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## Introduction

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Indiana Tech 's new password management system, <https://LetMeIn.IndianaTech.edu>, provides a convenient means for Indiana Tech students, faculty, and staff to unlock their network account or reset their password/passphrase. This provides the ability to manage your own account for access to many of the technical resources provided through the university.

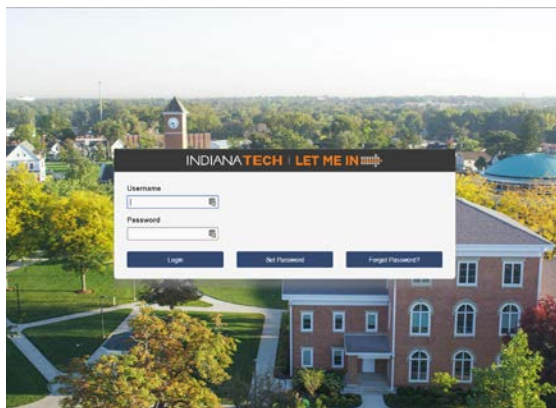
Before you can begin using **Let Me In**, you must first log in (using your current Indiana Tech credentials) and provide a cell phone number and an alternative email address. PortalGuard will send you temporary one-time passwords to your cell phone and/or alternative email address in the event you ever forget your password and need to reset it.

The instructions below show you what you need to do:

## Getting Started – Enrolling Your Account

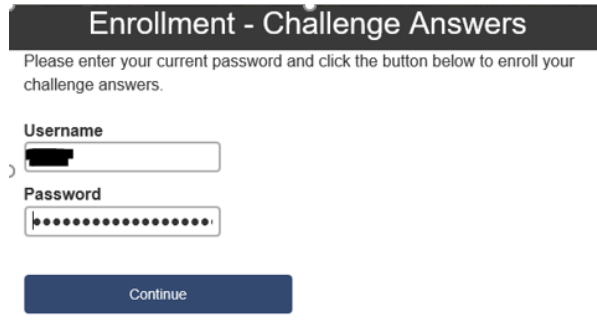
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- 1) You can access **Let Me In** from the following location:
  - a) <http://letmein.indianatech.edu>



- 2) Enter your current Indiana Tech username/password and click <Login>.
  - a) Faculty/Staff: Only enter your username and **not** the @indianatech.edu
  - b) Students: Enter your username as [username@indianatech.net](mailto:username@indianatech.net)

- When logging in the first time, a window will request that you enter your password again to enroll your challenge answers. Please enter your password and click <continue>.



**Enrollment - Challenge Answers**

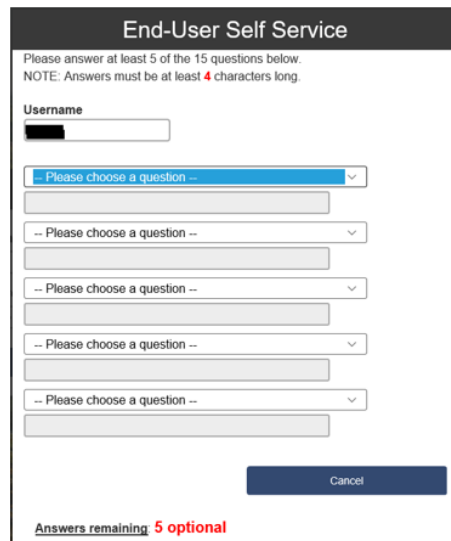
Please enter your current password and click the button below to enroll your challenge answers.

Username  
[Masked]

Password  
[Masked]

Continue

- You will be presented with a page where you will need to answer 5 questions out of 15 that are available for selection. Please provide answers to whichever questions you wish. You will choose the question to answer by clicking on the drop-down button with the available questions. Once you have chosen and answered 5 questions, click <continue>.



**End-User Self Service**

Please answer at least 5 of the 15 questions below.  
NOTE: Answers must be at least 4 characters long.

