

Password Management Help Guide





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Document Information

Change History

Document Version	Revision Date	Author	Revision description
1.0	04/08/2011	CS Helpdesk	Initial Creation
1.1	23/05/2012	CS Windows	Updated the Changes in the portal
1.2	08/11/2012	CS Windows	Added Examples
1.0	04/08/2011	CS Helpdesk	Initial Creation
2.0	19/01/2015	CS Windows	Revised the policy
3.0	22/04/2015	CS Windows	Updated the Changes in the portal
4.0	09/03/2018	CS Windows	Updated the Changes in the portal

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1. Introduction

The user Management policy describes how user accounts & their privileges are created, modified, removed & tracked for Cloud Operations. It details the process for granting access to new users, the password policies & process for revoking user access.

1.1. Password Management Portal

Welcome to the Password Management Portal - <https://accounts.jdadelivers.com/>

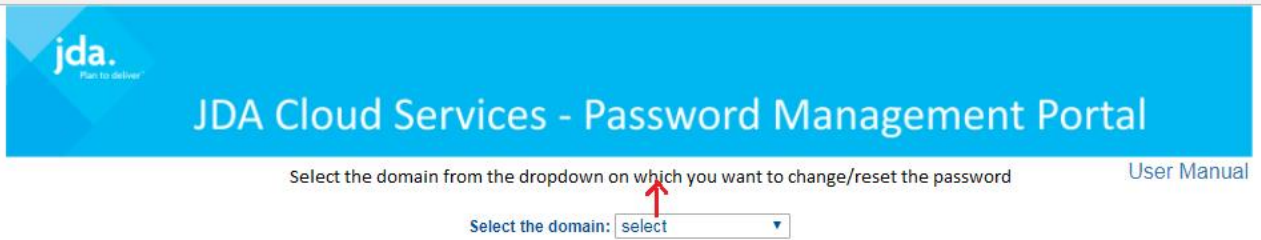
This portal will allow you to reset / change the password for user ID on following domains:

- JDADELIVERS domain
- HOSTED
- HOSTEDBYRADS

Changing your password on Password Management Portal will affect the following applications:

- Server Login (RDP / Putty)
- Citrix UI Login

1.2. Select the domain



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JDA Cloud Services - Password Management Portal

Select the domain from the dropdown on which you want to change/reset the password

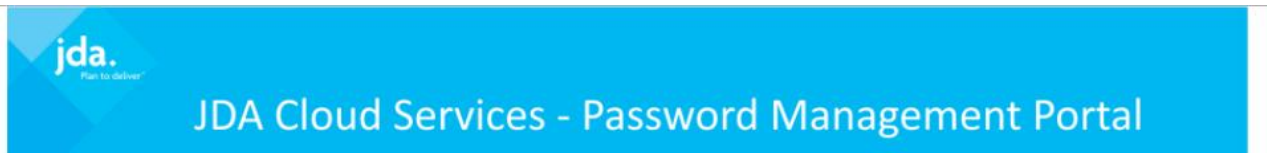
User Manual

Select the domain:



1.3. For Forgot Password

- Please enter your User ID in the username section.
- Please enter you registered E-mail id in the Registered Email Id section.



Please enter the credentials for JDADELIVERS domain
Select the domain: JDADELIVERS

Username:

Current Password:

New Password:

Confirm Password:

Registered Email Id:

User Name goes here (points to Username field)

Email id goes here (points to Registered Email Id field)

Click and hold this button to check the masked email id value that you have entered (points to Forgot Password button)

Password must meet the following complexity requirements

- Password length should be minimum 12 characters
- Password should contain at least one
- Uppercase character (A-Z)
- Lowercase characters (a-z)
- Numerals (0-9)
- Special Characters (# \$ % & @)
- Cannot include First Name, Last Name or Email address in passwords
- Password history – Cannot use previous 24 passwords
- YOU CAN CHANGE PASSWORD ONLY ONCE IN 24 HOURS.



- Click on forgot password.
- You will receive an email which will have a link.
- Click on this link and enter the new password, confirm your new password and click on change password.

Example:

If your user ID is Chethank, you should type chethank as user name.

DON'T use other formats such as Jdadelivers\chethank.

Mention your full email id like lshaan.sharma@jda.com

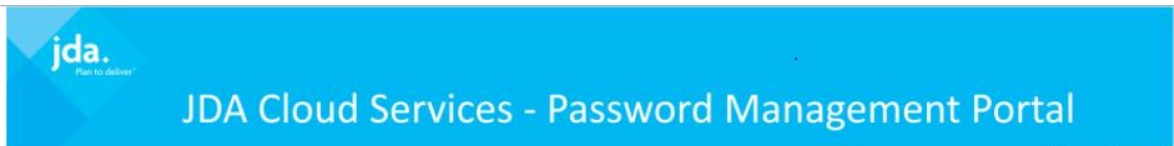
1.4. For Change Password

1. Please enter User ID in Username section
2. Enter Present/Old password in Current password section
3. Enter New Password in New Password section
4. Re-enter New password in Confirm password section
5. Click on Change Password button.

Example:

If your user ID is Chethank, you should type chethank as user name.

DON'T use other formats such as Jdadelivers\chethank.



Please enter the credentials for JDADELIVERS domain

Fill these fields and click on Change Password

Select the domain:

Username:

Current Password:

New Password:

Confirm Password:

Username: *

Registered Email Id: *

[Forgot Password](#)

[Change Password](#)

Password must meet the following complexity requirements

- **Password length should be minimum 12 characters**
- Password should contain at least one
- Uppercase character (A-Z)
- Lowercase characters (a-z)
- Numerals (0-9)
- Special Characters (# \$ % & @)
- Cannot include First Name, Last Name or Email address in passwords
- Password history – Cannot use previous 24 passwords
- **YOU CAN CHANGE PASSWORD ONLY ONCE IN 24 HOURS.**



1.5. Passwords complexity requirements

- Below are the instructions which should be followed by every user for their password reset.
- Password length should be minimum 12 characters.
- Password should contain at least one
 - I. Uppercase character (A-Z)
 - II. Lowercase characters (a-z)
 - III. Numerals (0-9)
 - IV. Special Characters (# \$ % & @)
- Cannot include First Name, Last Name or Email address in passwords
- Password history – Cannot use previous 24 passwords
- Minimum password age: One day

1.6. Summary

This Policies /process that JDA Cloud services implements to actively monitor and verify the appropriateness of a users' access to systems and applications based on an understanding of the minimum necessary for users to perform or support business activities or functions. The responsibility for granting access and performing periodic verification of the appropriateness of that access rests with the system and/or business owner of the system or application.

Any changes to this process/ policy should be approved by Cloud Director.