

## Jobaid: Self-help Password Reset and Recovery Options

- The Active Directory (AD) passwords that are used on the majority of TTEC tools have a **life cycle of ninety (90) days** to ensure that our security is never compromised.
- A typical password reset consists of two parts: (1) **resetting the AD password** and, (2) **syncing the password to the computer** (for TTEC-provided computers not using SRW only). Both parts are outlined in this job aid.
- Should helpdesk assistance be required, reach out to the Service Desk using the contact information found here: [TTEC Service Desk \(sharepoint.com\)](#)
- This jobaid is only applicable to **work-from-home** employees using TTEC-provided computers.

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## Password Requirements

Make sure to create a password that meets the following criteria:

- Must be a minimum of 12 characters.
- Must contain three (3) of the four (4) rules below:
  - At least one uppercase letter
  - At least one lowercase letter
  - At least one number
  - At least one special character
- Must NOT contain your name.
- The new password must be unique and cannot match any of the previous twelve (12) passwords.

## Part 1: RESET ACTIVE DIRECTORY (AD) PASSWORD

For TTEC-provided computers using Global Protect only (no SRW), make sure to [sync the newly created password to the machine](#). **Do not skip this step to avoid further system issues.**

### Option 1: Using Ctrl + Alt + Del

- The following steps can be done if you can still log in to your TTEC PC, are connected to Global Protect, and still remember your current AD password. Otherwise, try to use other options available.
1. While logged in to the TTEC PC and connected to Global Protect, press the **CTRL + ALT + DEL** keys on their keyboard.
  2. Click “**Change Password**” from the menu.
  3. Enter the old/current password in the “**Password**” tab.
  4. Enter a new password (New password tab). Note that the new password must meet the [password requirements](#).

5. Enter the new password again to confirm (Confirm password tab), and then click the arrow to submit.



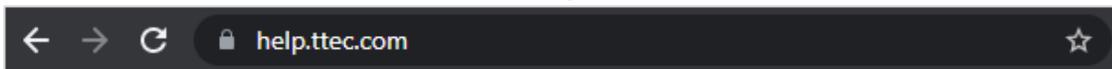
6. For TTEC-provided computers using Global Protect only (no SRW), make sure to [sync the newly created password to the machine](#). **Do not skip this step to avoid further system issues.**

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## Option 2: Using help.ttec.com

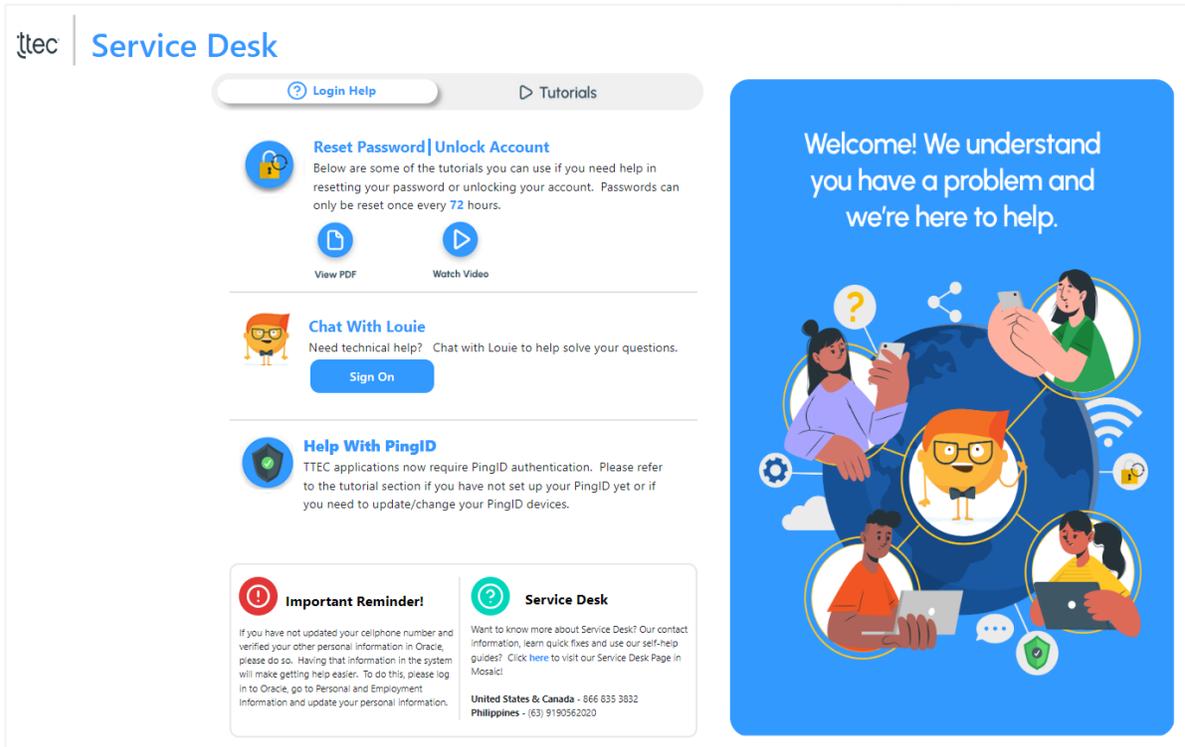
This can be done on any TTEC-provided computer or personal device (personal computers, tablets, mobile phones).

1. Go to <https://help.ttec.com/> using any browser.



2. From here, you have three options: Reset Password, Forgot Password/Unlock Account, or Chat with Louie. Select which best applies to your situation based on the descriptions below:
  - a. **Reset Password** – for users who still remember their last working password.
  - b. **Unlock Account** – for users who cannot recall their last working password.

- c. **Chat with Louie** – for users who wish to talk with a Service Desk Analyst or to reset passwords other than their Active Directory (AD).



The screenshot shows the TTEC Service Desk homepage. At the top left is the TTEC logo and the text "Service Desk". Below this are two tabs: "Login Help" and "Tutorials". The main content area is divided into several sections:

- Reset Password | Unlock Account:** A section with a lock icon and a key icon. It contains the text: "Below are some of the tutorials you can use if you need help in resetting your password or unlocking your account. Passwords can only be reset once every 72 hours." Below this text are two buttons: "View PDF" and "Watch Video".
- Chat With Louie:** A section with a cartoon character icon. It contains the text: "Need technical help? Chat with Louie to help solve your questions." Below this text is a "Sign On" button.
- Help With PingID:** A section with a shield icon. It contains the text: "TTEC applications now require PingID authentication. Please refer to the tutorial section if you have not set up your PingID yet or if you need to update/change your PingID devices."
- Important Reminder!** A section with a red exclamation mark icon. It contains the text: "If you have not updated your cellphone number and verified your other personal information in Oracle, please do so. Having that information in the system will make getting help easier. To do this, please log in to Oracle, go to Personal and Employment Information and update your personal information."
- Service Desk:** A section with a question mark icon. It contains the text: "Want to know more about Service Desk? Our contact information, learn quick fixes and use our self-help guides? Click here to visit our Service Desk Page in Mosaic!" Below this text are two phone numbers: "United States & Canada - 866 635 3832" and "Philippines - (63) 9190562020".

