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.

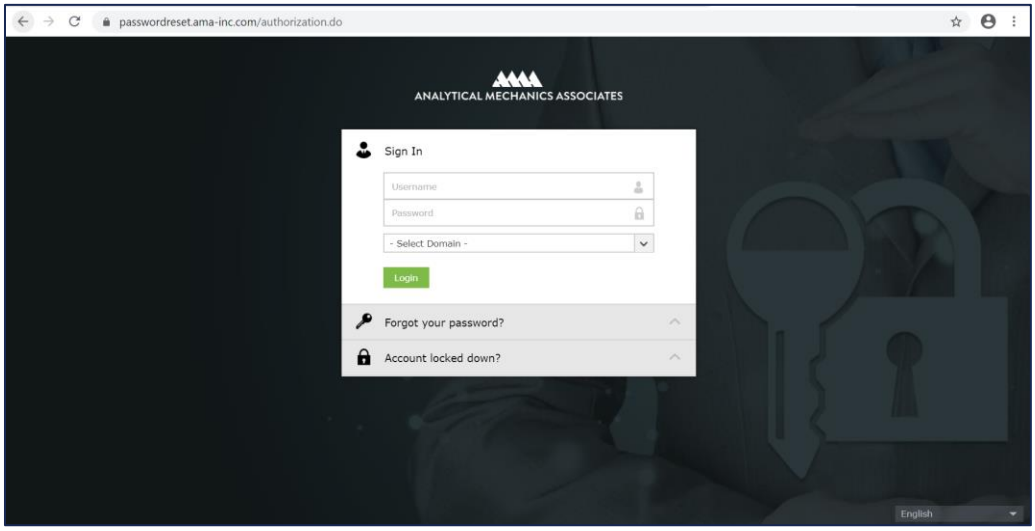
If you have enrolled before and need to reset your password, complete section 2.

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

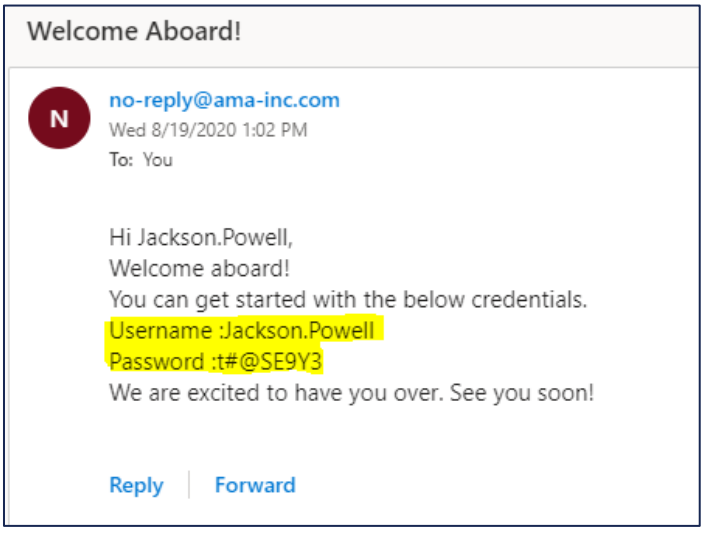
1. Enrolling into Self Service
2. Resetting your password
3. Contacting Support

Enrollment

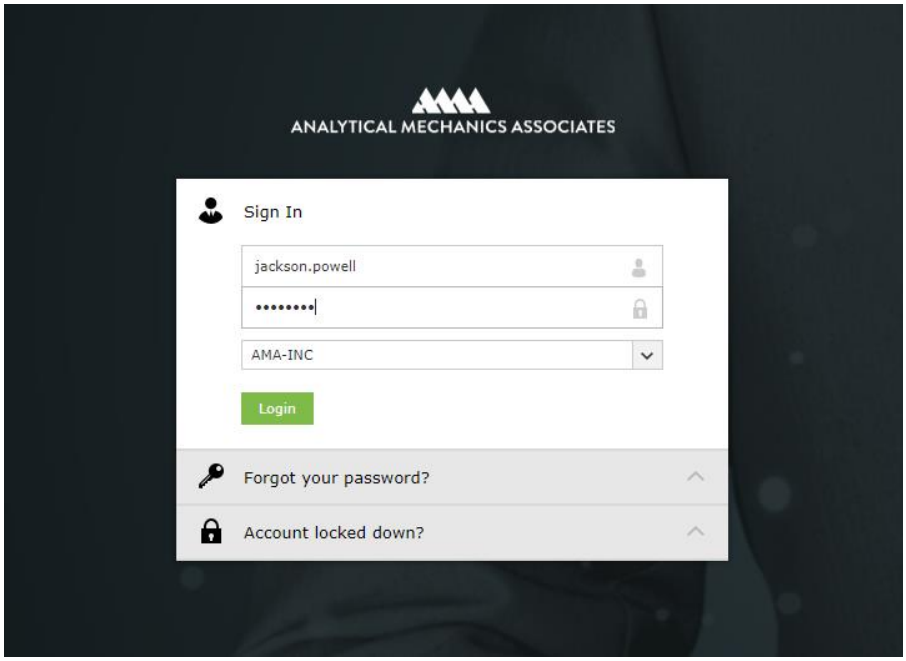
1. Accessing the Site
You will receive an email with instructions to register your account at https://passwordreset.ama-inc.com. Paste this address into a browser or follow the link from the email.



