

ReACT New User Setup, Password Reset and Account Unlock Instructions

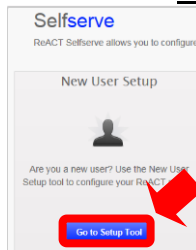
ReAct is a tool that will replace the current password reset system. In order to use ReAct you have to enroll and setup your challenge questions. Once enrolled you will have easy access to reset your password or unlock your account if you forget your password.

1. Open Internet Explorer.
2. In the address line type ... or click on this link <https://reset.outagamie.org>. This address can be easily accessed from any device that has internet connection, such as: Computer, laptop, Tablet, iPad or Smartphones.

- 1) [Initially Enroll](#)
- 2) [Reset Password](#)
- 3) [Account Unlock](#)

To initially enroll:

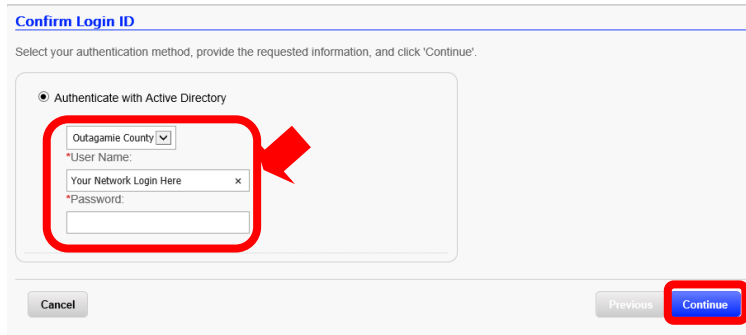
3. Under the New User Setup section click on the [Go to Setup Tool](#) button.



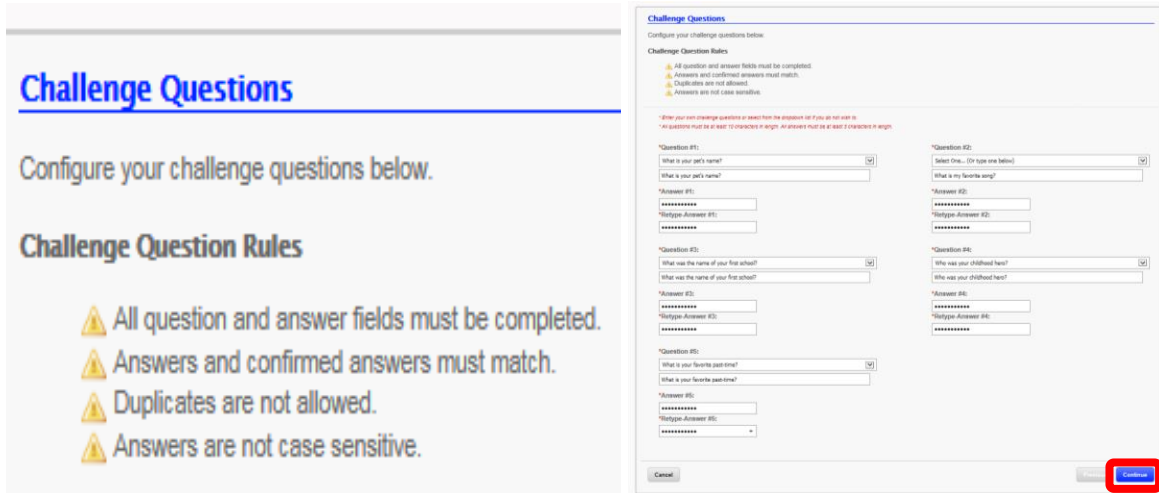
4. In the Login ID: field, enter your Outagamie County Network Login ID (the one that is used when you first login on your device). On the screen it states you can use your email address, Note: Email address is not setup to work [only your network login](#), then press the continue button to proceed.

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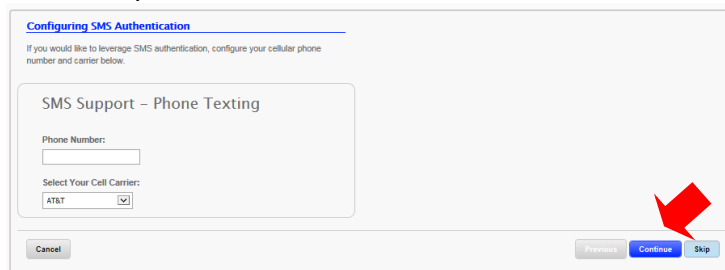
5. On the Confirm **Re-enter User ID** Login ID field, enter your Password in the fields provided (your login id should prefill in the user name field) and then press the Continue button to proceed.