On the right side of the page is a large blue graphic with the text: "Welcome! We understand you have a problem and we're here to help." The graphic features a globe in the center, surrounded by various icons representing different services and user interactions, such as a person with a question mark, a person with a smartphone, a person with a laptop, and a person with a tablet.

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## A. Reset Password

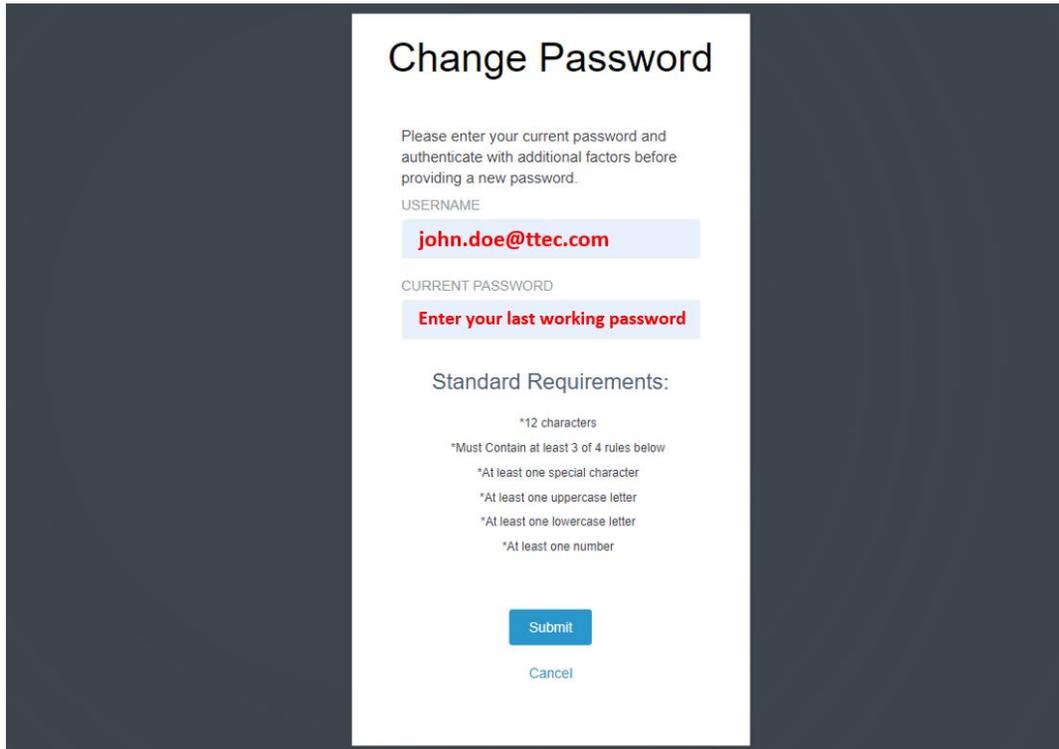
This option is for users who still recall their last working password.

1. Click the **Reset Password** option.



This is a close-up view of the "Reset Password | Unlock Account" section from the screenshot above. The text "Reset Password | Unlock Account" is highlighted with a red box. Below the text, the "View PDF" and "Watch Video" buttons are visible.

- It will redirect you to a page that will require you to enter your username and current password. Once done, click **Submit**.



**Change Password**

Please enter your current password and authenticate with additional factors before providing a new password.

USERNAME  
**john.doe@ttec.com**

CURRENT PASSWORD  
**Enter your last working password**

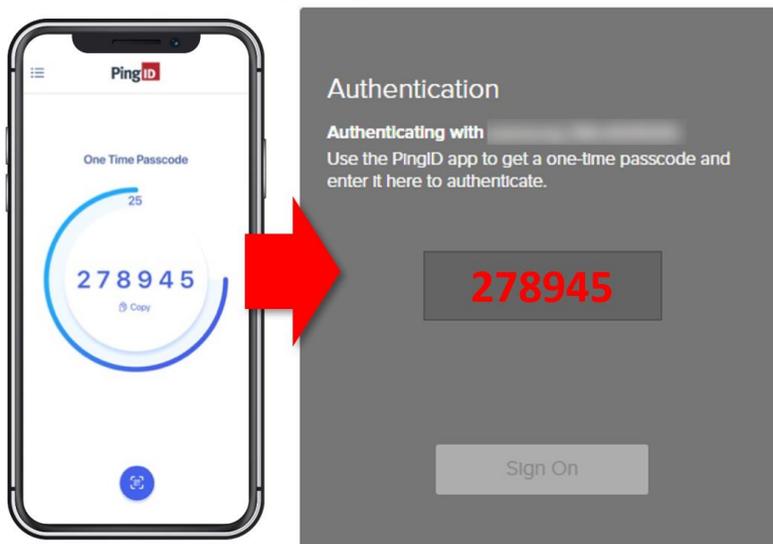
Standard Requirements:

- \*12 characters
- \*Must Contain at least 3 of 4 rules below
- \*At least one special character
- \*At least one uppercase letter
- \*At least one lowercase letter
- \*At least one number

**Submit**

Cancel

- Authenticate using Ping ID.



