

GETS Password Manager Tool: Frequently Asked Questions

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What is the purpose of the GETS Password Manager tool?

The tool enables you to register and create a password, then to reset your password online 24 hours a day, seven days a week. This means you can complete your password reset right from your computer, without the need to call the GETS Consolidated Service Desk. This offers you more flexibility and convenience.

What passwords will I be able to manage online?

Your network ID (sometimes called Active Directory ID) can be changed within the tool. Application passwords are not included in the tool's scope.

When will the tool become available to me?

The GETS Password Manager tool will be rolled out in waves by agency. The rollout will occur in early June through early July.

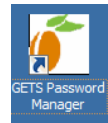
How can I access the GETS Password Manager tool?

When entering the tool for the first time, follow these steps to register online:

- 1) Go to the URL provided via e-mail from your agency, or listed in the [GETS Password Manager Quick Reference Guide](#).
- 2) Provide your network ID (also called Active Directory ID) to enter the site.
- 3) Follow the steps on screen to set your password security challenge questions and choose a password.

Following registration, you can access the GETS Password Manager tool in a few different ways as needed for future password resets:

Option 1) Click on this icon directly from your desktop:



Option 2) Press the "Ctrl" + "Alt" keys together, then the "Delete" key. In the resulting window, click on the Reset Password option called "Start". This will bring up a login window to enter your network ID and password, and GETS Password Manager tool will open. This option can be used if you're locked out and can't reach your computer's desktop.

Option 3) Open your web browser and access GETS Password Manager from a URL to be provided via e-mail by your agency when available.

What if I'm locked out of my desktop and can't reach the internet?

Follow option 2 above.

What functions does the tool offer?

The tool works much like setting your password on websites such as your bank or an online merchant. When accessing the tool for the first time, you'll be taken to a secure web site to register, set your password security challenge questions and password. You can then access the tool when you need to reset your password.

What training will be offered?

Although the tool is designed to be easy to use, a user guide, FAQ guide, and Quick Reference Guide are linked inside the tool and on the [GTA web site](#) for step by step instructions.

Is there a limit to how many times I can reset my password in the tool?

The password may not be reset more than once per day within the GETS Password Manager tool. If you need an additional password reset the same day, please call the GETS Consolidated Service Desk at 1-877-482-3233 for assistance.

How often will my password need to be reset?

Your network password (sometimes called Active Directory password) must be changed every 90 days.

Does my password have to be set using certain guidelines?

Yes, your password must meet the security standards for the GETS Program. The password guidelines are as follows:

- Must select a password not used in the past two years
- Must be different from anything used in the past eight changes
- You may not change password multiple times in a day in order to re-establish a previously used password

- Passwords used in identity verification challenges must adhere to the following:
 - At least eight positions in length
 - Contain a mix of alphabetic and non-alphabetic characters (numbers, punctuation, or special characters) or a mix of at least two types of non-alphabetic characters
 - Not contain the user ID as part of the password

What if I do not receive my icon as scheduled?

If you cannot access the GETS Password Manager following your agency's deployment date, please call the GETS Consolidated Service Desk at 1-877-482-3233 to report the issue.

Can I still call the Service Desk for a password reset?

Yes, you can call the GETS Consolidated Service Desk at 1-877-482-3233. The agent will walk you through how to use the tool over the phone. This will enable you to have the flexibility of self service for future password reset needs.

What if GETS Password Manager tool is not functioning properly?

You can open a ticket by calling the GETS Consolidated Service Desk at 1-877-482-3233 to report the problem.