Username  
[Masked]

-- Please choose a question --

[Text Input]

-- Please choose a question --

[Text Input]

-- Please choose a question --

[Text Input]

-- Please choose a question --

[Text Input]

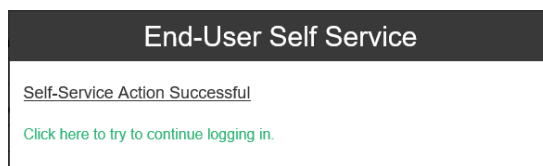
-- Please choose a question --

[Text Input]

Cancel

Answers remaining 5 optional

- After clicking continue, you will be presented with a 'Success' screen and a link to continue the login process. Please click on the link to continue.



**End-User Self Service**

Self-Service Action Successful

[Click here to try to continue logging in.](#)

- 6) Next, a window will request that you enter your password again in addition to your mobile phone number. Please enter your password and your mobile phone number and click <continue>. Please note that there may also be a question about your carrier if the number is not recognized.

The screenshot shows a web form titled "Enrollment - Mobile Phone". Below the title is a paragraph of instructions: "Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation." The form contains the following fields: "Username" (with a masked input), "Password" (with a masked input), "Country" (a dropdown menu currently showing "United States"), and "Phone Number" (an empty input field). At the bottom of the form is a blue button labeled "Continue".

- 7) After clicking <continue>, a one-time temporary password will be sent to the cell phone number provided. Upon receipt of the temporary password, enter it and click <Continue>. Please be careful reading and entering the temporary password. It is case-sensitive and could contain letters and numbers.

The screenshot shows a web form titled "End-User Self Service". Below the title is a paragraph of instructions: "A One-Time Password (OTP) has been sent to your phone. It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue." The form contains the following fields: "Username" (with a masked input) and "One-Time Password" (an empty input field). Below the "One-Time Password" field is a green link that says "Problems with the OTP?". At the bottom of the form are two blue buttons: "Continue" and "Cancel".

- 8) After clicking continue, you will be presented with a 'Success' screen and a link to continue the login process. Please click on the link to continue.

The screenshot shows a web form titled "End-User Self Service". Below the title is a message: "Self-Service Action Successful". Below the message is a green link that says "Click here to try to continue logging in."

4. After successfully registering your questions and cell phone, you will see the **Let Me In** home page. You can log in at any time and update this information as needed. Notice that there are several sections with information.

Logged in as:  | [Log Out](#)

## Account Details and Activity



### Account Details & Activity

**Password Expires On:** *Wednesday, August 24, 2016 (35 days from today)* [Change now](#)

**Last Login:** *7/20/2016, 11:36:25 AM*

**Last Password Change:** *[Never]*

**Last Password Reset:** *[Never]*

Challenge Questions

Registered Email Address

Registered Phones

Print One-Time Passcodes

Mobile Authenticator

11. If you have finished updating your information, click the “Log Out” link in the top right.

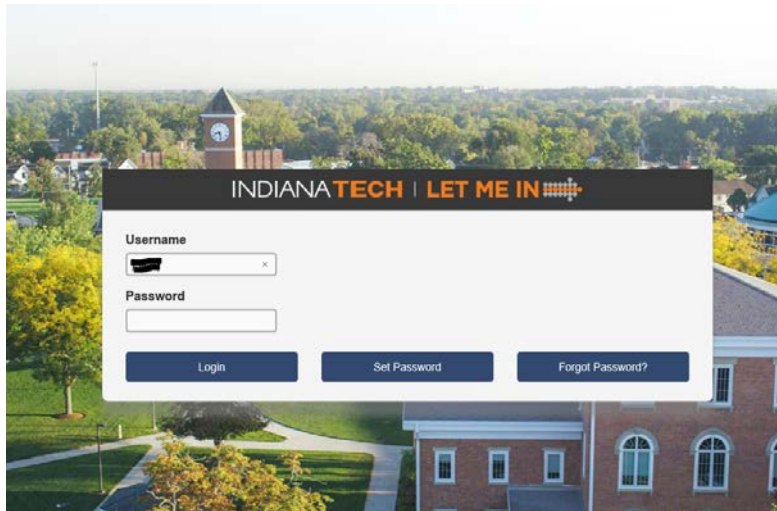
## Use Case Scenarios

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### Set Password – I know my password but want/need to change it.

