

# TFS Self-Service Password Reset Portal

## Getting Started Guide



**Texas A&M Forest Service (TFS) – Information Resources Department (IR)**  
**A quick guide to getting started and using the TFS self-service password reset portal.**

Version 1.1, 6/15/2018

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Information Resources  
[helpdesk@tfs.tamu.edu](mailto:helpdesk@tfs.tamu.edu)  
<https://password.tfs.tamu.edu>

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<http://tfsweb.tamu.edu>

Version 1.1, June 15, 2018

Mission: We strive to make our systems reliable, available, and secure for the facilitation and support of the Texas A&M Forest Service's mission in public service.

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# 1.0 What is this for?

This self-service password reset system is for your TFS password. This is the password primarily used for your e-mail account and anywhere you see the Texas A&M Forest Service Single Sign On logo:



This self-service portal WILL reset or unlock your account for:

- E-mail
- EPSTAR
- FTP Server
- E-Invoice
- BOMGAR
- ArcGIS Online
- WebEx
- Syncplicity
- WIRES
- TxSARS
- TAMUS SSO (Using the agency login)
- FireConnect
- CS & Lufkin Computers

This self-service portal does NOT reset passwords for:

- FAMIS
- Canopy
- Field Office computers
- All computer - admin accounts
- TAMUS SSO (Using the UIN login)
- Online Registration
- TIWA
- Laserfiche
- Your –Admin account

If you need help with these, call the IR Help Desk at (979) 458-7309

The most important thing you need to do is Enroll in the service. You can't use it without registering your identity verification method.

If you need help enrolling, as always, contact the IR Help Desk:

Call: (979) 458-7309, Chat: <https://tfshelp.tamu.edu> or E-mail [helpdesk@tfs.tamu.edu](mailto:helpdesk@tfs.tamu.edu)

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## 2.0 One Page Quick Guide

For those of you who want a one-page guide, here you go! If you want fully detailed instructions, complete with pictures and everything, skip to section [3.0 Enroll](#).

First things first, you need to enroll to use the self-service password reset portal:

1. Go here: <https://password.tfs.tamu.edu> and sign in.
2. Set up your DUO push. (If you are already enrolled, just two-factor and move on.)
3. Go to the “Enrollment” tab and register your mobile phone number and make sure DUO is enabled. A message at the top will tell you if everything is good.

Now that you are enrolled, you can use the self-service password portal to reset or unlock your account.

If you know your password and need to change it (or expiring password):

1. Go here: <https://password.tfs.tamu.edu>, sign in and then click “Change Password”.

If you don’t know your password and need to reset it:

1. Go here: <https://password.tfs.tamu.edu> and click “Reset Password”.
2. Enter your username and validate your identity by text message or DUO.
3. Change your password.

If your account is locked out:

1. Go here: <https://password.tfs.tamu.edu> and click “Unlock Account”.
2. Enter your username and validate your identity by text message or DUO.
3. Enter the captcha again and click “Unlock Account”.

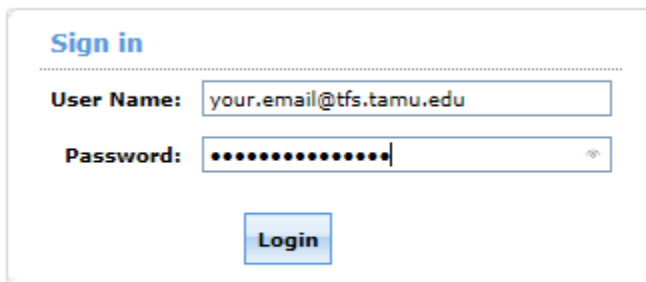
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## 3.0 Enroll

First things first, in order to use the TFS self-service password reset portal, you must enroll.

Follow the steps below to set up your account for use with our self-service password reset system.