**PingID**

One Time Passcode

25

**278945**

Copy

**Authentication**

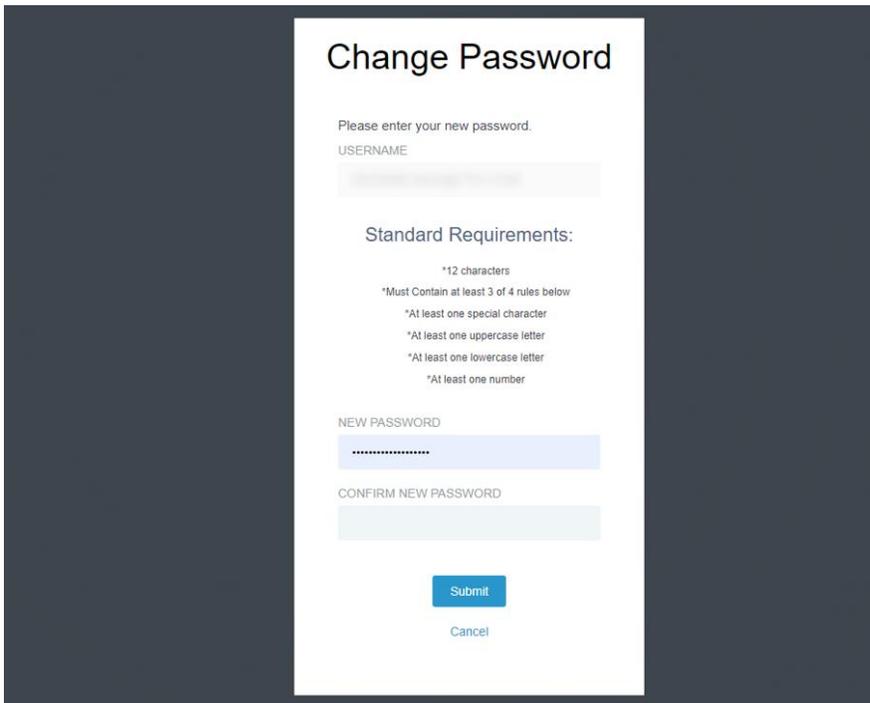
Authenticating with [redacted]

Use the PingID app to get a one-time passcode and enter it here to authenticate.

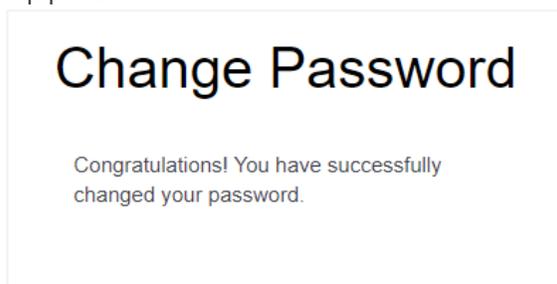
**278945**

Sign On

4. After verifying the log in using PingID, you can now create a password. Make sure that the password meets the password requirements. Once done, click on **Submit**.

A screenshot of a web form titled "Change Password". The form is centered on a dark grey background. It contains the following elements: a heading "Change Password", a sub-heading "Please enter your new password.", a label "USERNAME" above a text input field, a section titled "Standard Requirements:" with a list of rules: "\*12 characters", "\*Must Contain at least 3 of 4 rules below", "\*At least one special character", "\*At least one uppercase letter", "\*At least one lowercase letter", and "\*At least one number". Below the requirements are two more text input fields labeled "NEW PASSWORD" and "CONFIRM NEW PASSWORD". At the bottom of the form are two buttons: a blue "Submit" button and a grey "Cancel" button.

5. A message stating that the password has been changed successfully will appear.

A screenshot of a success message box. The box has a white background and a thin grey border. It contains the heading "Change Password" in a large, bold, black font. Below the heading is the text "Congratulations! You have successfully changed your password." in a smaller, black font.

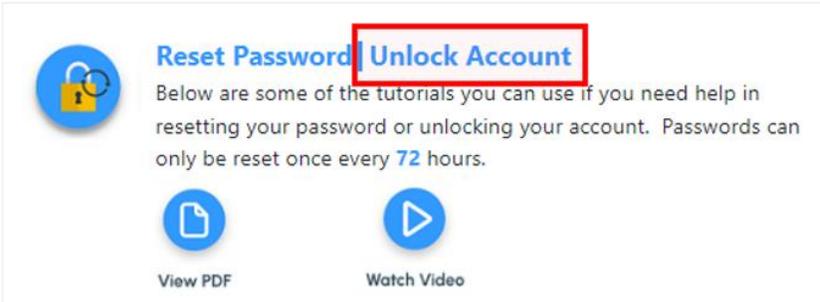
6. For TTEC-provided computers using Global Protect only (no SRW), make sure to [sync the newly created password to the machine](#). **Do not skip this step to avoid further system issues.**

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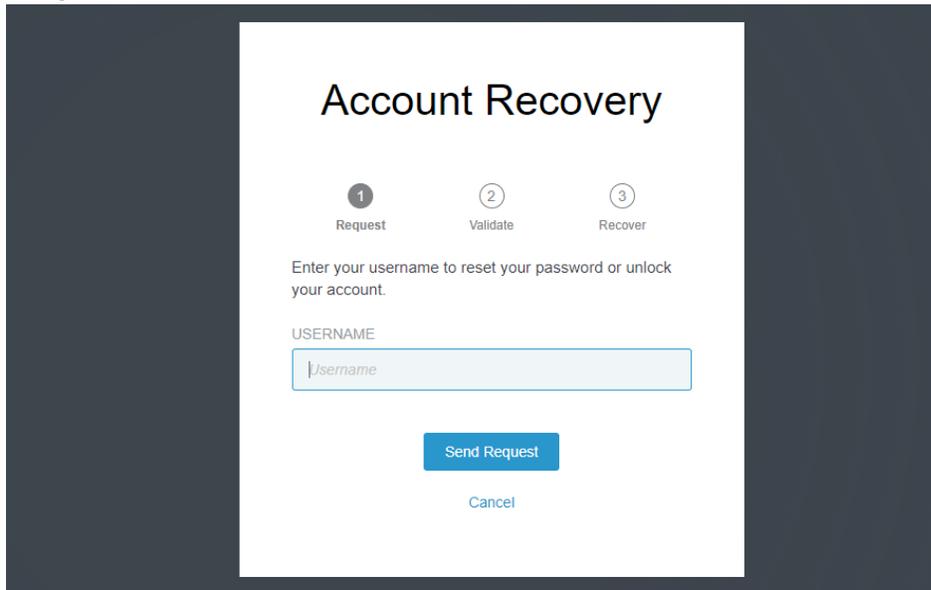
## B. Unlock Account

This option is for users who cannot recall their last working password.

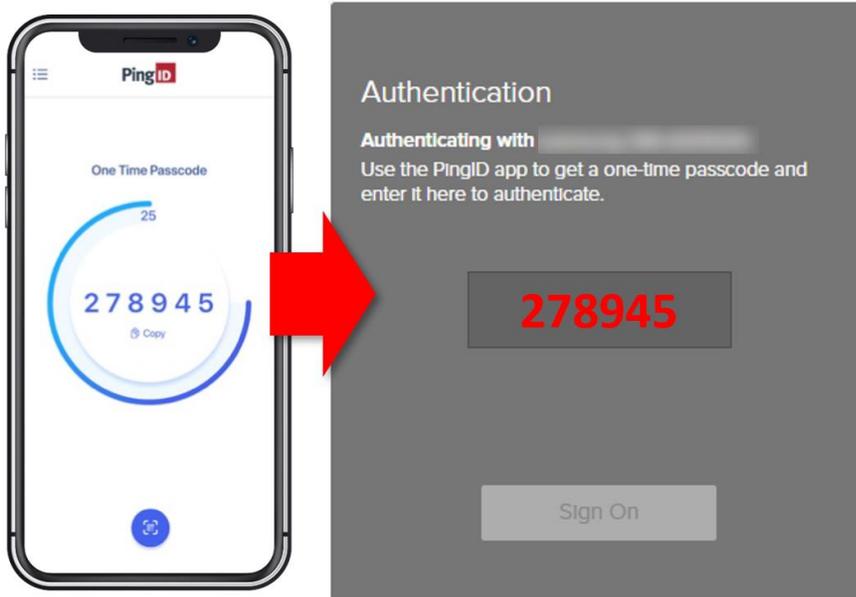
1. Click the **Unlock Account**.



