



AMA Self Service Password Reset Guide

This guide describes log-in, enrollment, and resetting password procedures with AMA Self Service Password Reset.

If this is your first time accessing the system, complete section 1.

If you have enrolled before and need to reset your password, complete section 2.

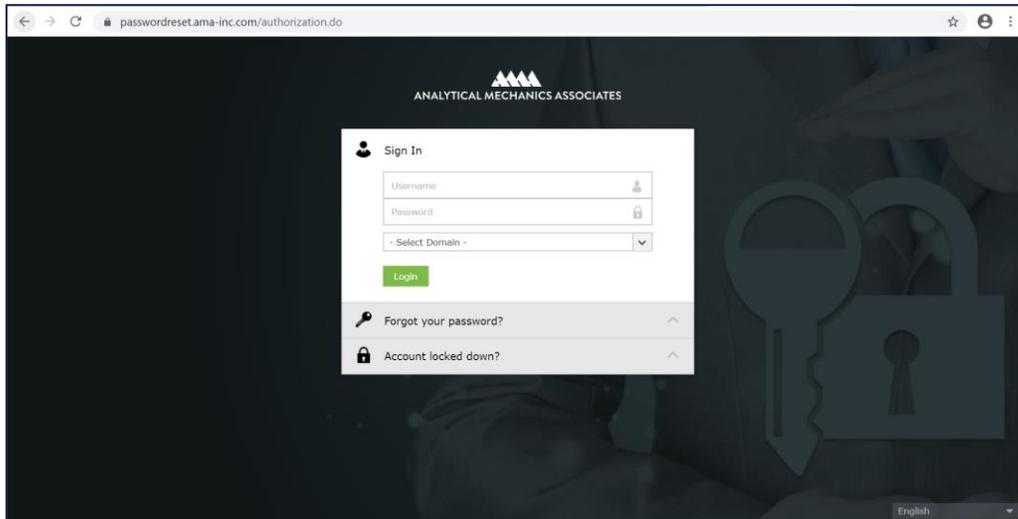
If you have any issues, please use section 3 to reach out to AMA personnel.

1. [Enrolling into Self Service](#)
2. [Resetting your password](#)
3. [Contacting Support](#)

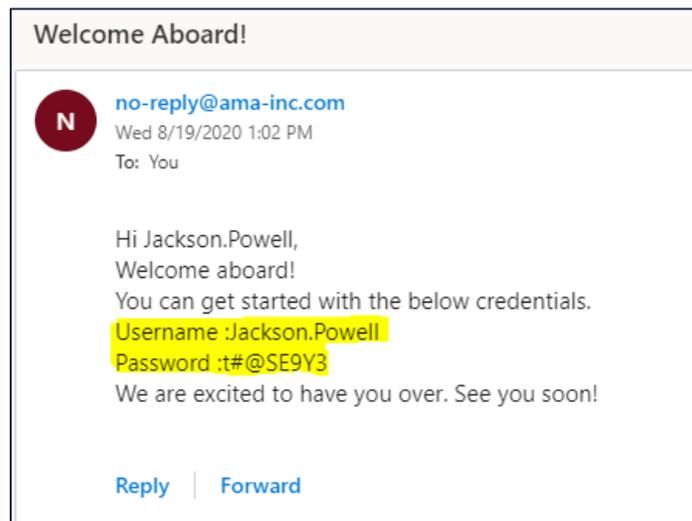
Enrollment

1. Accessing the Site

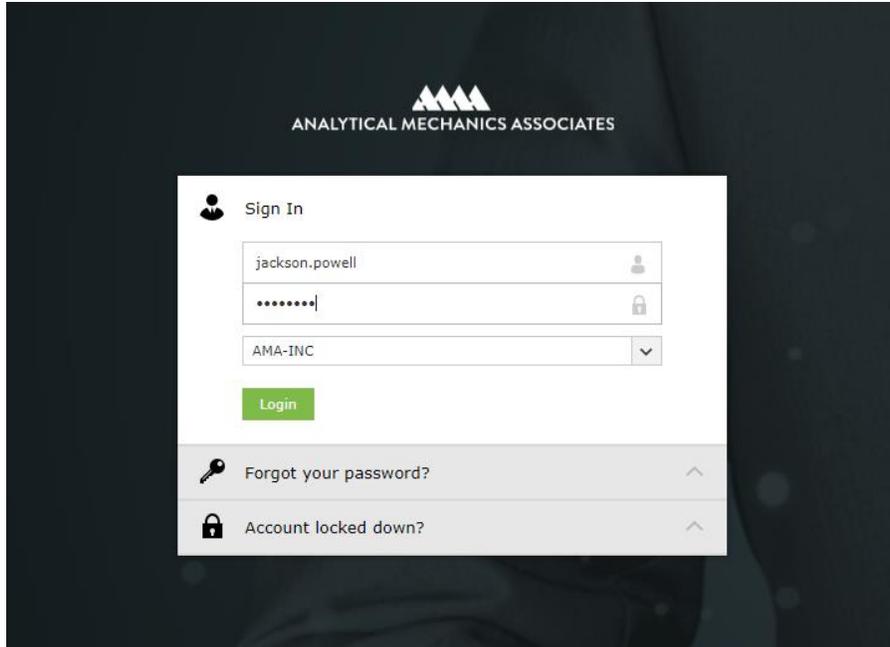
You will receive an email with instructions to register your account at <https://passwordreset.ama-inc.com>. Paste this address into a browser or follow the link from the email.