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

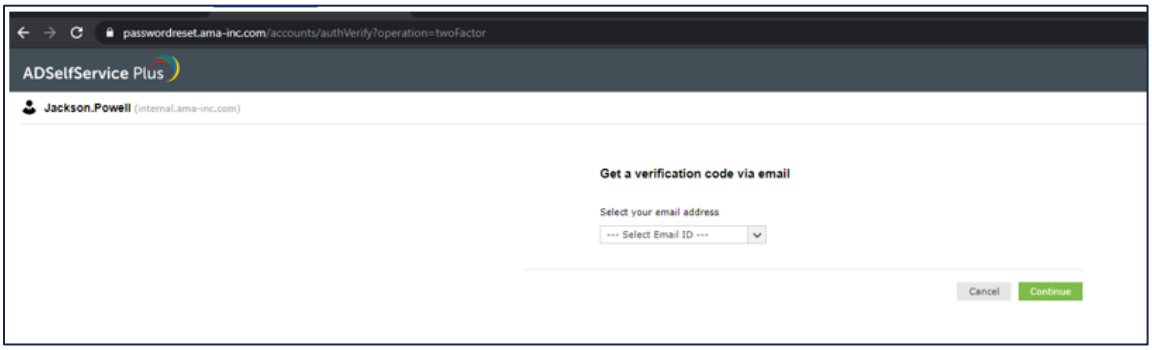


Enter your username and password, change the domain to AMA-INC and click **Login**:

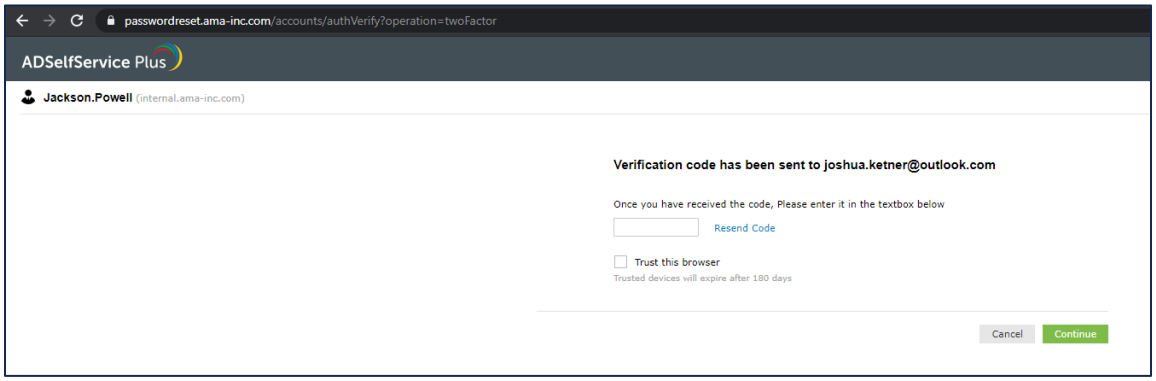


2. Email Address Verification

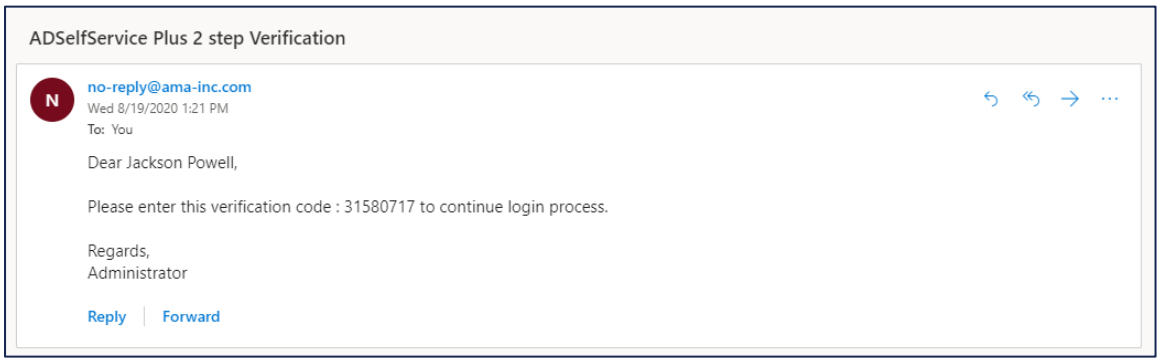
When you login you will see the following page - Select your email address from the dropdown:



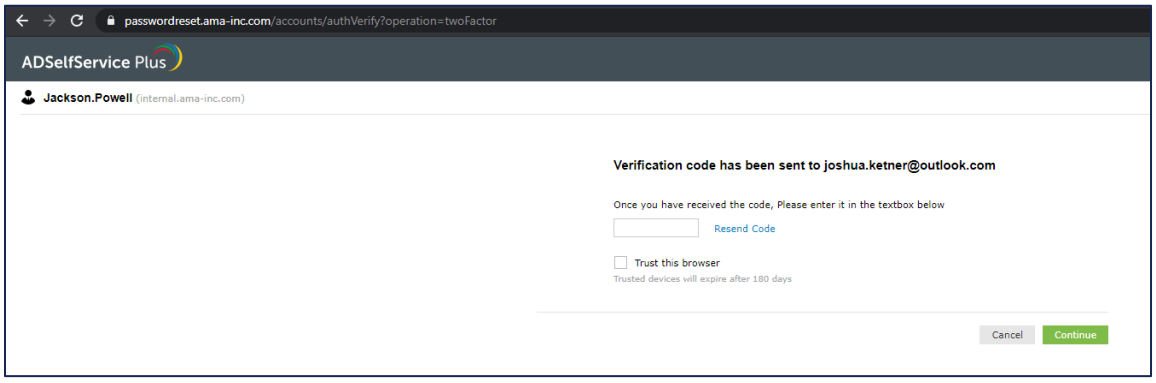
Click **Continue**. A Verification code notification screen appears:



Check your email for the verification code:



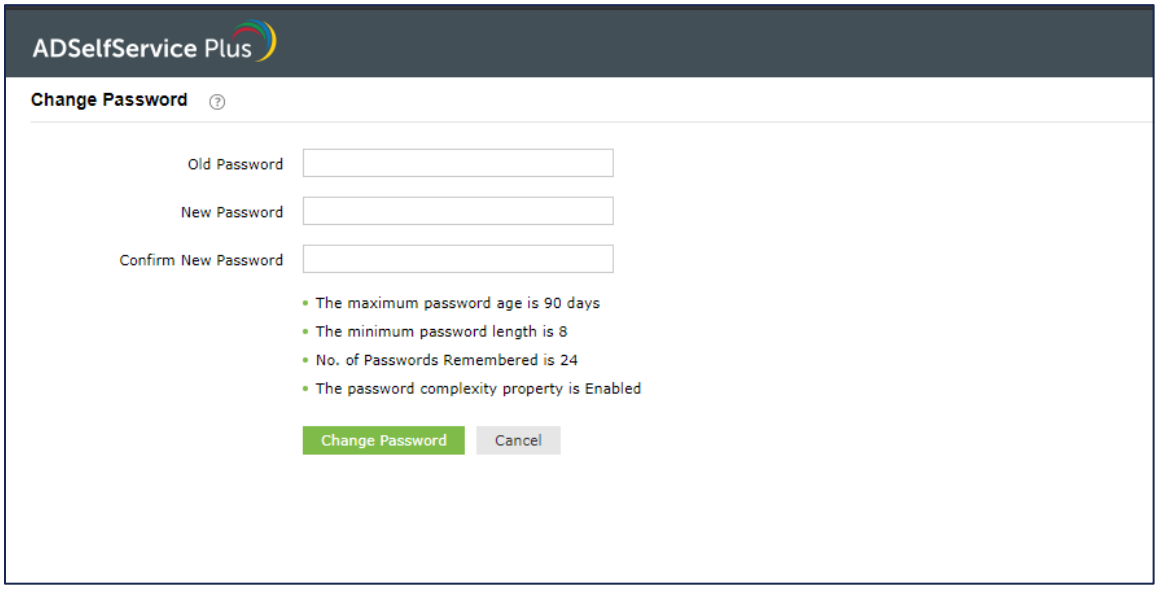
Enter the code, click **Continue**.