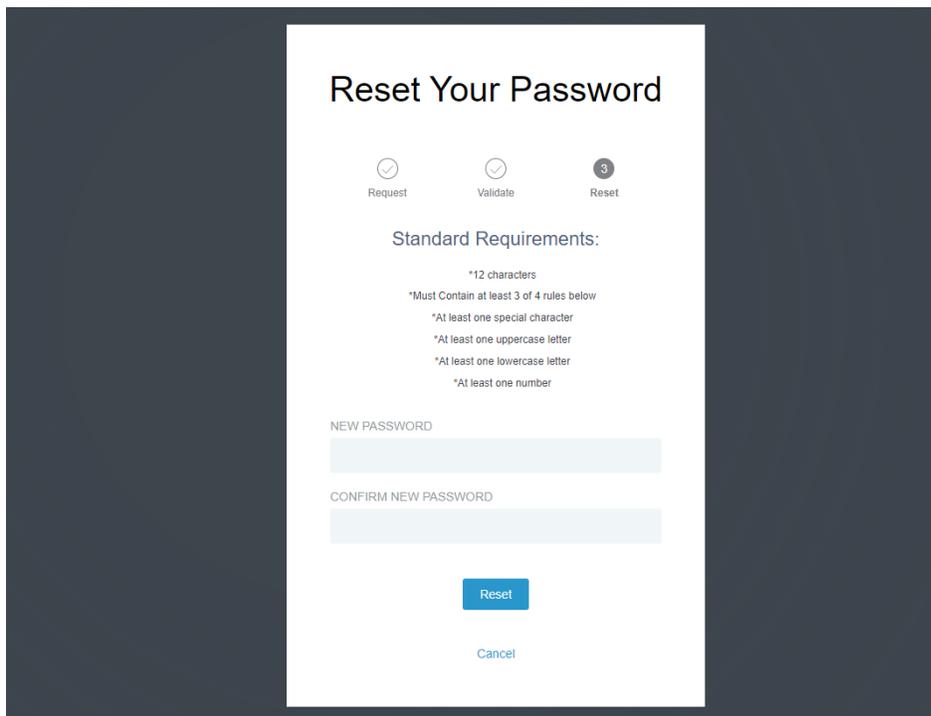
2. On the next page, enter your TTEC email address and then click on **Send Request**.

A screenshot of the "Account Recovery" form. At the top, the title "Account Recovery" is centered. Below it is a progress indicator with three steps: "1 Request", "2 Validate", and "3 Recover". The "Request" step is currently active. The main instruction reads: "Enter your username to reset your password or unlock your account." Below this is a text input field labeled "USERNAME" with a placeholder "Username". At the bottom, there are two buttons: a blue "Send Request" button and a "Cancel" link.

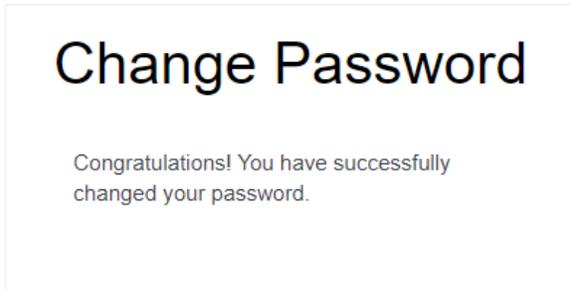
3. Authenticate using the PingID application.



4. After verifying the log in using PingID, you can now create a password. Make sure that the password meets the password requirements. Once done, click on **Submit**.



5. A message stating that the password has been changed successfully will appear.



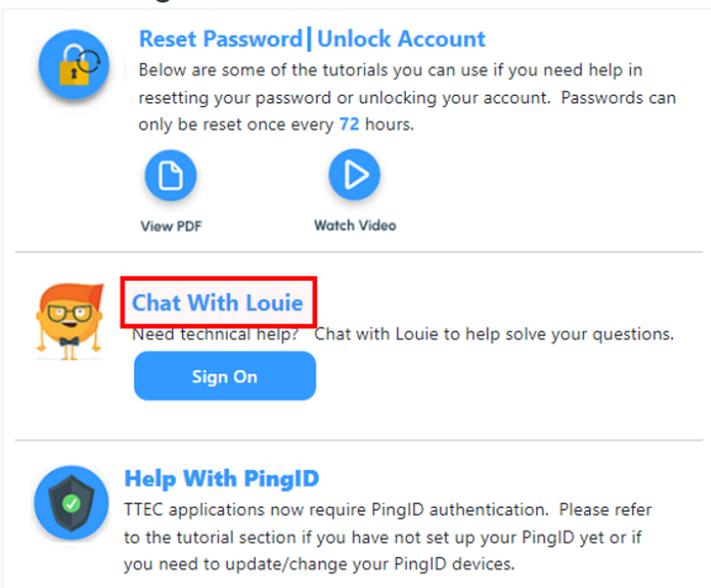
6. For TTEC-provided computers using Global Protect only (no SRW), make sure to [sync the newly created password to the machine](#). **Do not skip this step to avoid further system issues.**

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## C. Chat with Louie

This option is for users who wish to talk with a Service Desk Analyst or to reset passwords other than their Active Directory (AD). To chat with Louie, the user must be able to recall his/her working AD credentials.