Username and password information can be found in a separate email:



Enter your username and password, change the domain to AMA-INC and click **Login**:



ANALYTICAL MECHANICS ASSOCIATES

Sign In

jackson.powell

.....

AMA-INC

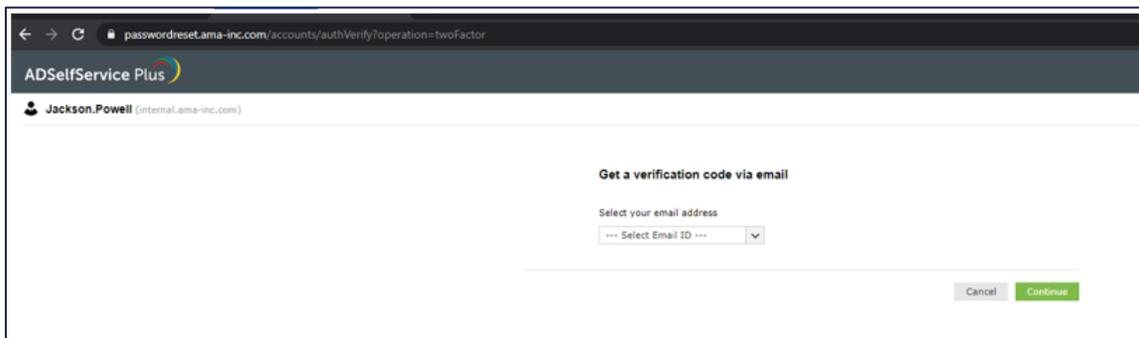
Login

Forgot your password?

Account locked down?

2. Email Address Verification

When you login you will see the following page - Select your email address from the dropdown:



passwordreset.ama-inc.com/accounts/authVerify?operation=twoFactor

ADSelfService Plus

Jackson.Powell (internal.ama-inc.com)