3. Changing your password

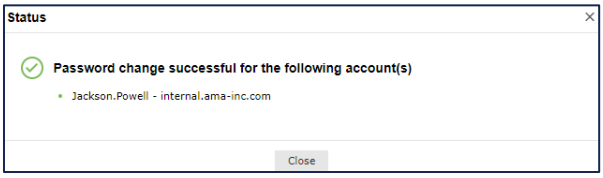
The initial password emailed to you (i.e.: t#@SE9Y3) is entered in the "Old Password" Field. Create a new password (*at least 8 characters with at least one uppercase, lowercase, special, and numeric character*) and enter it into the "New Password" and "Confirm New Password" fields.

Click **Change Password**.



A "password change successful…" dialogue box appears:

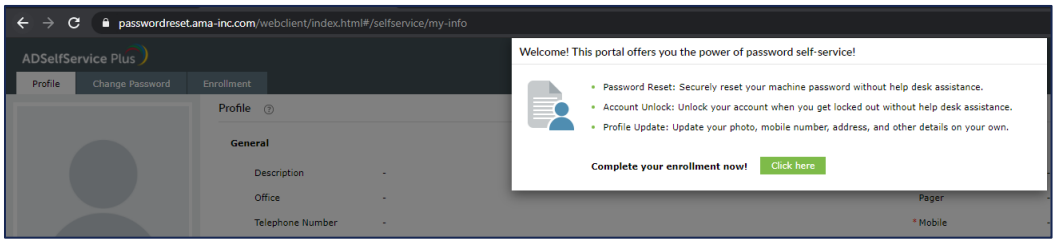
Click **Close**.



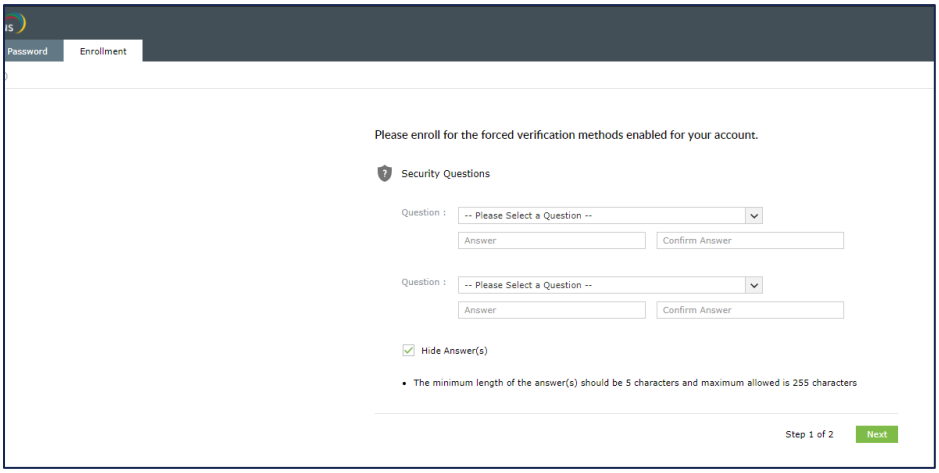
4. Enrolling

A "Welcome!..." dialogue box appears:

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

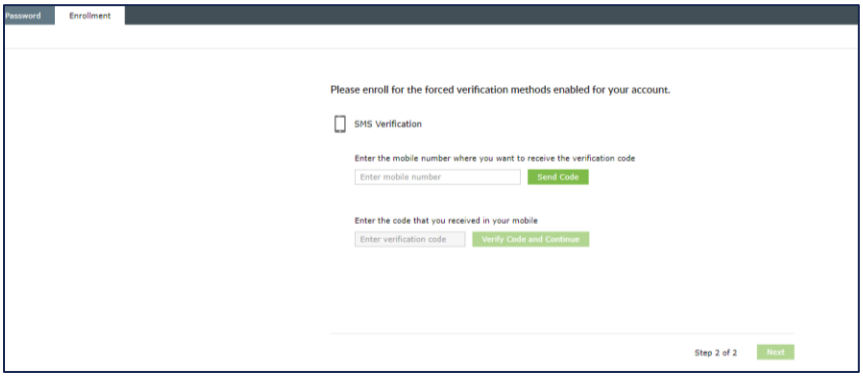


A set of security questions will appear. Select and answer two questions. Then, click **Next.**



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**.

