



F.No: IV(18)/02/2019-Sys

Advisory SI/01/2019: Self Password reset feature and Modified Password Policy

1. At present, when the departmental officers forget their SSOID Password, they are required to call Saksham Seva to reset the password. This leads to delay in password reset and critical work may get impacted. This necessitates change in system to enable officers to reset their password on their own.

2. In addition, as a best practice, departmental officers must change their SSO ID password at regular intervals. However, it has been observed that in most of the cases, the users are not changing their password.

Hence, DG Systems is planning to implement self-password reset feature (including cases where user has forgotten his password) along with CBIC's modified password policy.

3. In view of the above, this Advisory is being issued for the benefit of all concerned users.

A onetime activity has been planned, wherein password for all users shall be expired, in batches. Once password of a user is expired, the user shall have to reset the password by entering the old and new password at AIO login screen as prompted on the screen.

4. Once the user logs in to Oracle Identity Manager (OIM) (<http://oim.cbec.gov.in:14000/identity>) after resetting the password at AIO, system shall prompt to set the password challenge questions (PCQs) and corresponding answers. These PCQs shall help users to self-reset their password, in case they forget their password, in future.

5. Modified CBIC password policy as explained in the para 6(c) below shall be implemented.

6. The new features of user password management are as follows:

a. **Self Password Reset (In cases where in User remembers old password)**—

I. **Password is expired:**

Users can change their password by entering the old and new password at AIO.

II. **Password is not expired:**

Users can reset their password by-

I. Using Ctrl-Alt-Del at AIO when connected to CBIC's domain

II. Using OIM link (<http://oim.cbec.gov.in:14000/identity>) from browser when connected to CBIC's domain.

- III. Using Appstore portal (<https://appstore.cbec.gov.in>) from browser when not connected to CBIC's domain directly.

b. **Self Password Reset (In cases where User forgets old password)**

Users can reset their password by opening the OIM URL (<http://oim.cbec.gov.in:14000/identity>) from another user's AIO (who has already log in to his AIO), clicking on "forget password" and answering the password challenge questions correctly.

In case the user forgets their PCQs they can call up Saksham Seva for resetting the password.

c. **Password Policy – Below password policy shall be applicable to AD/OIM:**

- I. Enforce Password History is 3 (new password should not be same as previous three passwords)
- II. Maximum Password Age is 90 days (password is going to expire every 90 days)
- III. Minimum Password Length is 10 characters
- IV. Maximum Password length is 12 characters
- V. Password Complexity:
 - At least one Upper Case (A-Z)
 - At least one Lower Case (a-z)
 - At least one Special Characters like !@#\$%^&* _()
 - At least one Numeric character (0-9)

Note:

Any three of the above shall suffice password complexity.

VI. **Account Lockout Policy:**

- User account shall get locked, in case he/she attempts 5 consecutive wrong passwords
- In cases where the user account gets locked as a result of 5 consecutive unsuccessful login attempts, the account would get automatically unlocked after 15 minutes.

VII. **Additional features:**

- *Force Password Reset at Next login* - In cases where the user requests saksham seva to reset his/her password, the user would be promoted to mandatorily change his password on first login.

7. The users may contact Saksham Seva Helpdesk for any clarifications. The contact detail are:

E-mail ID: saksham.seva@icegate.gov.in

Toll-Free: 1800 266 2232 OR 1800 121 4560

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Additional Director General(SI)