Get a verification code via email

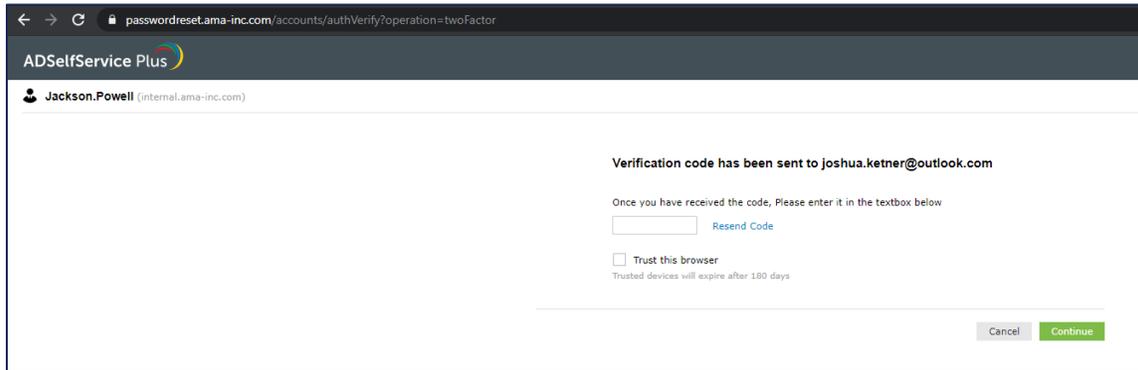
Select your email address

--- Select Email ID ---

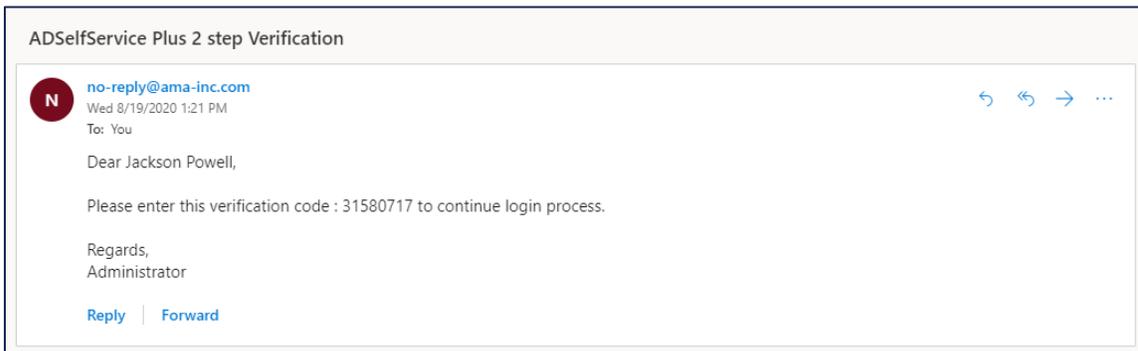
Cancel Continue



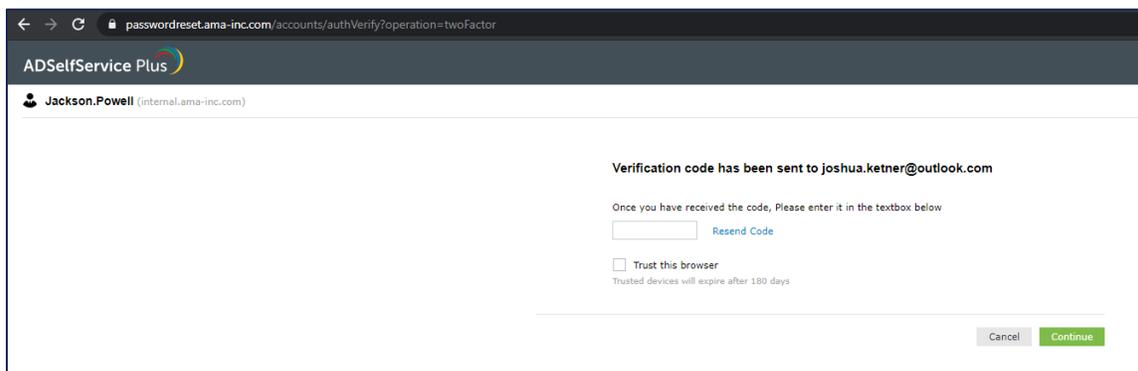
Click **Continue**. A Verification code notification screen appears:



Check your email for the verification code:



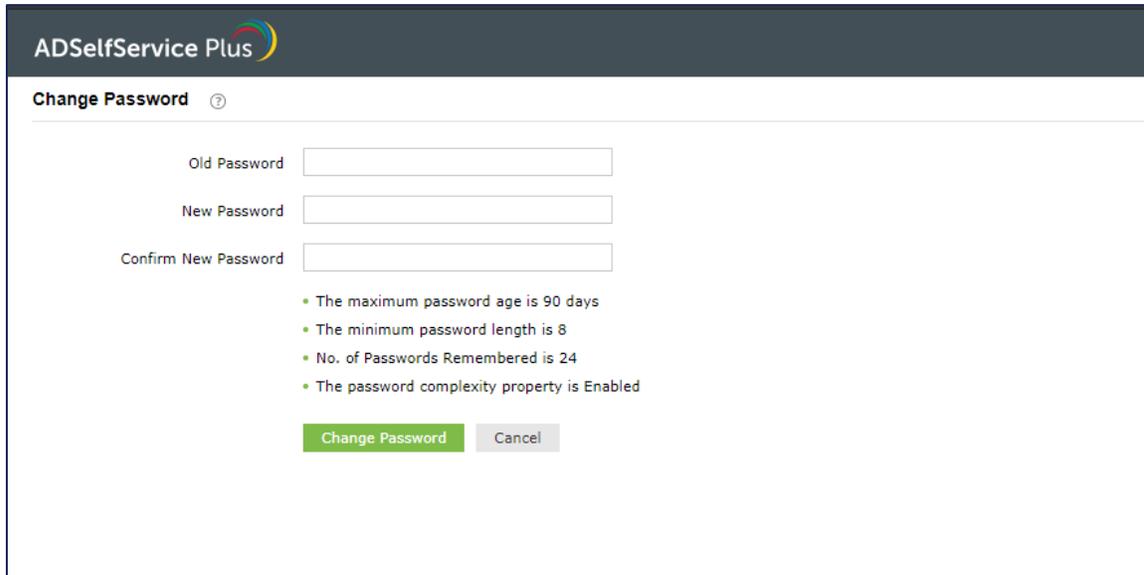
Enter the code, click **Continue**.



3. Changing your password

The initial password emailed to you (i.e.: t#@SE9Y3) is entered in the “Old Password” Field. Create a new password (*at least 8 characters with at least one uppercase, lowercase, special, and numeric character*) and enter it into the “New Password” and “Confirm New Password” fields.