1. Go to <https://password.tfs.tamu.edu>.
2. Sign in using your full TFS e-mail address and your e-mail password.



The screenshot shows a 'Sign in' form with the following elements:

- Sign in** (blue header)
- User Name:**
- Password:**
- Login** (blue button)

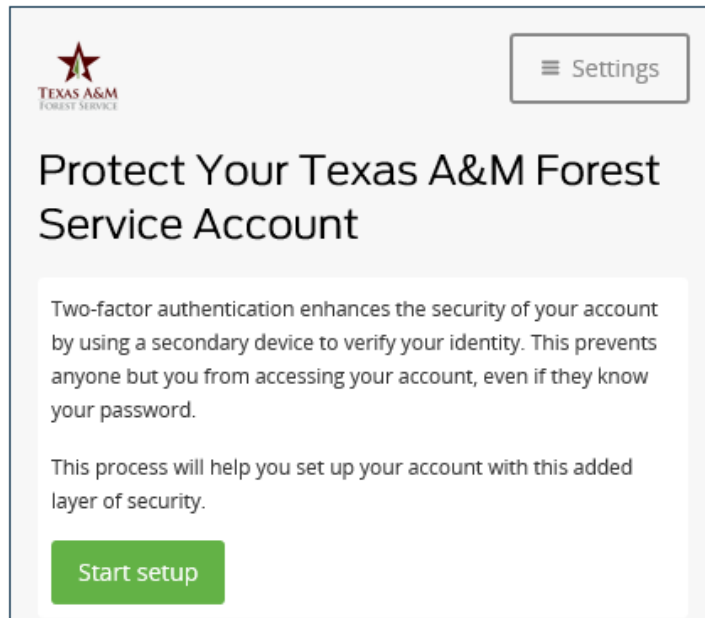
Please sign in with your e-mail address and e-mail password.

3. Set up DUO, multi-factor authentication:

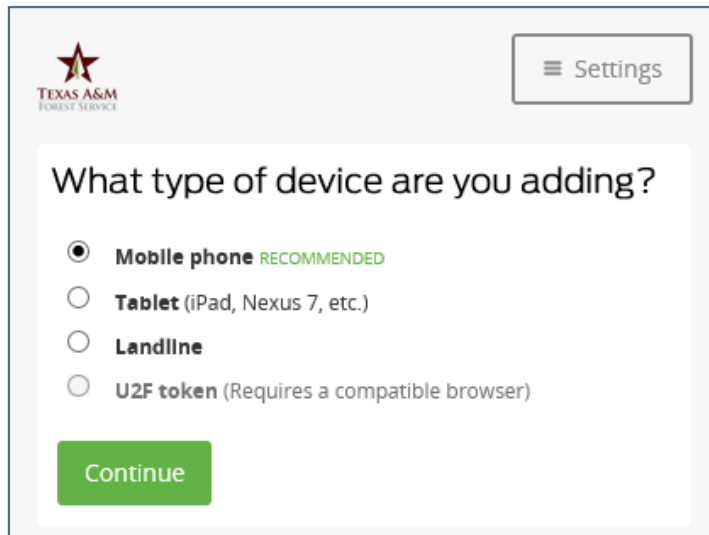
Tip: If you are already enrolled in DUO, you will be automatically prompted for your second factor and can skip this section. Go on to step 4.

DUO is site specific so even if you already set up DUO for your TAMUS SSO UIN login, you still need to set it up for TFS applications.

- 
- a. Click “Start setup”.



- b. Choose what type of device you want to use for your second factor. A mobile phone is recommended. Then click “Continue”.



- c. Enter your phone number. Be sure to include the area code.

The screenshot shows the 'Enter your phone number' screen. At the top left is the Texas A&M Forest Service logo. At the top right is a 'Settings' button. The main heading is 'Enter your phone number'. Below this is a dropdown menu for the country, currently set to 'United States'. Underneath is a text input field for the phone number, preceded by a '+1' country code. A green checkmark is visible to the right of the input field. Below the input field is an example number: 'ex: (201) 234-5678'. At the bottom left, there is a checked checkbox with the text 'This is the correct number.' To the right of the checkbox is a green 'Continue' button and a grey 'Back' button.