1. Click the **Sign On** button under **Chat with Louie**.



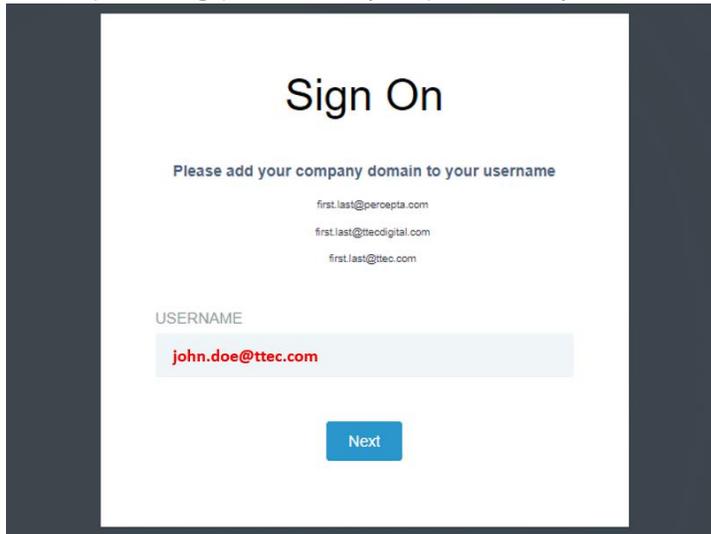
**Reset Password | Unlock Account**  
Below are some of the tutorials you can use if you need help in resetting your password or unlocking your account. Passwords can only be reset once every **72** hours.

[View PDF](#) [Watch Video](#)

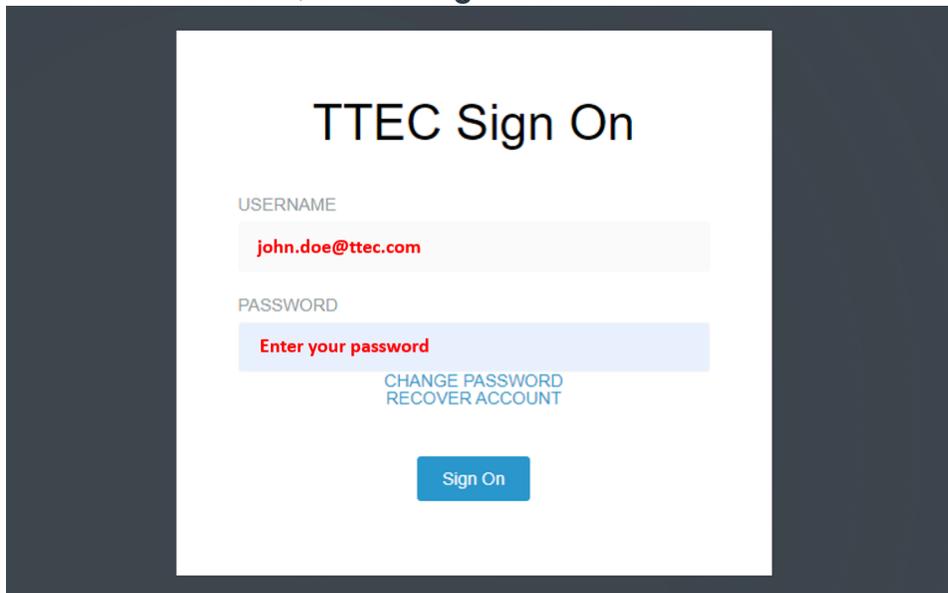
**Chat With Louie**  
Need technical help? Chat with Louie to help solve your questions.  
[Sign On](#)

**Help With PingID**  
TTEC applications now require PingID authentication. Please refer to the tutorial section if you have not set up your PingID yet or if you need to update/change your PingID devices.

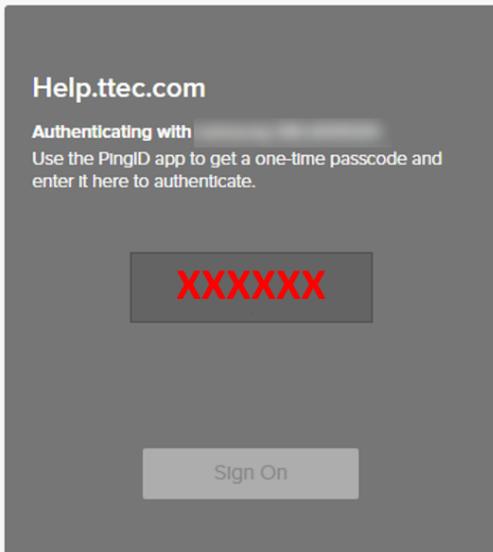
- This will redirect you to a login screen. Enter your TTEC Email address and its corresponding password (AD password).



- Next, enter your AD password. This is the password corresponding to your TTEC email address. Once done, click on **Sign On**.



4. Authenticate the log in using Ping ID.



5. Once authenticated, wait for the chat to load. Louie, the chatbot, will provide initial assistance. Louie will give you options for some self-help options. For resetting the password, select **Reset Password**.
6. Select the password you want to reset from the list of options. Then, the bot will redirect you to the appropriate page to reset your password.
7. Once done with resetting your password, select **Yes** from the options to generate a ticket and conclude the chat. If the password reset failed or you need further help, select **No**. Louie will connect you with a Service Desk Analyst for assistance.

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## Part 2: SYNCING YOUR NEWLY RESET AD PASSWORD

- TTEC WFH computers cannot apply TTEC AD password changes automatically and in real-time. A newly reset TTEC AD password must be manually synced to a TTEC-provided computer.
- This jobaid is only applicable to **work-from-home** employees using TTEC-provided computers.
- If you are a work-from-home employee using **Secure Remote Worker (SRW)**, this part of the jobaid **DOES NOT** apply to you.

There are two common scenarios when you need to sync your password: (1) you can still log in to the computer or (2) you cannot log in to the computer. Make sure to follow the steps applicable to your current scenario.

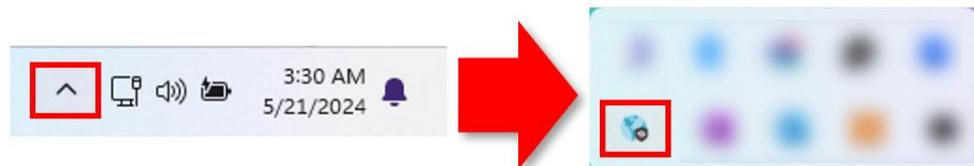
- If you cannot log in to your computer, try to log in using the last known working password and then proceed to sync the new password using the steps in [Scenario 1: I can still log in to my computer](#). Otherwise, try the steps in [Scenario 2: I am unable to log in to my computer](#).
- If the steps below do not work, call the AtHome Service Desk (ASD) for further assistance. ASD's contact information is available here: [TTEC Service Desk \(sharepoint.com\)](#)

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## Scenario 1: I can still log in to my computer