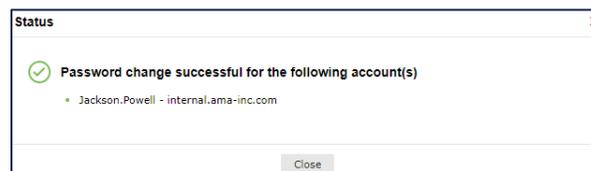
Click **Change Password**.



The screenshot shows the ADSelfService Plus interface for changing a password. The title bar reads "ADSelfService Plus". Below it, the main heading is "Change Password" with a help icon. There are three input fields: "Old Password", "New Password", and "Confirm New Password". Below the fields, there are four bullet points indicating password policy rules: "The maximum password age is 90 days", "The minimum password length is 8", "No. of Passwords Remembered is 24", and "The password complexity property is Enabled". At the bottom, there are two buttons: "Change Password" (highlighted in green) and "Cancel".

A “password change successful...” dialogue box appears:

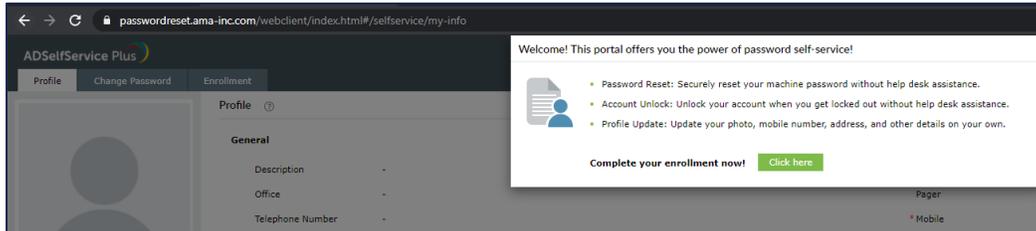
Click **Close**.



4. Enrolling

A “Welcome!...” dialogue box appears:

Click **Click Here** to begin the enrollment process.



A set of security questions will appear. Select and answer two questions. Then, click **Next**.

 A screenshot of the security questions enrollment screen. The page title is 'IS' and the navigation tabs are 'Password' and 'Enrollment'. The main heading is 'Please enroll for the forced verification methods enabled for your account.' Below this is a section titled 'Security Questions' with a question mark icon. There are two question entries, each with a dropdown menu for selecting a question, an 'Answer' input field, and a 'Confirm Answer' input field. A checkbox labeled 'Hide Answer(s)' is checked. A note states: 'The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters'. At the bottom right, it says 'Step 1 of 2' and a green 'Next' button.

Next you will need to verify a mobile phone number to use as a verification method for resetting your password. Enter a mobile number and click **Send Code**.

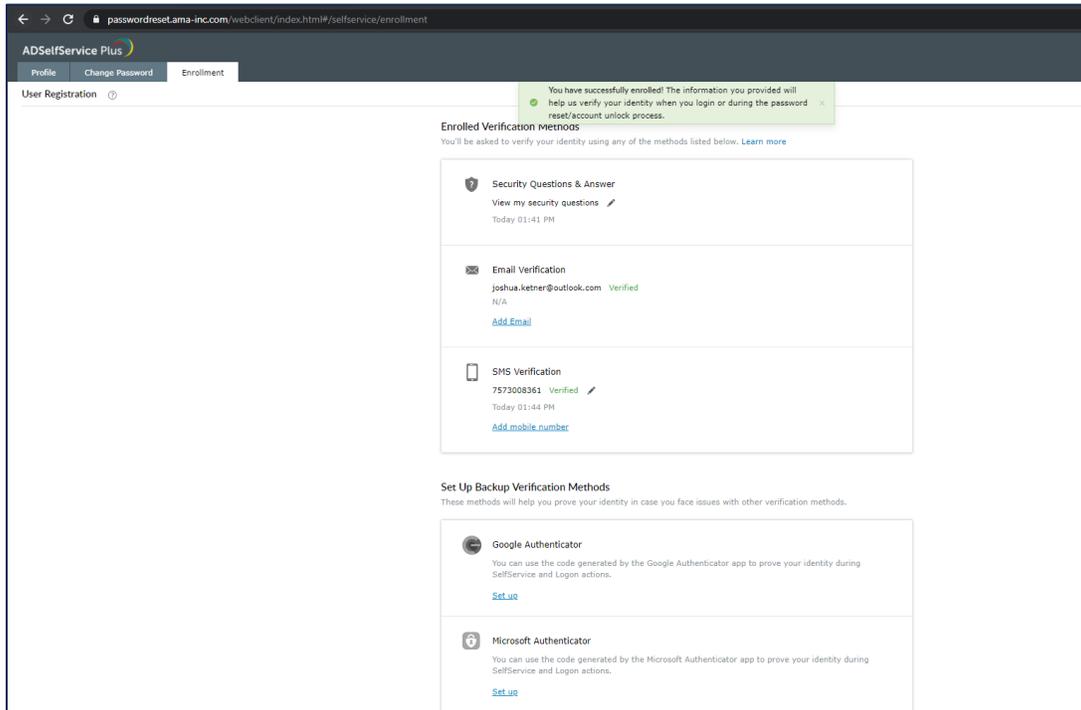
You will receive a text message with a verification code. Enter this in the verification code field and click **Verify Code and Continue**.