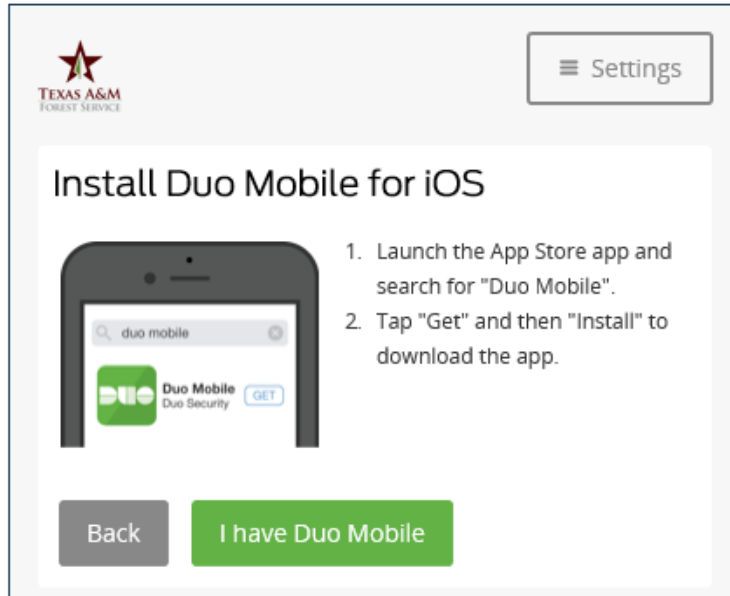
Now read the number and check the box if it is correct. Click “Continue”.

- d. Tell DUO what type of device you have, then click “Continue”.

The screenshot shows the 'What type of phone is' screen. At the top left is the Texas A&M Forest Service logo. At the top right is a 'Settings' button. The main heading is 'What type of phone is'. Below this is a text input field for the phone number, preceded by a '+1' country code. Below the input field are four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)'. The 'iPhone' option is selected. At the bottom left, there is a grey 'Back' button and a green 'Continue' button.

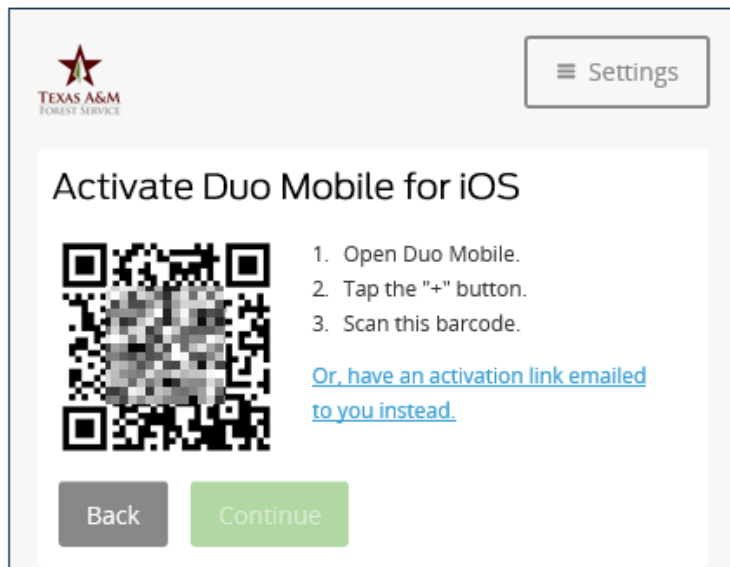
- e. If you are adding a smart phone, go to your phone’s app store and download “Duo Mobile”. If you are registering a landline, skip this step.



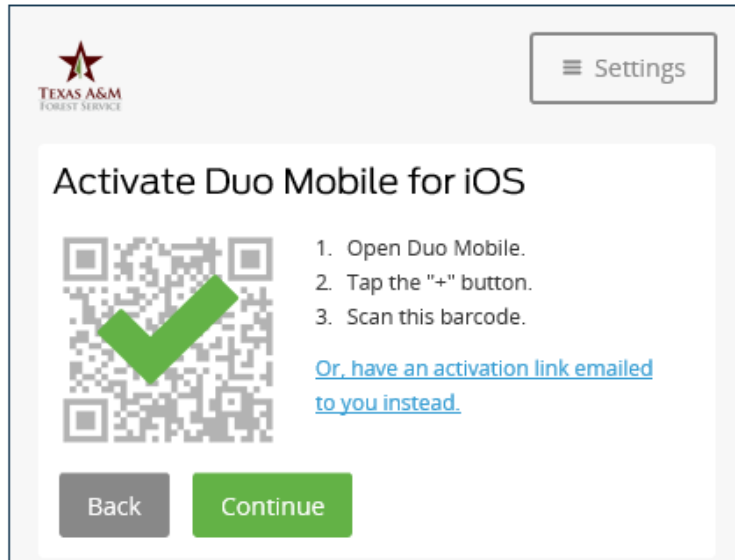


Once you have the DUO app installed, click “I have Duo Mobile”.