6. Next you will be prompted to setup your Challenge Questions. Please keep in mind questions 1 & 2 will be visible by system administrators to assist in authenticating your identity. All 5 questions and answers will need to be setup using the Challenge Question Rules guidelines. When completed press the Continue button.



7. Next you will be asked to configure the SMS Authentication section, you can enter in a cell phone number capable of receiving text messages and select the cell provider carrier. If this section is completed there can be associated cost to the user for the text message sent to the designated phone. Click Continue if you entered a cell phone number, Click Skip if you do not wish to use this feature or your department has rules regarding the use of Cell phones in the workplace.



8. Congratulations! You have now just completed the ReACT User Enrollment process.

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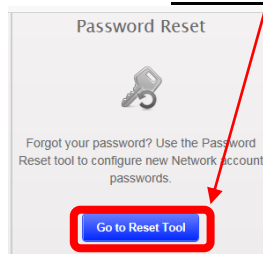
What are the benefits for enrolling in ReACT?

1. You are able to maintain your own Outagamie County Network login account.
2. You can update your own profile that was original setup when enrolling.
3. You can reset your own password at any time. If you cannot remember your password this tool confirms your identity and then allows you to change your password to login.
4. If you are locked out of your account you can unlock your own account.
5. Suggestion: The following link, <https://reset.outagamie.org>, should be book marked to make it accessible at any time and from other devices.

To reset your password:

The following instructions will assist the user in successfully resetting their password or changing their password if the user feels it may have been compromised.

1. Under the Password Reset field click on the [Go to Reset Tool](#) button.



2. In the Login ID: field, enter your Outagamie County Network Login ID. On the screen it states you can use your email address, Note: Email address is not setup to work **only your network login**, then press the continue button to proceed.

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3. On the Confirm Login ID box you will be given three options to authenticate with.
 - a. The first option is to **Authenticate with Active Directory**. This option would be used if you want to change your current password. User is required to enter current password and then press the Continue button to proceed.

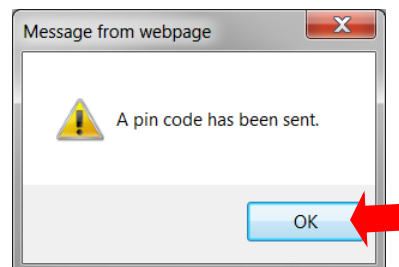
The screenshot shows the 'Confirm Login ID' form with the 'Authenticate with Active Directory' option selected. A red box highlights the 'Outagamie County' dropdown menu, the 'User Name' field containing 'Your Network Login Here', and the 'Password' field. A red arrow points to the 'Continue' button at the bottom right.

- b. The second option is to **Authenticate with Challenge Questions**. This option could be used if the user could not remember their current password and needed to reset it. The questions asked would be ones you previously answered in the User Setup portion. Answer the questions and then click the Continue button to proceed.

The screenshot shows the 'Confirm Login ID' form with the 'Authenticate with Challenge Questions' option selected. A red box highlights the three challenge question fields: 'What is my favorite song?', 'What is your favorite past-time?', and 'What was the name of your first school?'. A red arrow points to the 'Continue' button at the bottom right.

- c. The third option is to **Authenticate with SMS**. Select the cell phone you would like to have a Pin Code sent to. Click the Send Pin (Blue), button.

The screenshot shows the 'Confirm Login ID' form with the 'Authenticate with SMS' option selected. A red box highlights the 'Send Pin' button and the 'Cellcom' dropdown menu. A red arrow points to the 'Send Pin' button. Below the form, there is a field to 'Enter the pin code sent to your mobile device'.



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- d. Check to see if you received a text message with a PIN. Enter the Pin number in the field provided and then click the Continue button.

Confirm Login ID

Select your authentication method, provide the requested information, and click 'Continue'.

* Required

Authenticate with Active Directory

Authenticate with Challenge Questions

Authenticate with E-Mail

Select an e-mail and click 'Send Code'.

j****@outagamie.org

h****@outagamie.org

Send Pin

*Enter the pin code sent to your e-mail.

Cancel Previous **Continue**

4. Here you can change your password. Follow the Password Rules listed below in creating your new password.

Create a New Password

Enter in a new password following the rules below, and click 'Reset'.

* Required

Selected Account(s)

User Name	System Name
ReACTIT	Outagamie County

Password Rules:

- ✗ Passwords must match.
- ✗ At least 14 characters in length.
- ✓ No more than 32 characters in length.
- ✗ At least 2 of the following rules. Notice that the rules will only turn green if you use them. You can use all of the rules, but you only HAVE to use 2 of them.
- ✗ At least 1 number(s).
- ✗ At least 1 symbol(s).
- ✗ At least 1 letter(s).
- ⚠ You cannot use any of your last 10 passwords.