 A screenshot of the SMS verification enrollment screen. The page title is 'IS' and the navigation tabs are 'Password' and 'Enrollment'. The main heading is 'Please enroll for the forced verification methods enabled for your account.' Below this is a section titled 'SMS Verification' with a mobile phone icon. There are two input fields: 'Enter the mobile number where you want to receive the verification code' and 'Enter the code that you received in your mobile'. The first field has a 'Send Code' button, and the second field has a 'Verify Code and Continue' button. At the bottom right, it says 'Step 2 of 2' and a green 'Next' button.

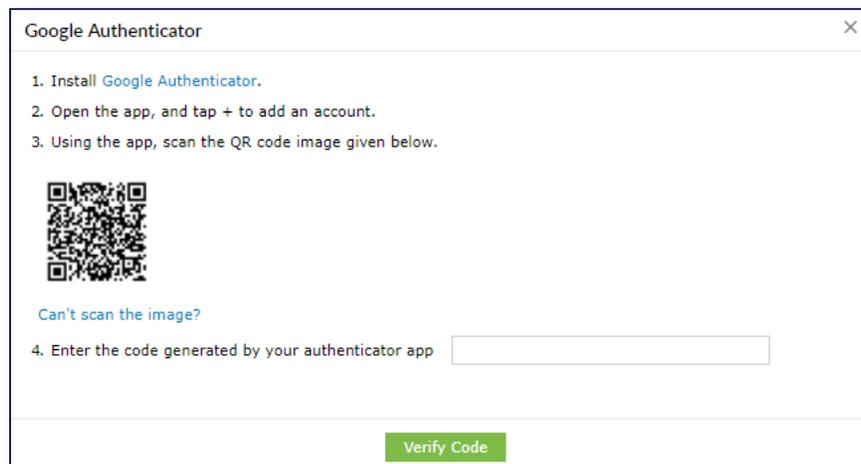
Enrollment is now complete!

NOTE: If you have Google or Microsoft Authenticator on your phone and would like to use one of these methods as a backup for verifying your identity, follow the steps below:

The Backup Verification Methods section will allow you to configure these:

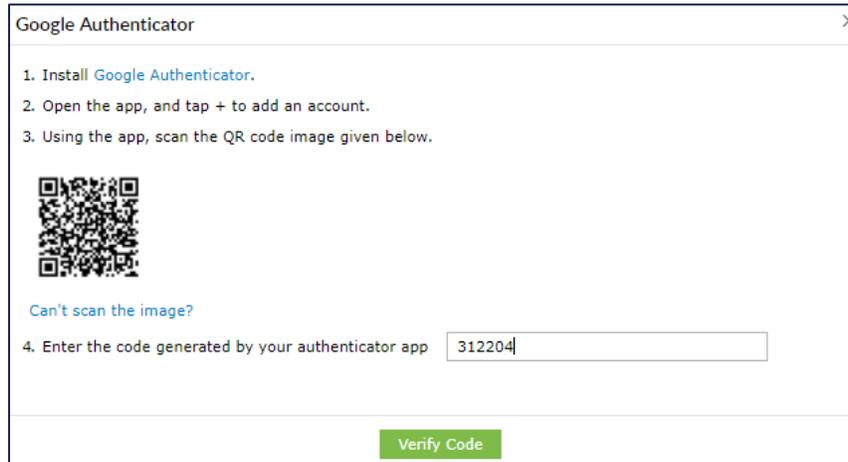


For setting up Google Authenticator Mobile phone application, click **Setup** under Google Authenticator and the following will appear:



Scanning the QR image in the app will generate a code for ADSelfService Plus.

Enter the code into line 4 and click **Verify Code**.



Google Authenticator

1. Install [Google Authenticator](#).
2. Open the app, and tap + to add an account.
3. Using the app, scan the QR code image given below.