- f. Open the DUO app on your smart phone, click the “+” icon at the top right and activate DUO by holding your phone’s camera up to the barcode. If you registered a landline, click “Call Me”.

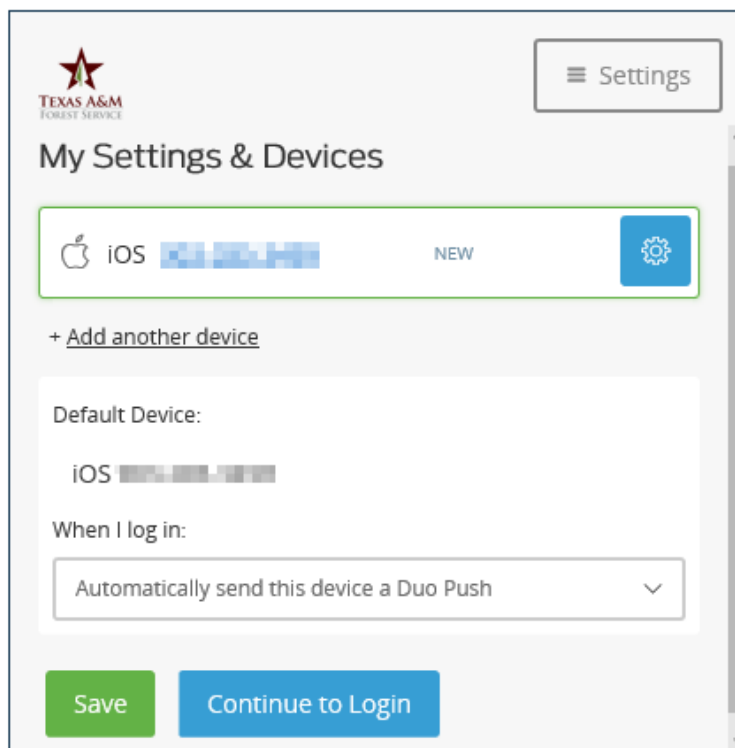


If successful, you’ll get a green checkmark. Then click “Continue”.



g. Now you have two-factor authentication added to your account!

Now you can add another device if you want or set your login preferences. For less clicks, we recommend setting this to “Automatically send this device a Duo Push”.

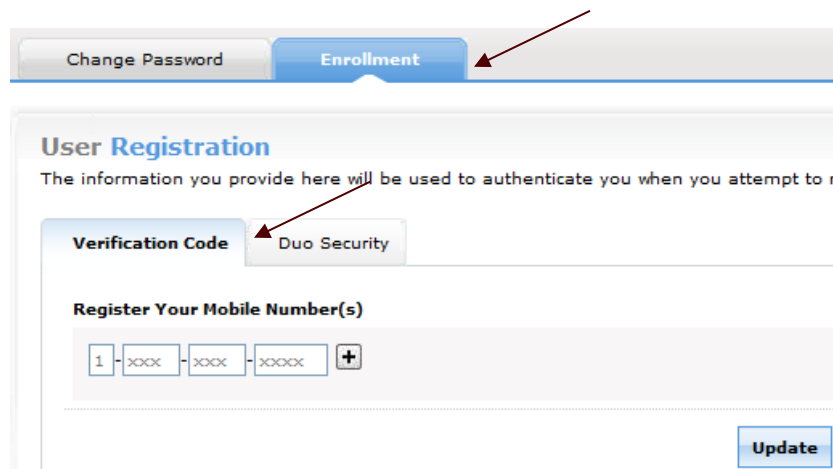


Note: this is not available if you registered a landline or a non-smart cell phone.

- h. Click “Save” and then “Continue to Login”.
4. Go to the “Enrollment” tab.
5. Set up your User Registration.

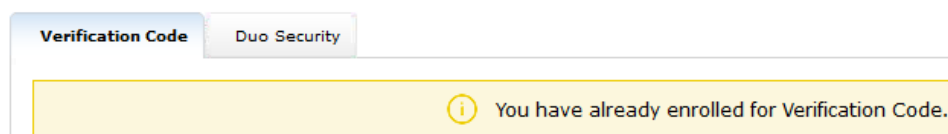
There are two options to enroll: 1) Verification Code and 2) Duo Security. You are already signed up to use DUO since we registered that above. We also recommend putting in your mobile number to give you another option:

- a. Go to “Verification Code”.
- b. Put in the phone number for a mobile device that is capable of receiving text (SMS) messages. Make sure you put a “1” in the first box. .