If you know your Indiana Tech password but you would like to change it. Since you have registered your cell phone and questions, **Let Me In** can help you reset your password.

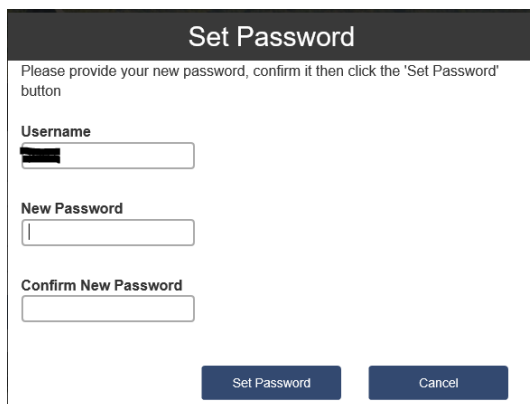
1. From any browser, type the following URL: **http://letmein.indianatech.edu**
2. Provide your username and click <Set Password>.



3. Provide your current password and click <Continue>.

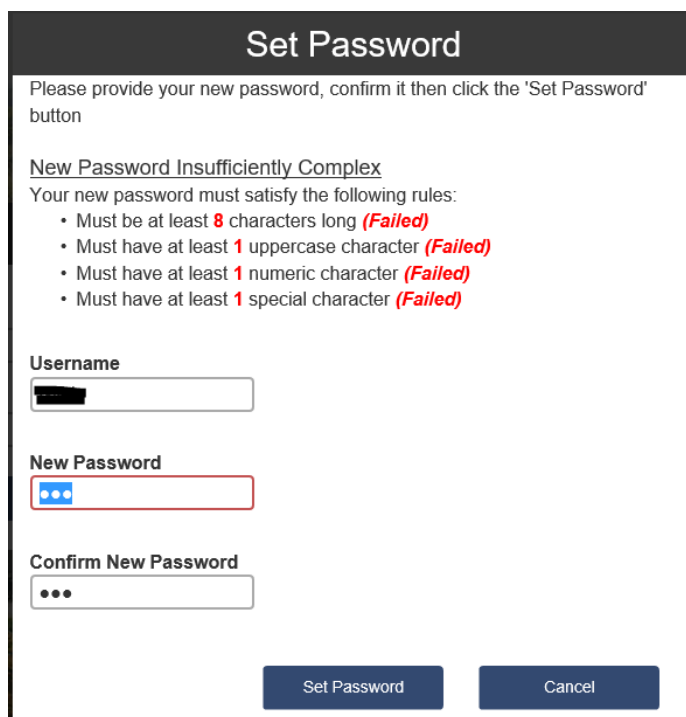
A screenshot of a 'Set Password' dialog box. The dialog has a title bar that says 'Set Password'. Below the title bar, there is a message: 'Please provide your current password then click the 'Continue' button'. There are two input fields: 'Username' and 'Password'. The 'Username' field contains a redacted name. At the bottom of the dialog, there are two buttons: 'Continue' and 'Cancel'.

4. Enter your desired new password and confirm it. Click <Set Password>.



The screenshot shows a 'Set Password' form with a dark header. Below the header, there is a instruction: 'Please provide your new password, confirm it then click the 'Set Password' button'. The form contains three input fields: 'Username' (with a masked value), 'New Password' (empty), and 'Confirm New Password' (empty). At the bottom, there are two buttons: 'Set Password' and 'Cancel'.

- In the event that your new password is not strong enough, you will receive a message similar to the following. Please ensure your password meets the criteria listed.



