



Brookline Information Technology Department

User instructions for RESET MY PASSWORD, the Brookline Information Technology Department's self-service password reset tool (Version: DECEMBER 2017)

Step 1: Create an Account on our new PSB Password Reset Tool

Step 1

To begin registration, visit:

<https://rmp.brooklinema.gov/home.html?0>

Click "Register/Account Preferences"

DON'T CLICK on "Reset Your Password" yet.



Town of Brookline

Welcome to the Brookline NetID Account Management Page
Don't know what your NetID is? It is used for Brookline network resources. With the tools below, you can reset your password, unlock your NetID, or Register and Change Account Preferences. Just click on a button. If you need additional help, please contact the Brookline Service Desk at 617-875-4357.

Reset Your Password
Forgot your Password? Set a New One Here

Unlock Your NetID
If Your Account is Locked Unlock It Here

Register / Account Preferences
View Your Account Details

1.2: User Portal Login

- A. Enter the username and password you currently use to log into PSB WiFi Network, Munis, or School Dude. This is your Active Directory username and password.

Note: This username uses "first initial, last name" syntax. I.e. The username for Pepper Potts would be 'ppotts'

If you don't know this username and password, please contact the Help Desk (x4357)

- B. Click "NEXT"

User Portal Login

To manage your personal information enter your Active Directory authentication credential

User Name:

Password:

Next

1.3: Proving You are Human

You will be directed to a page designed to ensure you are a real person and not an automated tool attempting to hack into our network.

- A. Slide the arrow to the RIGHT toward "I AM A HUMAN"
- B. Click "LOGIN"

User Portal Login

To manage your personal information enter your Active Directory authentication credential

I AM A BOT



I AM A HUMAN

Back

Cancel

Login



1.4: Beginning User Setup

This page simply tells you that you need to add a “recovery” email address and security questions to complete registration.

A. Click “NEXT”

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

You will now be guided through setting up your account so you may perform various self service actions, such as *Password Resets*.
The list below shows the steps where we need details from you.

Incomplete
Incomplete

Email Addresses
Answer Your Personal Questions

☐ Show steps that are already completed

< Previous Next > Cancel Finish

1.5: Adding a Recovery Email Address

You need to add a personal email address to be your “recovery” email address in case you get locked out and where you will receive alerts and confirmation requests.

- A. Enter a PERSONAL email address
- B. Click “ADD”

The page will refresh. You should see your personal email address and your PSB email address

C. Click “NEXT”

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

We occasionally need to send you messages and confirmations. Please provide your contact details here.

Email Addresses

Add Email Address

Add

pepper_potts@psbma.org All Notifications

< Previous Next > Cancel Finish

1.6: Choosing Security Questions

You need to choose security questions to be used to verify your identity.

- A. Answer ANY two questions
- B. Click “NEXT”

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

Please answer 2 of the questions below:

Where were you born?

What is your favorite TV show?

What was your first telephone number?

What was your first pet's name?

What color was your first car?

☐ Show answers on screen

< Previous Next > Cancel Finish



1.7: Completing Registration

You will be redirected to a page indicating your completion of the two registration tasks.

- A. Click "FINISH"

You will be directed to the final confirmation page.

- B. Click "CLOSE"

You will be redirected to your user dashboard page.

- C. **PLEASE CONTINUE WITH STEP 2 BELOW TO CHANGE YOUR PASSWORD**

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.

Now Complete	Email Addresses
Now Complete	Answer Your Personal Questions

< Previous Next > Cancel Finish

Step 2: Change your password

Step 2

- A. Click the "CHANGE PASSWORD" tab

Dashboard **Change Password** Contact Details Your Answers Account Details

Dashboard

This is your landing page for important information about your Access Manager account and common tasks.

Welcome to your Nervepoint Access Manager home page. From here you can view and amend the personal information required to perform self-service password resets and account unlocks.

Tasks


No tasks, your account is completely configured.

Mobile

To manage your account on the move download the Android app [here](#) or iPhone app [here](#).

Android app configuration steps:-

1. Start the Android app.
2. Use the app's QR code scanner to scan the QR code.
3. The app will save the link to the mobile password reset site.



2.2: Enter Your Username

- A. Enter the password you used in step 1.2 (above)

- B. Enter your new password

Be mindful of the PASSWORD RULES

- C. Re-enter your new password

- D. Click "CHANGE"

Dashboard **Change Password** Contact Details Your Answers Account Details

Change Password

Change the password on one or more of your accounts.

Change Password

Old Password (for primary account):

New Password:

Confirm New Password:

Change

Password Rules

Minimum length: 8
Maximum length: 127
Dictionary words are allowed
May not contain your username
You may not use any of your 3 previous passwords.

This directory also has the following restrictions:-

Maximum Password Age: 90
Minimum Password Age: 0
Password History Length: 3