The screenshot shows a web interface with two tabs: "Change Password" and "Enrollment". The "Enrollment" tab is selected and highlighted in blue. Below the tabs, the heading "User Registration" is displayed. A sub-heading reads: "The information you provide here will be used to authenticate you when you attempt to re". Below this, there are two tabs: "Verification Code" (selected) and "Duo Security". Under the "Verification Code" tab, there is a section titled "Register Your Mobile Number(s)" with a form containing four input boxes: "1", "xxx", "xxx", and "xxxx", followed by a "+" button. An "Update" button is located at the bottom right of the form area.

- c. Click “Update”.
- d. Click “Enrollment” again.
- e. Go through both tabs to ensure everything was saved. You should see a message at the top indicating enrollment has already been done.



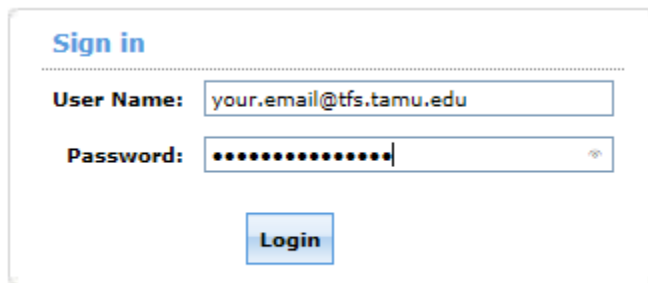
The screenshot shows the "Verification Code" tab selected. A yellow banner message with an information icon (i) reads: "You have already enrolled for Verification Code."

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## 4.0 Reset your Password (if you know it)

If we have started e-mailing you that your “TFS Password is Expiring” or you just want to change your password, follow these steps.

1. Go to <https://password.tfs.tamu.edu>.
2. Sign in using your full TFS e-mail address and your e-mail password.



Please sign in with your e-mail address and e-mail password.

3. You'll be prompted for your DUO, second factor authentication.
4. Go to the “Change Password” tab.



5. Put in your Old (current) Password, then a New Password.  
Tip: Be sure to confirm your New Password.
6. Click “Change Password”.

The password change should take effect immediately. If you have e-mail added to your smart phone, it will eventually prompt you for the new password.

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## 5.0 Reset your Password (if you FORGOT it)

Forgot your password? If you don't know what your password is and can't get in, go for the reset option. Tip: [Try unlocking your account first](#). Your password may be good, it could just be locked.

1. Go to <https://password.tfs.tamu.edu>.
2. Click "Reset Password".

Forgot password? Account locked?  
Reset or unlock your account here:



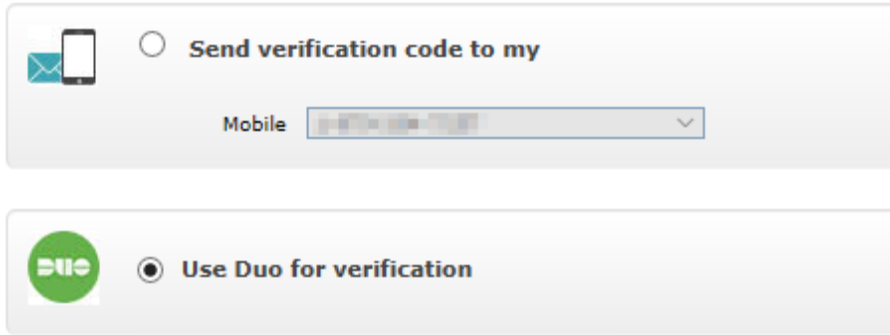
**Reset Password**  
Reset your forgotten password

3. Put in your username.  
Tip: This is the first part of your e-mail address.

A screenshot of the password reset portal. At the top, there is a text input field labeled 'Domain User Name' containing 'james.smith' and a small 'x' icon to its right. To the right of the input field is the text '(Example : Jsmith)'. Below this is a horizontal dotted line. Underneath the line, the text 'Type the characters you see in the picture below.' is centered. Below this text is a rectangular box containing a green, stylized captcha 'ibd94t'. Below the captcha box is a text input field with the text 'Letters are not case-sensitive' and a refresh icon to its right. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

4. Enter the captcha and then click "Continue".
5. Now decide how you want to verify your identity.

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Send verification code to my

Mobile

Use Duo for verification

Tip: DUO is highly recommended.