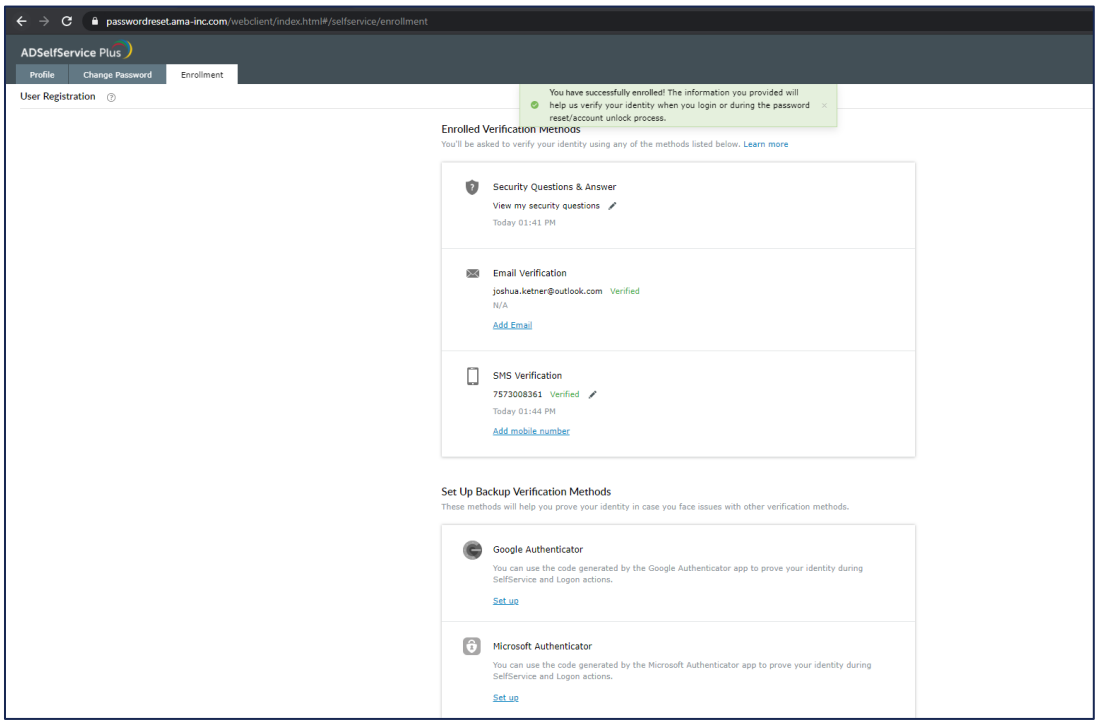
You will receive a text message with a verification code. Enter this in the verification code field and click **Verify Code and Continue**.



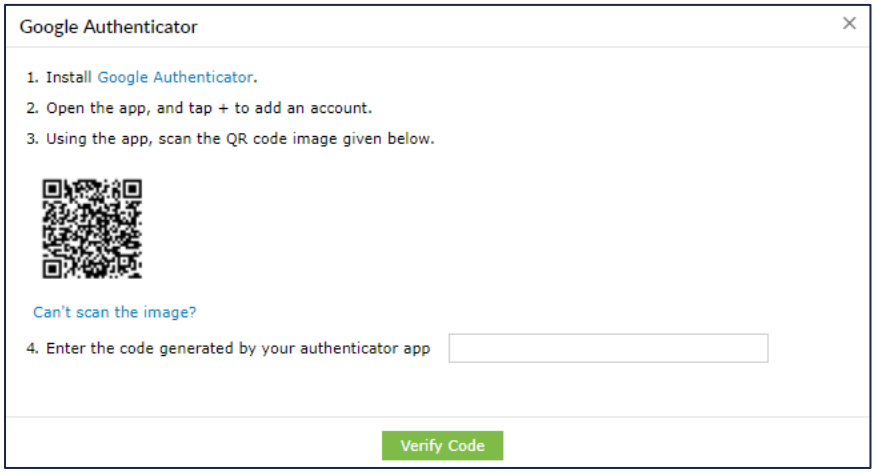
Enrollment is now complete!

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:

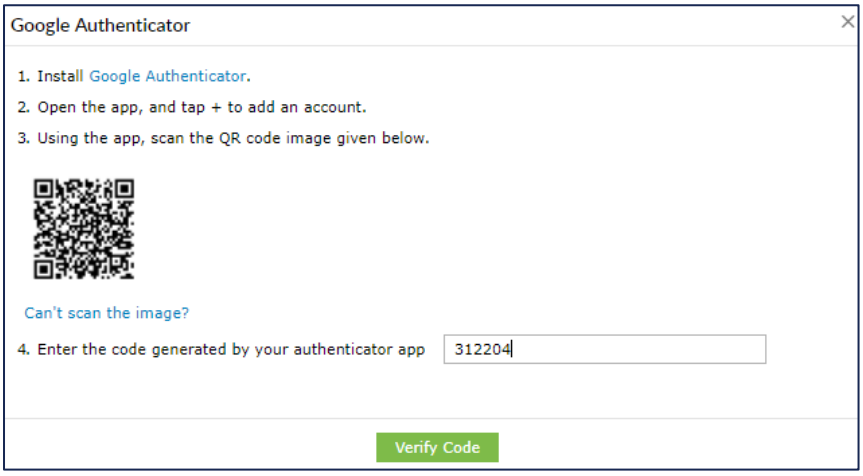


For setting up Google Authenticator Mobile phone application, click **Setup** under Google Authenticator and the following will appear:

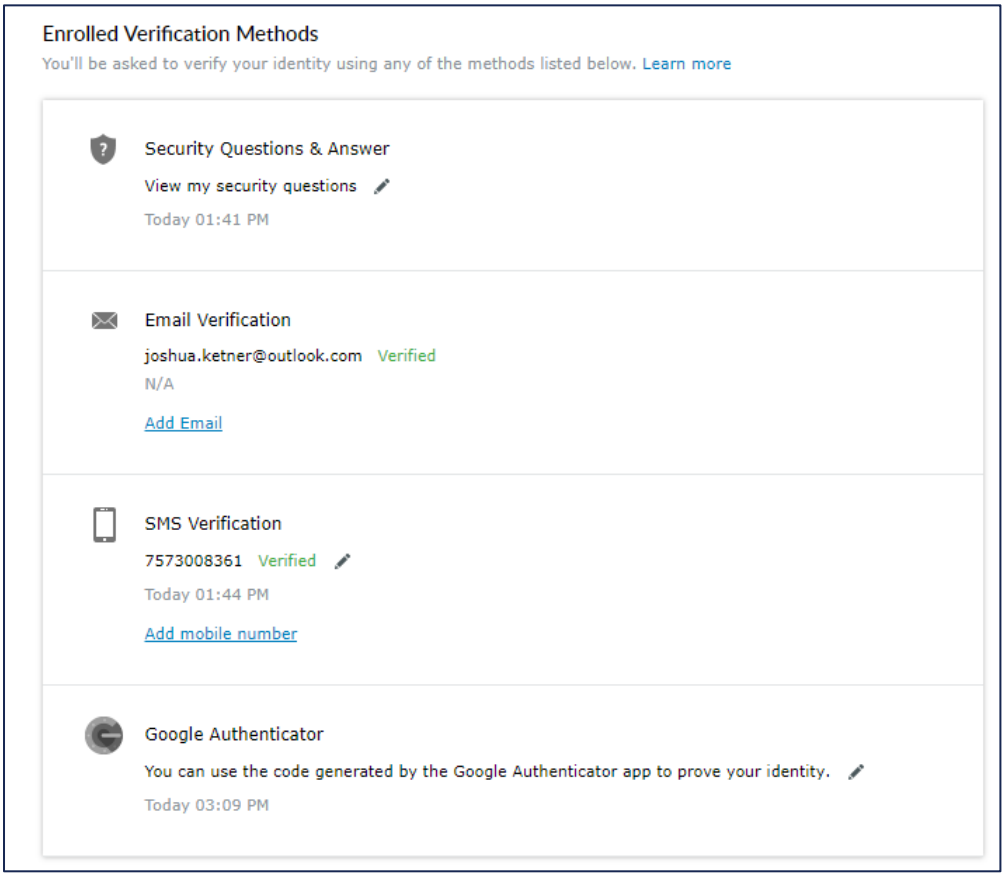


Scanning the QR image in the app will generate a code for ADSelfService Plus.