The screenshot shows the 'Set Password' form with a dark header. Below the header, there is a instruction: 'Please provide your new password, confirm it then click the 'Set Password' button'. A red error message is displayed: 'New Password Insufficiently Complex'. Below the error message, it says 'Your new password must satisfy the following rules:' followed by a list of requirements, each marked as '(Failed)':

- Must be at least 8 characters long (Failed)
- Must have at least 1 uppercase character (Failed)
- Must have at least 1 numeric character (Failed)
- Must have at least 1 special character (Failed)

The form contains three input fields: 'Username' (with a masked value), 'New Password' (with a red border and three blue dots), and 'Confirm New Password' (with three black dots). At the bottom, there are two buttons: 'Set Password' and 'Cancel'.

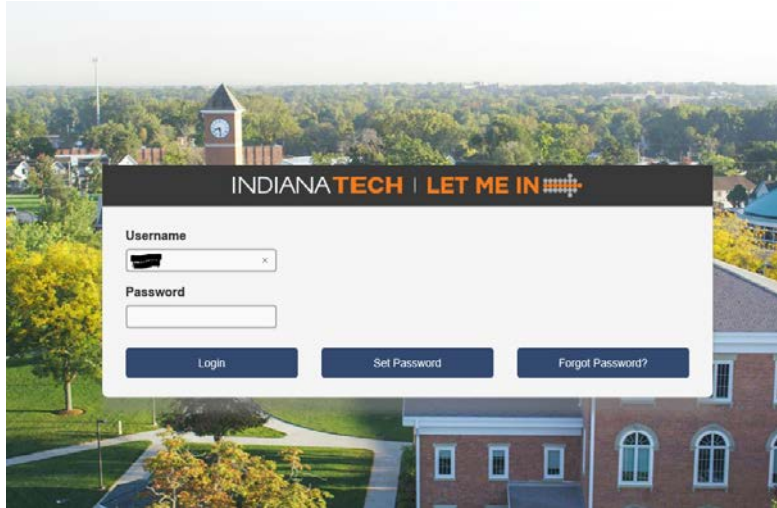
5. Once your password is accepted, you will receive a confirmation message. With this confirmation, you should now be able to log into Indiana Tech network and web based services using your new password.



## Self Service – I can't get my password to work.

There are times when you cannot remember your Indiana Tech password and need to reset it OR you are receiving messages that your account has been locked. Since you have registered your cell phone and questions, **Let Me In** can help you reset your password.

1. From any browser, type the following URL: **http://letmein.indianatech.edu**
2. Provide your username and click <Forgot Password?>.



3. If you are pretty sure you remember your password, but your account has become locked (possibly because of unsuccessful login attempts), you may select “Unlock Account”. However, if it is more likely you cannot remember your password, select “Reset Forgotten Password” and click <Continue>. For this example, we'll choose “Unlock Account”. Please note that if “Reset Forgotten Password is chosen, you will be required to change your password once you are authenticated.

### End-User Self Service

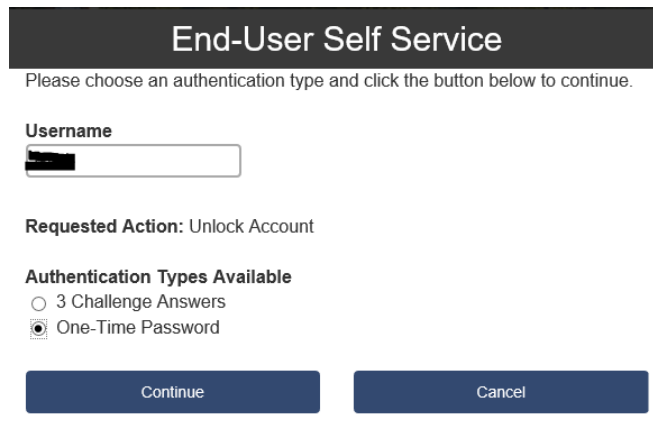
Please choose an action and click the button below to continue.

**Username**

**Recovery Actions Available**

Unlock Account  
 Reset Forgotten Password

4. You may have a one-time temporary password sent to your cell phone or you may answer several of your challenge questions. For this example, we'll choose the one-time password and have it sent as a txt to our cell phone. Make sure "Mobile Phone Number" is selected and click <Continue>.