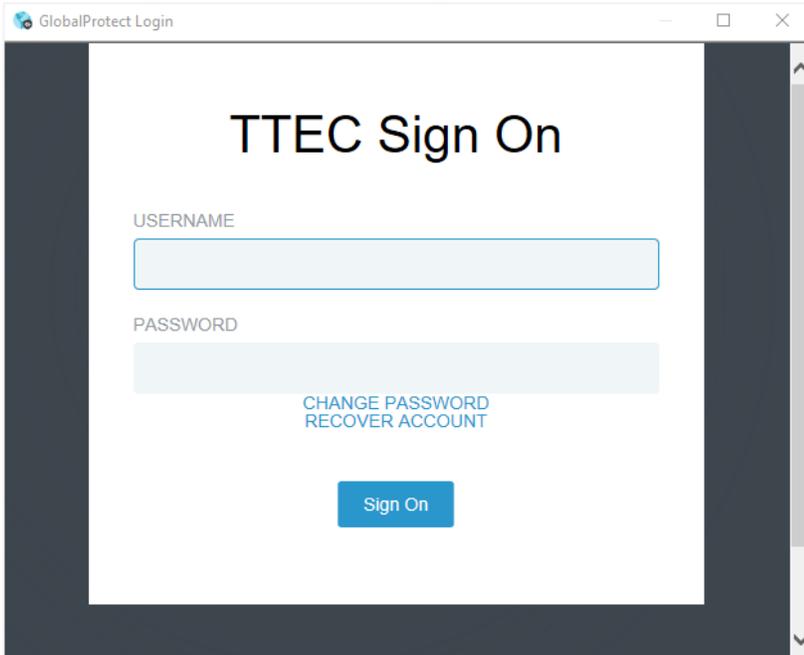
### Step 1: Connect to Global Protect

1. Launch Global Protect. Note that it pops up upon logging in to the computer.
  - a. If Global Protect does not pop up, launch it from the Start menu:
    - i. **FOR AGENTS:**
      - a) Open the **Start menu**.
      - b) Select the **“Teletech”** folder.
      - c) Then click on the **“Tools”** folder.
      - d) Select the **“Covid\_Test”** folder.
      - e) Inside the Covid\_Test folder, click on **“GlobalProtect”**.
    - ii. **FOR G&A's:**
      - a) Click on the system tray icon in the lower right corner of your screen.
      - b) From the application items, click on Global Protect. Note that the icon will be greyed out if it is not connected.

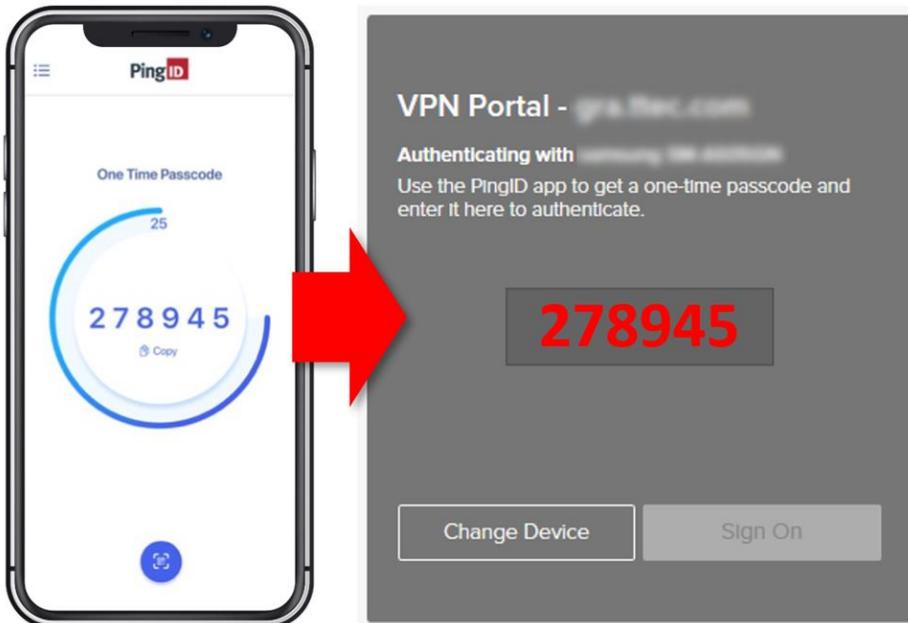


- b. If your Global Protect is already connected, skip to [Part 2: Syncing the AD Password](#).

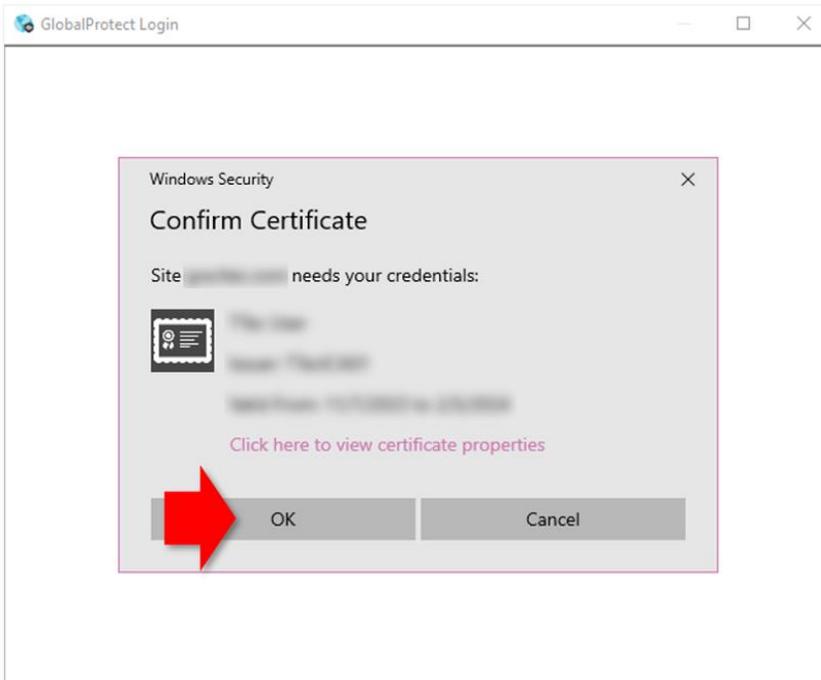
2. Enter your **TTEC email address** and the corresponding (new) password (**AD password**). Then click on “Sign On”.