*Password:

*Confirm Password:

Cancel Previous **Reset**

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5. After meeting the password requirements, click the Reset button.

Create a New Password

Enter in a new password following the rules below, and click 'Reset'.

*** Required**

Password Rules:

- ✔ Passwords must match.
- ✔ At least 14 characters in length.
- ✔ No more than 32 characters in length.
- ✔ At least 2 of the following rules. Notice that the rules will only turn green if you use them. You can use all of the rules, but you only HAVE to use 2 of them.
 - ✔ At least 1 number(s).
 - ✔ At least 1 symbol(s).
 - ✔ At least 1 letter(s).
- ⚠ You cannot use any of your last 10 passwords.

*Password:

*Confirm Password:

Buttons: Cancel, Previous, **Reset**

6. When done click the Finish button.

Review Changes

A green icon indicates a successful password change.
A red icon indicates a failed password change. Contact your Helpdesk for further information and assistance.

Selected Account(s)

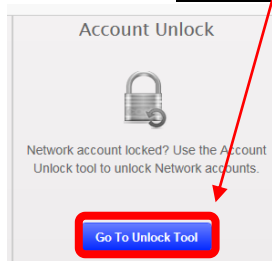
User Name	System Name	Status
ReACTIT	Outagamie County	✔ Successful

Buttons: Cancel, **Finish**

Account Unlock:

The following instructions will assist the user in successfully unlocking their account. After 10 unsuccessful attempts in trying to login to the users account the account is locked for security purposes. The account can be unlocked by the user following the instructions below.

1. Under the Account Unlock field click on the *Go to Unlock Tool* button.



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2. In the Login ID: field, enter your Outagamie County Network Login ID. On the screen it states you can use your email address, Note: Email address is not setup to work **only your network login**, then press the continue button to proceed.

Login

Enter your Login ID and click 'Continue'.

* Required

Login ID:

Note: You can enter email address for any account(s) to identify yourself to REACT in place of your Login ID.

Cancel Previous **Continue**

3. On the Confirm Login ID box you will be given three options to authenticate with.
 - a. The first option is to **Authenticate with Active Directory**. User is required to enter current password and then press the Continue button to proceed. If the current password is not known, another option would need to be followed and the user should unlock the account using those instructions. (continue below for additional options)

Confirm Login ID

Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Active Directory

Outagamie County

*User Name: Your Network Login Here

*Password:

Cancel Previous **Continue**

- b. The second option is to **Authenticate with Challenge Questions**. This option could be used if the user could not remember their current password or were having issues entering it. The questions asked would be ones you previously answered in the User Setup portion. Answer the questions and then click the Continue button to proceed.

Confirm Login ID

Select your authentication method, provide the requested information, and click 'Continue'.

* Required

Authenticate with Active Directory

Authenticate with Challenge Questions

*What is my favorite song?

*What is your favorite past-time?

*What was the name of your first school?

Authenticate with E-Mail

Cancel Previous **Continue**

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- c. The third option is to **Authenticate with SMS**. Select the cell phone you would like to have a Pin Code sent to. Click the Send Pin (Blue), button. Then click the OK button.

Confirm Login ID
Select your authentication method, provide the requested information, and click 'Continue'.

Authenticate with Active Directory

Authenticate with Challenge Questions

Authenticate with SMS

Select a phone number and click 'Send Code'.

+1 545 545 454 Cellcom

Send Pin

*Enter the pin code sent to your mobile device.

Cancel Previous **Continue**

Message from webpage

A pin code has been sent.

OK

4. Check to see if you received a text message with a PIN. Enter the Pin number in the field provided and then click the Continue button.

Confirm Login ID
Select your authentication method, provide the requested information, and click 'Continue'.

* Required

Authenticate with Active Directory

Authenticate with Challenge Questions

Authenticate with E-Mail

Select an e-mail and click 'Send Code'.

+1 545 545 454 @outagamie.org

Send Pin

*Enter the pin code sent to your e-mail

Cancel Previous **Continue**

5. Here you can unlock your account. Click the Unlock button.

Unlock Account(s)
Confirm selected account(s) and click 'Unlock'.

Selected Account(s)

User Name	System Name
ReACTIT	Outagamie County

Cancel Previous **Unlock**

6. Click the Finish button.

Review Changes

A green icon indicates a successful unlock.
A red icon indicates a failed unlock. Contact your Helpdesk for further information and assistance.

Selected Account(s)

User Name	System Name	Status
ReACTIT	Outagamie County	Successful

Cancel **Finish**