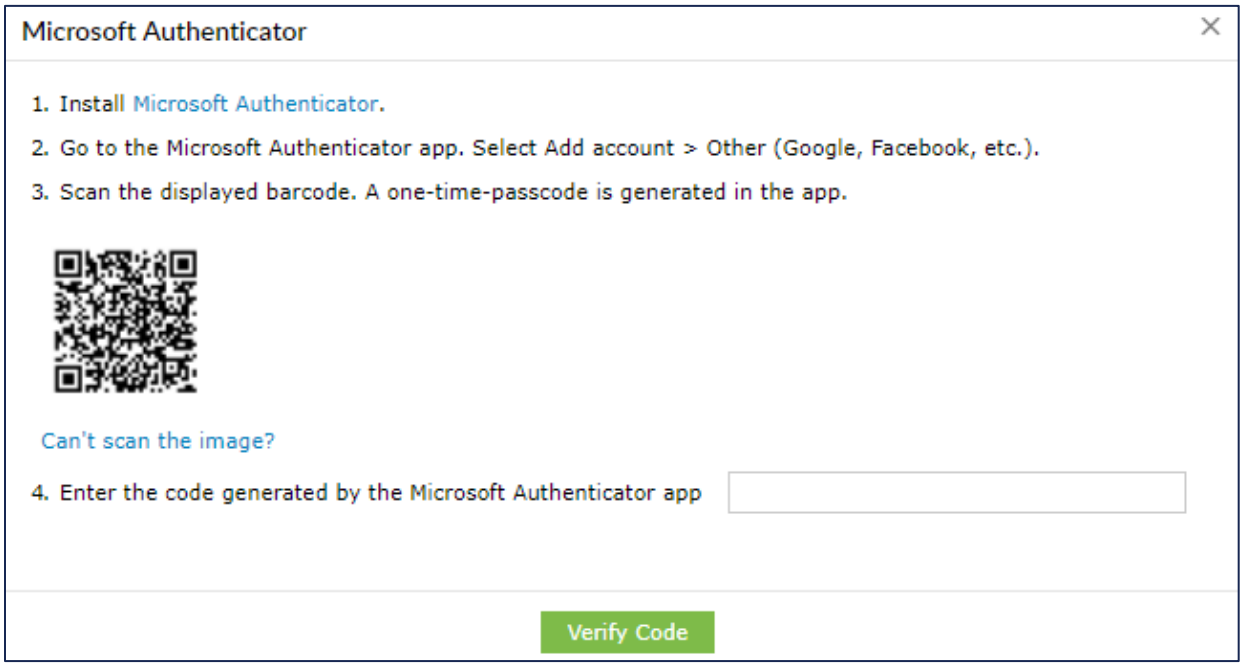
Enter the code into line 4 and click **Verify Code**.



Google Authenticator will now show as a listed authentication method:



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

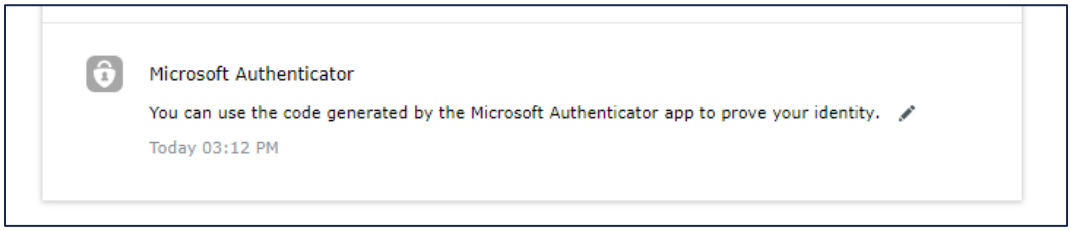


Scanning the QR image in the app will generate a code for ADSelfService Plus.

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:

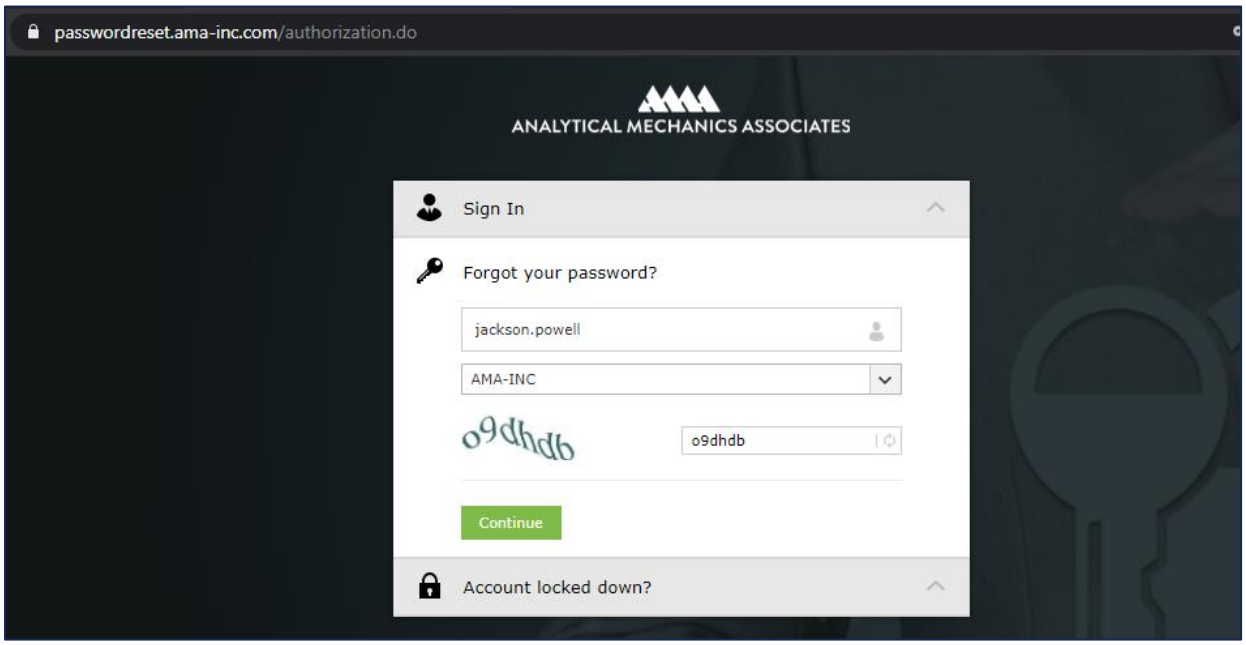


Resetting Your Password

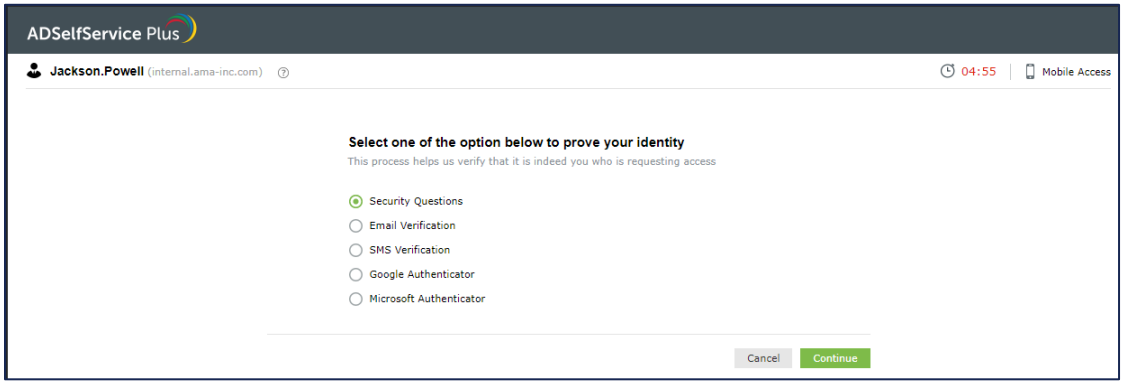
Navigate to https://passwordreset.ama-inc.com/

Click on **Forgot your Password?**

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

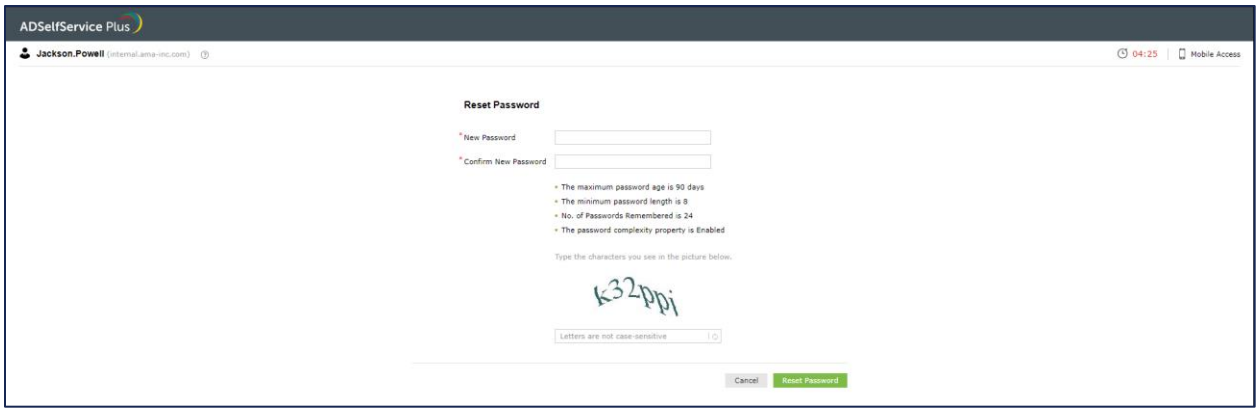


You will now be prompted to select one of the identity verifications options you configured during enrollment. Choose one and click **Continue**. Follow the steps outlined depending on the option chosen. Then, select a second identity verification option.

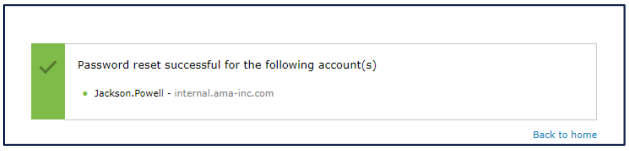


Upon completing two of the verification methods, a Reset Password screen will appear.

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**.



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



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