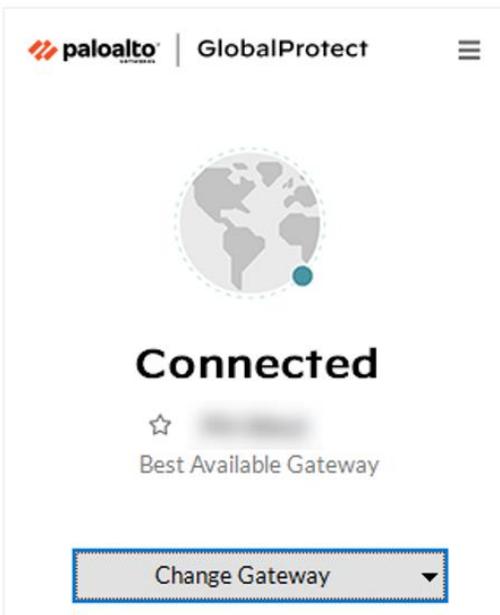
3. Authenticate the login using PingID. Enter the six-digit code from your PingID app.



4. If you see the screen below, click “OK”.



5. Once authenticated, Global Protect should appear connected.



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## Step 2: Syncing the AD Password

1. Make sure Global Protect is connected. Otherwise, the syncing process will fail.
2. Lock your computer. Below are different ways to lock your computer:

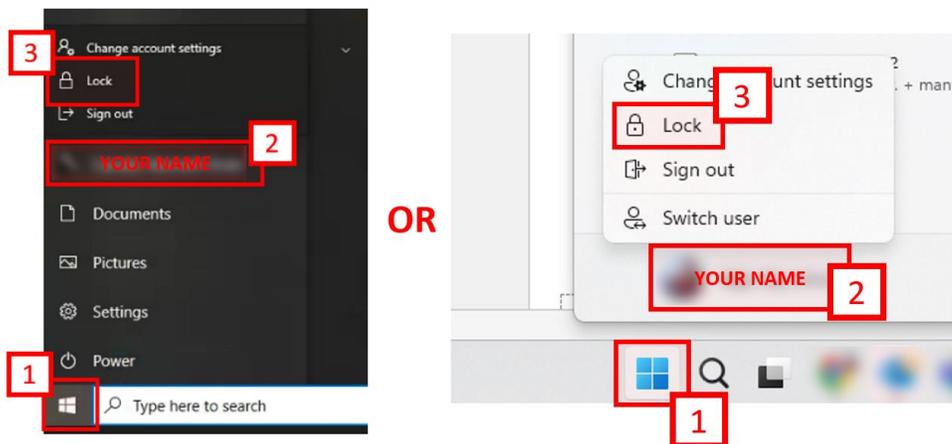
- **Use the keyboard for Windows + L.** On your keyboard, press and hold the **Windows logo** key then click on the **letter L** (Windows logo key + L). This will directly lock your computer.



- **Use the keyboard for CTRL + ALT + DEL.** On your keyboard, press the keys **CTRL + ALT + DEL**. It will provide a menu where you can select **Lock**.



- **Use the Start menu.** Click on the **Start menu/Windows icon**, then your name, and then **“Lock”**. Make sure to select **“Lock”** and not **“Sign out”**.



3. Once locked, the screen will redirect to the login screen. Allow about a minute for the password to sync then log in using the newly reset password.

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## Scenario 2: I am unable to log in to my computer

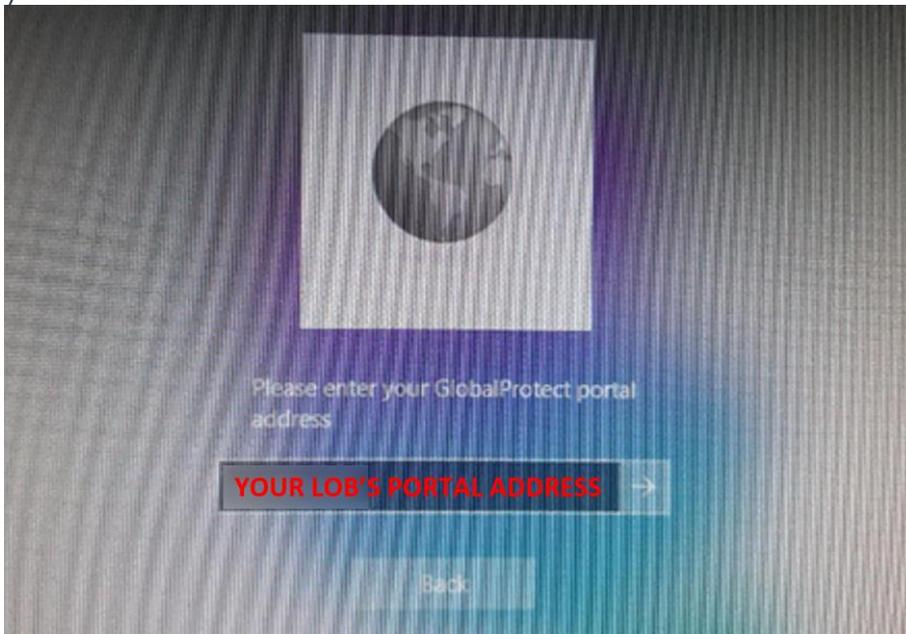
The following steps apply to employees using PingID Desktop. If you are using PingID Desktop and you cannot log in to your computer, please reach out to the AtHome Service Desk. ASD's contact information is available here: [TTEC Service Desk \(sharepoint.com\)](#)

1. On the login screen, check for the network icon (two-monitor icon).

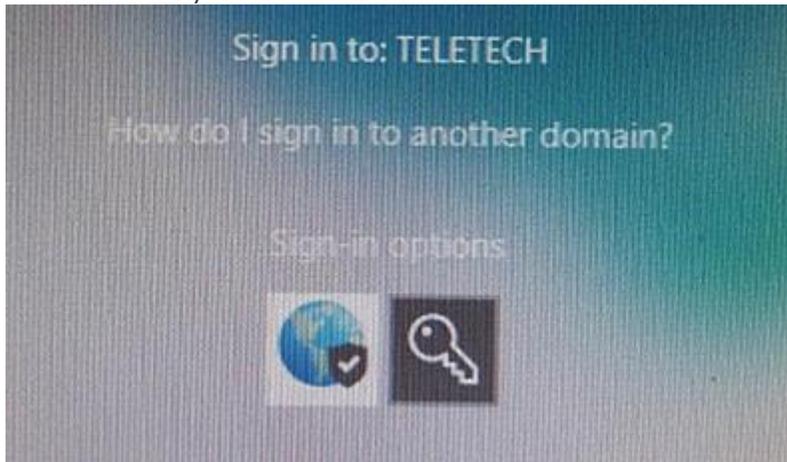


- a. If it is available, click on it.
- b. If the icon is not visible, reboot the machine first. However, if you only see a one-monitor icon, or if there is no network icon altogether, reach out to the Service Desk. The contact information is available here: [TTEC Service Desk \(sharepoint.com\)](#)