6. Enter the captcha and then click “Continue”.
7. Based on the identity verification you picked, you’ll now be asked to answer your security questions, enter the code you received via text message or approve your DUO push.

Tip: Be quick, you only get five minutes to complete the identity challenge.

8. Once your identity has been verified, you can now change your password. Enter your new password and then confirm your new password.

#### Reset Password



New Password :

Confirm New Password :

Tip: Please be sure to take note of the password policy requirements.

9. Click “Reset Password”.

The password change should take effect immediately. If you have e-mail added to your smart phone, it will eventually prompt you for the new password.

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## 6.0 Unlock your account

Is your account locked? Remember, you only get five invalid password attempts and then your account will lock down. If this has happened to you, follow these steps to unlock your account.

1. Go to <https://password.tfs.tamu.edu>.
2. Click “Unlock Account”.

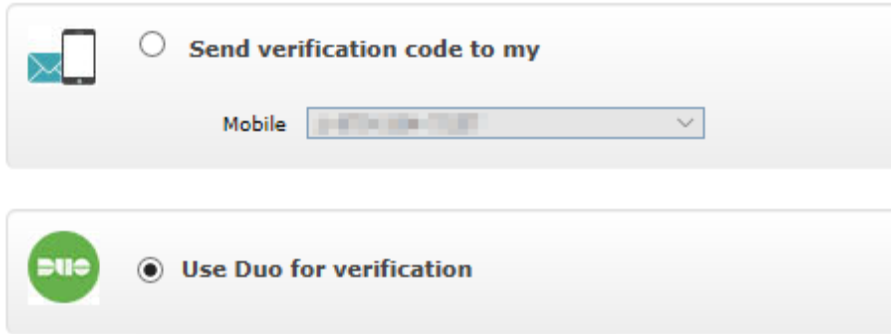


3. Put in your username.  
Tip: This is the first part of your e-mail address.

A screenshot of the account unlock form. At the top, there is a text input field labeled 'Domain User Name' containing the text 'james.smith'. To the right of the input field is a small 'x' icon and the text '(Example : Jsmith)'. Below this is a horizontal dotted line. Underneath the dotted line, the text 'Type the characters you see in the picture below.' is centered. Below this text is a rectangular box containing a green, stylized captcha string 'ibd94t'. Below the captcha box is a text input field containing the text 'Letters are not case-sensitive' and a small circular refresh icon. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

4. Enter the captcha and then click “Continue”.
5. Now decide how you want to verify your identity.

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The screenshot shows two radio button options for verification. The first option is "Send verification code to my" with a mobile phone icon and a dropdown menu labeled "Mobile" showing a partially obscured phone number. The second option is "Use Duo for verification" with a Duo logo icon and is selected with a filled radio button.

Tip: DUO is highly recommended.

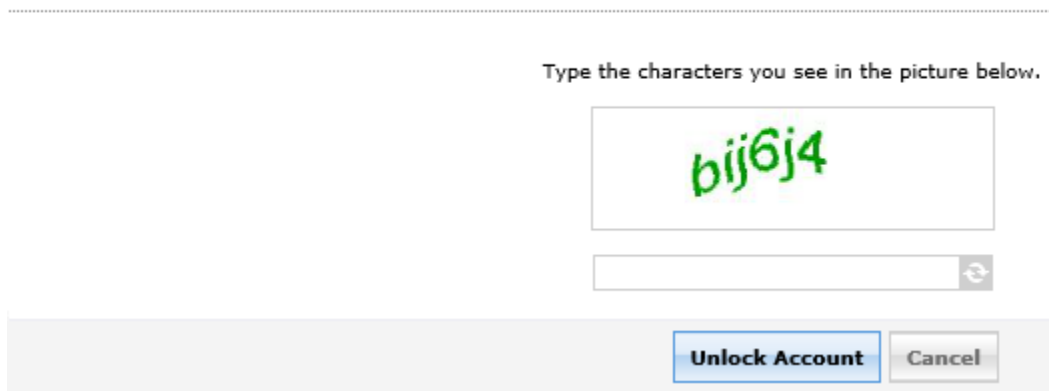
6. Enter the captcha and then click "Continue".
7. Based on the identity verification you picked, you'll now be asked to answer your security questions, enter the code you received via text message or approve your DUO push.