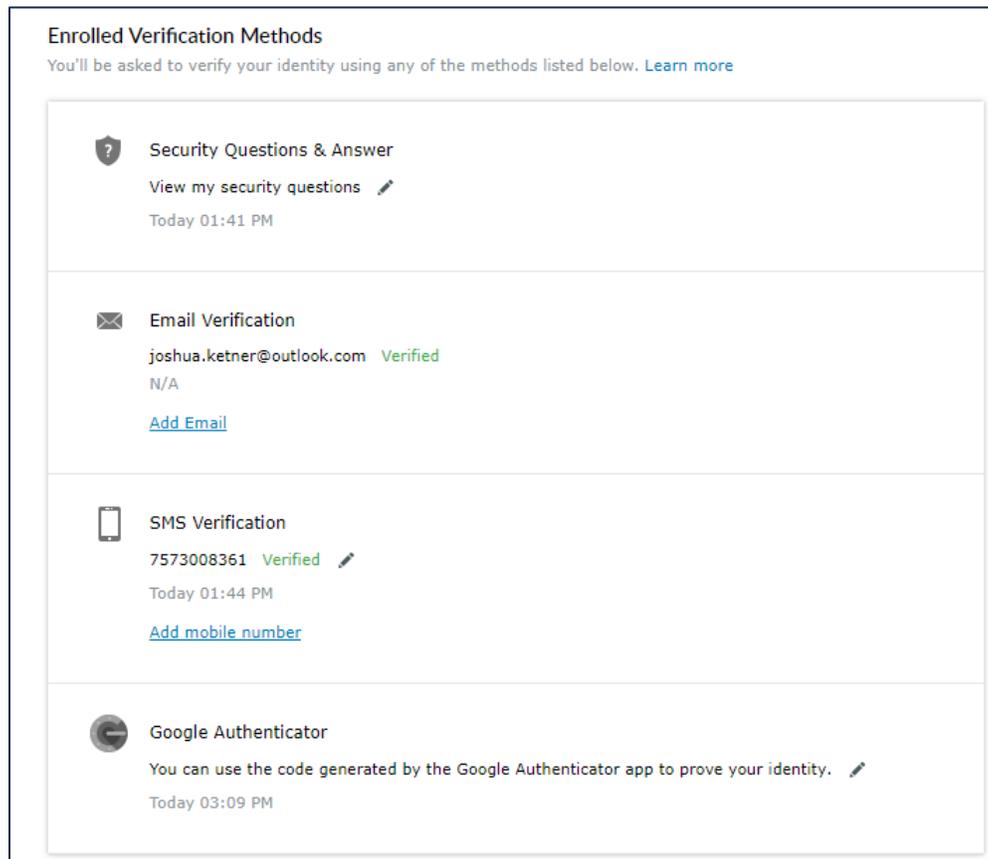


[Can't scan the image?](#)

4. Enter the code generated by your authenticator app

[Verify Code](#)

Google Authenticator will now show as a listed authentication method:



Enrolled Verification Methods
You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)

-  **Security Questions & Answer**
View my security questions 
Today 01:41 PM
-  **Email Verification**
joshua.ketner@outlook.com **Verified**
N/A
[Add Email](#)
-  **SMS Verification**
7573008361 **Verified** 
Today 01:44 PM
[Add mobile number](#)
-  **Google Authenticator**
You can use the code generated by the Google Authenticator app to prove your identity. 
Today 03:09 PM

For Microsoft Authenticator, click Setup and the following will appear:

Microsoft Authenticator ✕

1. Install [Microsoft Authenticator](#).
2. Go to the [Microsoft Authenticator](#) app. Select [Add account](#) > [Other](#) (Google, Facebook, etc.).
3. Scan the displayed barcode. A one-time-passcode is generated in the app.



[Can't scan the image?](#)

4. Enter the code generated by the [Microsoft Authenticator](#) app

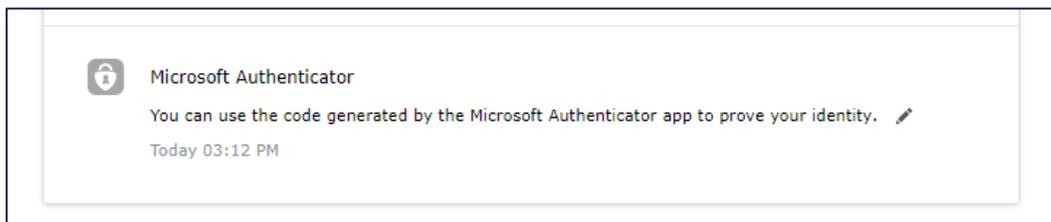
[Verify Code](#)

Scanning the QR image in the app will generate a code for ADSelfService Plus.

When prompted to select the account type, select 'Other'.

Enter the code into line 4 and click **Verify Code**.