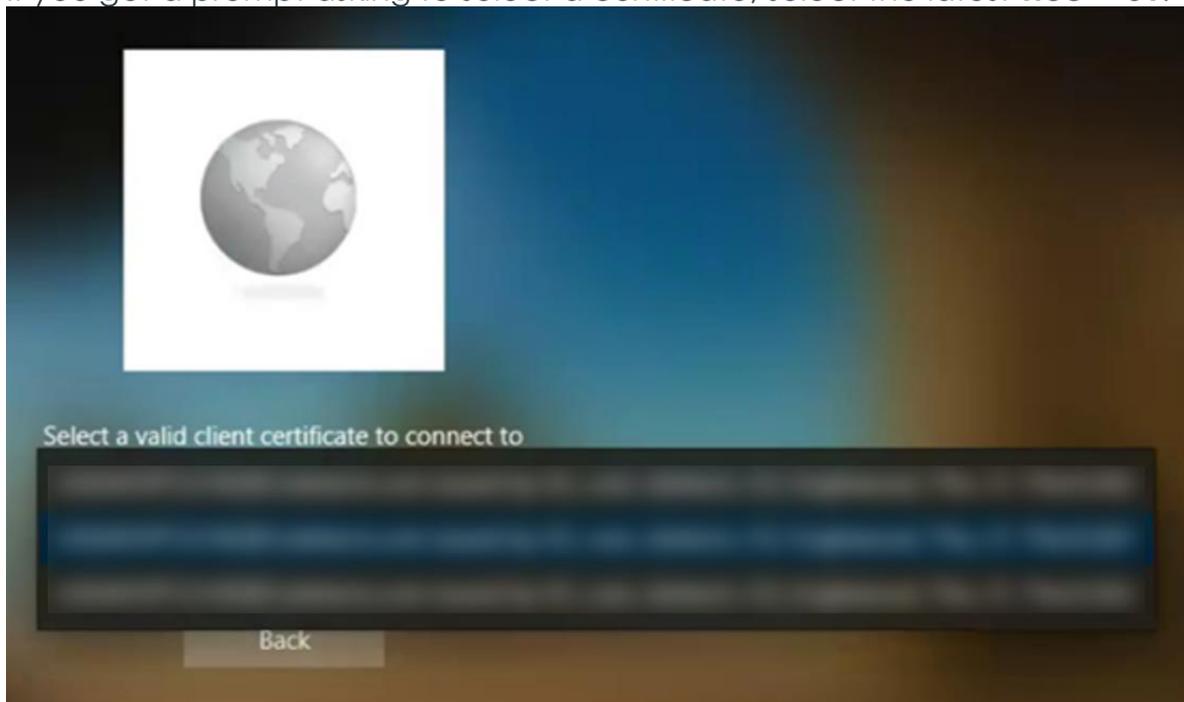
2. It should ask for a Global Protect portal address. Enter the portal address for your LOB.



- a. If it is not yet asking for a portal address, click on “**Sign-in options**”. You will see a key and a Global Protect icon. Select the Global Protect icon.



3. If you get a prompt asking to select a certificate, select the latest **Ttec\*\*\*01**.

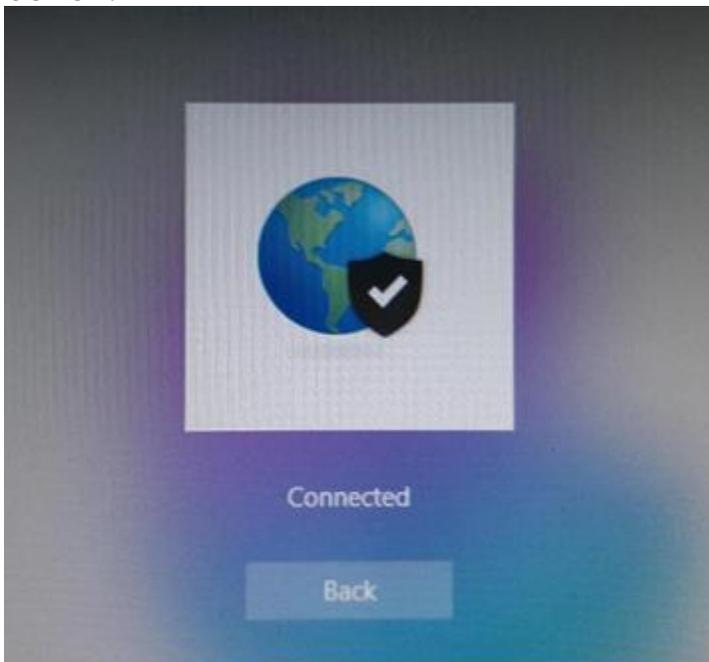


4. It will redirect to the SSO login screen. Log in using your **TTEC email address** and the **AD password**.
5. Authenticate the login using PingID.

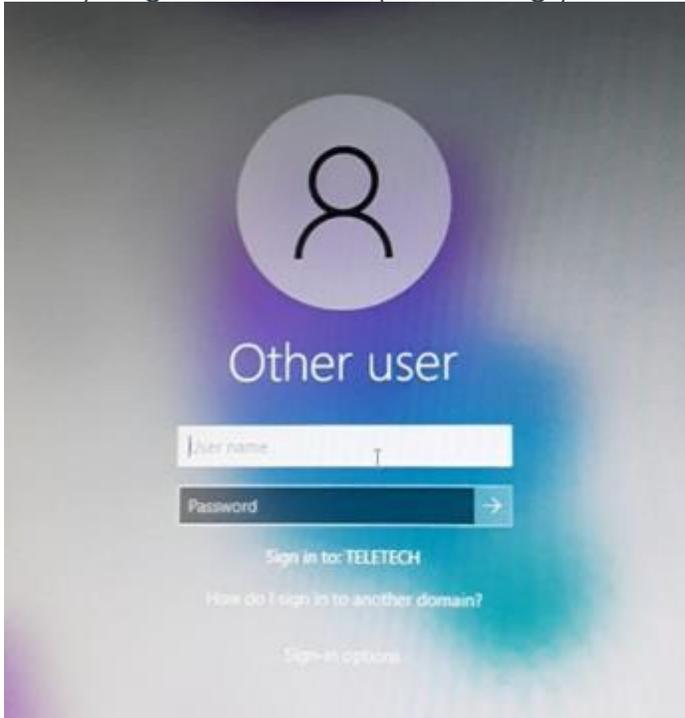
6. Once again, enter your TTEC email address and the AD password.



7. Wait for Global Protect to connect. Once connected, click on the **Back** button.



8. Finally, log in to the computer using your TTEC email address and AD password.



9. Once inside, you will notice that Global Protect stays connected. Proceed to test the rest of your tools.

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