Tip: Be quick, you only get five minutes to complete the identity challenge.

8. You will be prompted one more time (Yes, this makes three.) with a captcha. Enter the captcha, then click "Unlock Account".

### Unlock Account

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The screenshot shows a captcha challenge. The text "Type the characters you see in the picture below." is centered above a rectangular image containing the characters "bij6j4" in a green, stylized font. Below the image is an empty input field with a refresh icon on the right. At the bottom of the form are two buttons: "Unlock Account" (highlighted in blue) and "Cancel".

Your account will now immediately unlock. Go back and try to login again to the service you were trying to get into.



# 7.0 Download the Mobile App

For faster access to the self-service password reset portal, download the mobile app. It's great for smart phone users and for use when you don't have your computer nearby.

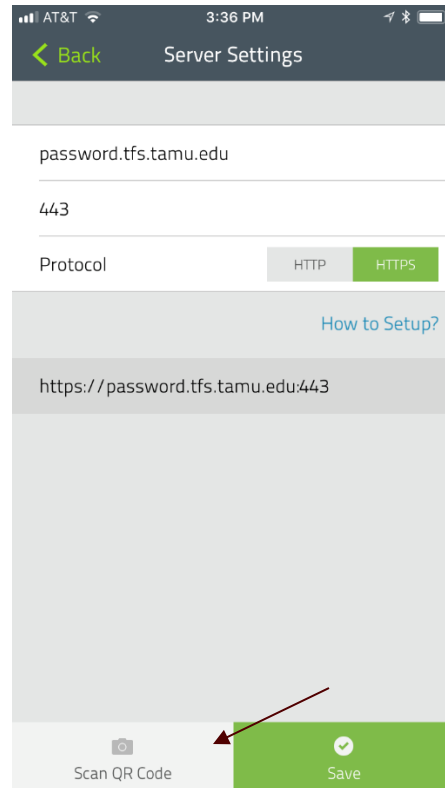
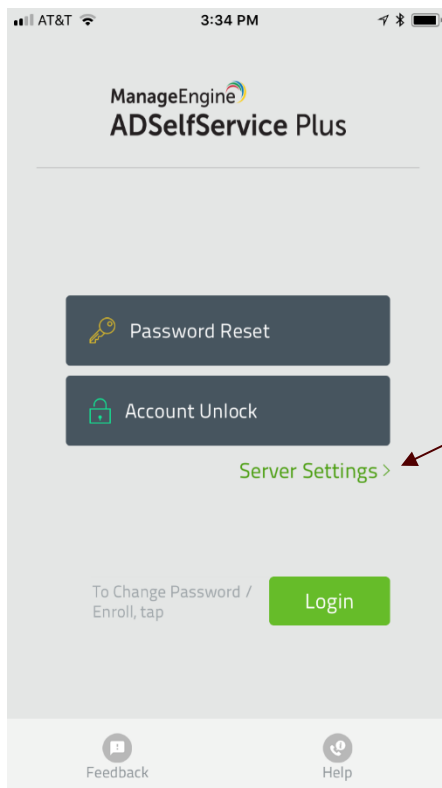
All of the above steps generally apply while using the app. These next steps will go through how to get the app on your phone and get it connected to our portal.

1. On your mobile device, open your app store and search for "ADSelfServicePlus".
2. Download and install the ManageEngine ADSelfServicePlus app.



Tip: The app is available on both the Apple App Store and Google Play.

3. Open the ADSelfServicePlus app.
4. Tap "Server Settings >" then "Scan QR Code".



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5. Point your camera at the following QR Code:



Tip: If your phone can't scan the barcode, use the following settings: URL: [password.tfs.tamu.edu](https://password.tfs.tamu.edu), Port: 443, Protocol: HTTPS

You may also see the URL [selfservice.tfs.tamu.edu](https://selfservice.tfs.tamu.edu) and that is ok.

6. Be sure to tap "Save" at the bottom.

You're done! From the app's home screen, you can reset or unlock your account. You can also tap "Login" to change your password or even enroll for the first time.

For the most part, the steps in this guide work the same on the desktop version as the smart phone version. Take note that the screen shots may differ.