Microsoft Authenticator will now show as a listed authentication method:

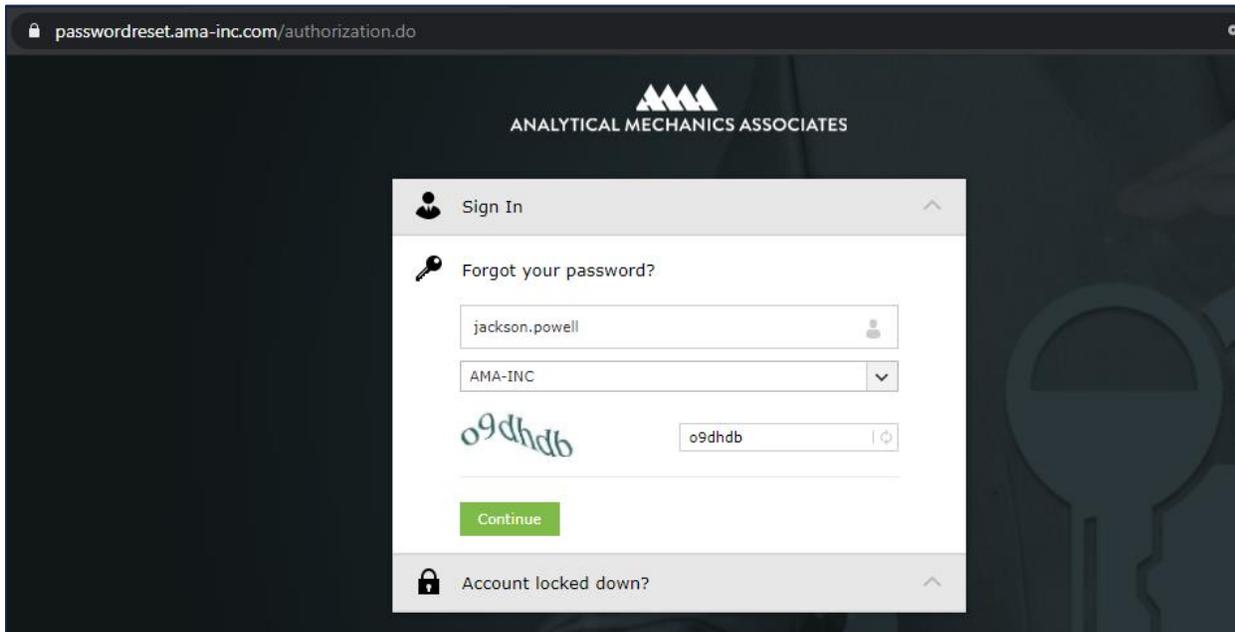


Resetting Your Password

Navigate to <https://passwordreset.ama-inc.com/>

Click on **Forgot your Password?**

Enter your Username, select AMA-INC for the domain, enter the Captcha, and click **Continue**.



passwordreset.ama-inc.com/authorization.do

ANALYTICAL MECHANICS ASSOCIATES

Sign In

Forgot your password?

jackson.powell

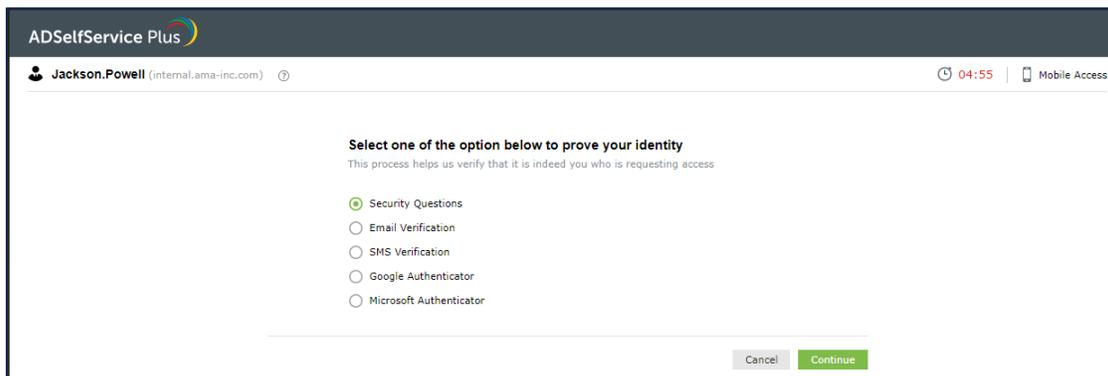
AMA-INC

o9dhdb o9dhdb

Continue

Account locked down?

You will now be prompted to select one of the identity verifications options you configured during enrollment. Choose one and click **Continue**. Follow the steps outlined depending on the option chosen. Then, select a second identity verification option.