**End-User Self Service**

Please choose an authentication type and click the button below to continue.

**Username**  
[Redacted]

**Requested Action:** Unlock Account

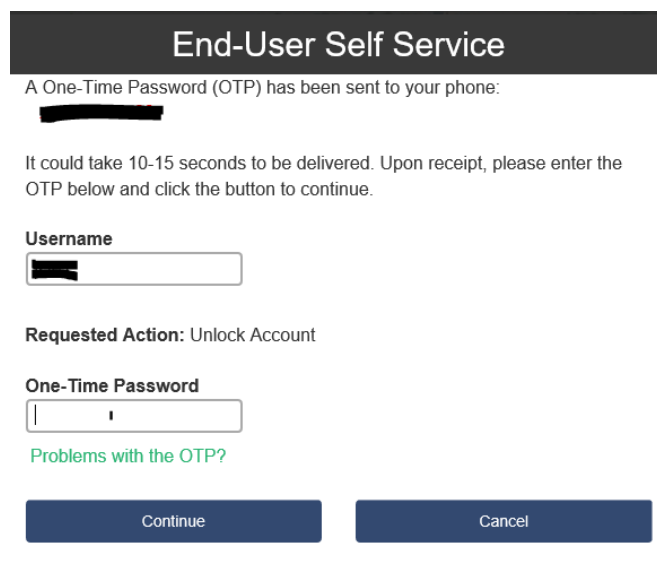
**Authentication Types Available**

3 Challenge Answers

One-Time Password

**Continue** **Cancel**

5. Once you receive your one-time temporary password, enter it and click <Continue>.



**End-User Self Service**

A One-Time Password (OTP) has been sent to your phone:  
[Redacted]

It could take 10-15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

**Username**  
[Redacted]

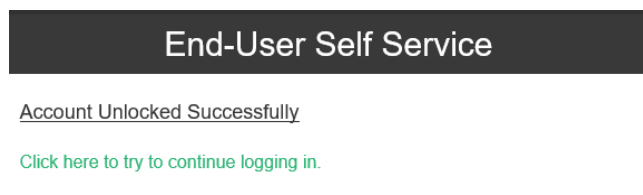
**Requested Action:** Unlock Account

**One-Time Password**  
[Redacted]

[Problems with the OTP?](#)

**Continue** **Cancel**

6. A confirmation screen will be displayed letting you know that your account was unlocked successfully.

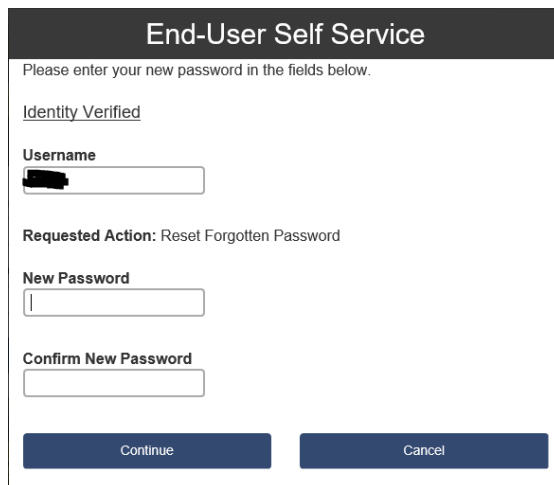


**End-User Self Service**

Account Unlocked Successfully

[Click here to try to continue logging in.](#)

7. If you chose to reset your password toward the beginning of this process, you will be asked to enter your new password twice and click <Continue>



The screenshot shows a web form titled "End-User Self Service". At the top, it says "Please enter your new password in the fields below." Below this, there is a link for "Identity Verified". The "Username" field is filled with a redacted name. The "Requested Action" is "Reset Forgotten Password". There are two password fields: "New Password" and "Confirm New Password", both currently empty. At the bottom, there are two buttons: "Continue" and "Cancel".

8. A confirmation screen will let you know if the password change has been successful.