the user's account is not "locked." The user may not be able to log into the OSST system for several reasons. (S)he may have forgotten his/her user id and/or password. The user's account may be locked. The account will be locked if the user has not logged onto the system for more than 30 days. The account will also be locked if (s)he attempted to enter the OSST system with the wrong password three times in a row. In order to get back in the system, the user may need his/her account unlocked and the password "reset." In the example below, the user's account is locked. The account must be "unlocked." The RSO can unlock the account by clicking on the **Unlock Account** hyperlink under the **Action** column.

The screenshot shows a 'Search Results' table. The table has columns for User, Name, Action, Primary R/C/U, Type, and Privileges. A red circle highlights the 'Action' column for the user 'SWOT01'. The 'Action' cell contains the link 'Unlock Account'. The table also includes a 'Sort by' dropdown set to 'First Name' and a 'Reset Password' link at the top.

Search Results					
		Action			
User	Name	Action	Primary R/C/U	Type	Privileges
SWOT01	Swot,Test Swot	Unlock Account	23/13/123	Career Manager	View/Edit Privileges

* Required Field

When the account is unlocked, the screen will refresh. A message confirming the status will display on the screen.



Question: What if the terms ***Unlock Account*** do not show up under the **Action** column? If the terms ***Unlock Account*** do not display in the **Action** column, the account associated with the user is not locked.

Step 5: Click the **Reset Password** hyperlink.

A screenshot of a web-based application interface titled "Search Results". The interface includes a search bar at the top with dropdown menus for "Sort by: First Name" and a "Sort" button. Below the search bar is a table with columns: User, Name, Action, Primary R/C/U, Type, and Privileges. A single user record is listed: SWOT01, Swot, Test Swot. The "Action" column contains a blue link labeled "Reset Password", which is circled in red. The "Privileges" column contains a blue link labeled "View/Edit Privileges".

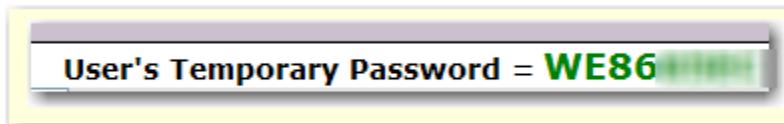
User	Name	Action	Primary R/C/U	Type	Privileges
SWOT01	Swot, Test Swot	Reset Password	23/13/123	Career Manager	View/Edit Privileges

Step 6: Confirm that the password needs to be changed by the system automatically. By clicking **Confirm Password Reset**, the RSO is asking the OSST system to generate a random password for the user.

A screenshot of a web-based application interface titled "Search Results". The interface includes a search bar at the top with dropdown menus for "Sort by: First Name" and a "Sort" button. Below the search bar is a table with columns: User, Name, Action, Primary R/C/U, Type, and Privileges. A single user record is listed: SWOT01, Swot, Test Swot. The "Action" column contains two buttons: "Confirm Password Reset" and "Cancel Password Reset". The "Privileges" column contains a blue link labeled "View/Edit Privileges".

User	Name	Action	Primary R/C/U	Type	Privileges
SWOT01	Swot, Test Swot	Confirm Password Reset Cancel Password Reset	23/13/123	Career Manager	View/Edit Privileges

Step 7: The new password, randomly assigned by the system, will display directly on the screen. Give the user his/her new password. Please do not send the user his/her password in an email that includes the user id to get into the OSST system. The RSO must implement local operating procedures to ensure individuals given access to the system are given access in accordance with Federal, State and Local guidelines. The RSO should provide the new password in a protected manner.



Question: What if I do not have a **Reset Password** hyperlink on the search results screen? The reset function is specific to user. Therefore, only one user id can be displayed on the search results. For example, if the search results yields more than one result, as shown below, the **Reset Password** hyperlink will not display.

The RSO must narrow the search results to one user. This can be accomplished by entering the exact user id in the **Keyword** box on the **Search Users** screen.

Search Results					
Sort by:		Reset Password		Actions	
User	Name	Action	Primary R/C/U	Type	Privileges
SWOT01	Swot, Test Swot		23/13/123	Career Manager	View/Edit Privileges