ADSelfService Plus

Jackson.Powell (internal.ama-inc.com) 04:55 Mobile Access

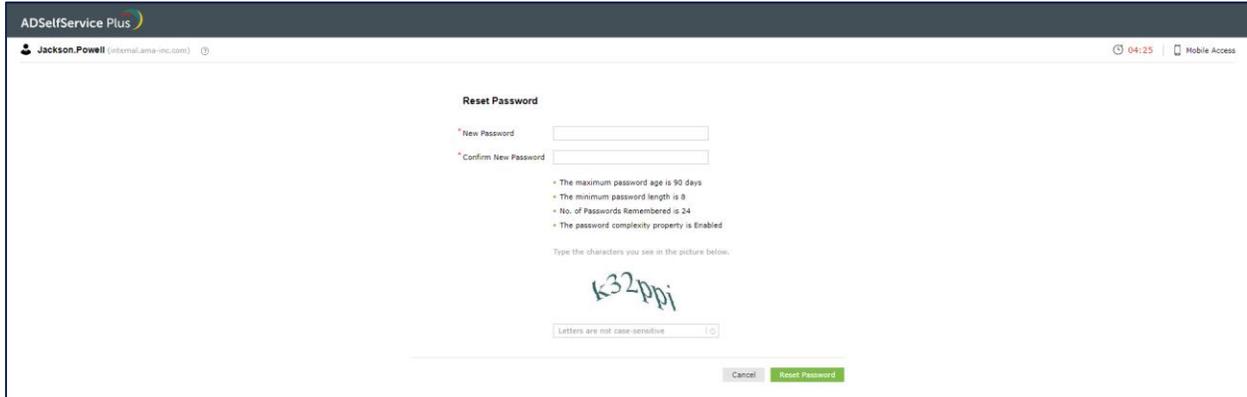
Select one of the option below to prove your identity
This process helps us verify that it is indeed you who is requesting access

Security Questions
 Email Verification
 SMS Verification
 Google Authenticator
 Microsoft Authenticator

Cancel Continue

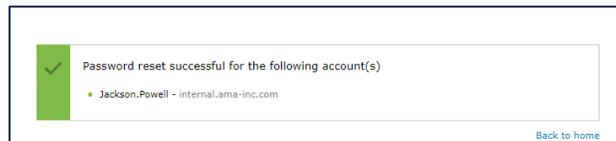
Upon completing two of the verification methods, a Reset Password screen will appear.

Enter your New Password (*at least 8 characters with at least one uppercase, lowercase, special, and numeric character*), Confirm New Password and the Captcha. Then click **Reset Password**.



The screenshot shows the ADSelfService Plus web interface for a user named Jackson.Powell. The page title is "Reset Password". It features two input fields: "New Password" and "Confirm New Password". Below these fields, there are four bullet points detailing password requirements: "The maximum password age is 90 days", "The minimum password length is 8", "No. of Passwords Remembered is 24", and "The password complexity property is Enabled". A captcha image is displayed with the text "Type the characters you see in the picture below." and the characters "k32ppi". Below the captcha is a text input field with the placeholder "Letters are not case-sensitive". At the bottom of the form are two buttons: "Cancel" and "Reset Password".

A "password reset successful..." dialogue box will appear:



The screenshot shows a success message in a dialogue box. On the left is a green checkmark icon. The text reads: "Password reset successful for the following account(s)". Below this, there is a list item: "Jackson.Powell - internal.ama-inc.com". In the bottom right corner of the dialogue box, there is a link that says "Back to home".



Contacting Support

For help with the self-service password, please contact the following:

Through end of August 2020 (During Costpoint Transition)

| Name | Phone | Email | Role |
|-----------------|------------------------|-------------------------------|-------------------------|
| Mark Moorcroft | (408) 431-1712 | mark.w.moorcroft@ama-inc.com | IT |
| Dennis Bulgatz | (256) 508-9810 | bulgatz@ama-inc.com | IT |
| Joshua Ketner | (757) 300-8361 | joshua.d.ketner@ama-inc.com | IT |
| Sheri Thurrott | (757) 865-0000 x222 | thurrott@ama-inc.com | Hampton Site Manager |
| Joyce Stallings | (757) 864-9857 | joyce.m.stallings@ama-inc.com | TEAMS3 PMO |

Beginning September 2020 (Post Costpoint Transition)

| Name | Phone | Email | Role |
|-----------------|----------------|-------------------------------|------------|
| IT Helpdesk | (833) 503-1078 | helpdesk@ama-inc.com | IT |
| Joshua Ketner | (757) 300-8361 | joshua.d.ketner@ama-inc.com | IT |
| Joyce Stallings | (757) 864-9857 | joyce.m.stallings@ama-inc.com | TEAMS3 PMO |