

# Password recovery configuration


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# Password recovery configuration

## Description

Soffid provides you the functionality that allows to the users recover their passwords. To do that, the admin user, or a user with the proper roles, must config the the password recovery parameters.

## Screen Overview



[Main Menu](#) > [Administration](#) > [Configuration](#) > [Security settings](#) > Password recovery configuration

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Enable email recovery :

☒ Yes ☐ No

Enable question&answer recovery :

☐ Yes ☒ No

Enable OTP :

☐ Yes ☒ No

Enable SMS :

☐ Yes ☒ No

Preferred method :

Email

Minimum number of filled-in questions :

0

Questions to answer to unlock :

0

Number to answer to unlock :

0

Allow to unlock account and keep the same password :

☐ Yes ☒ No

Enforce fill-in questions :

Disabled

Email subject

Password Recovery

Email body :

This is your PIN for password recovery: \${PIN}

URL for SMS service

https://...&password=...&login=...&from=...&to=\${PHONE}&message=This is your PIN for password recovery: \${PIN}&no!

HTTP method for SMS

GET

HTTP body for SMS

HTTP body for SMS

HTTP headers for SMS

HTTP headers for SMS


Response must contain:

Response must contain:

User attribute to store phone number

PHONE

**Tip:** Use the \${variable} syntax to customize SMS and e-mails. Use \${PIN} for the secret pin, or \${attributeName} for any user attribute like \${fullName}

 Confirm changes

## Custom attributes

- **Enable email recovery:** if Yes is selected, it will allow password recovery through an e-mail sent to an authorized mailbox.
- **Enable question&answer recovery:** if Yes is selected, a question and control response will be requested.
- **Enable OTP:** if Yes is selected, an OTP will be required to recover the password. That OTP depends on the OTP settings configured into the Soffid Console and the OTP devices configured for the end-user.
- **Enable SMS:** if Yes is selected, an SMS will be send to recover the password.
- **Preferred method:** in case you select two or more previous options, this drop-drown will allow you to prioritize one option over the others.
- **Minimum number of filled-in questions:** indicates the minimum number of user questions that must be have answered in the end-user's profile to can use this recover password method.
- **Questions to answer to unlock:** indicates the number of questions that must be formulated to the end-user to reset his password.
- **Numer to answer to unlock:** indicates the number of answers that must be answered by the end-user to reset his password.
- **Allow to unlock account and keep the same password:** allows to administrator user to unlock an end-user's account and keep the same password.
- **Enforce fill-in questions:** allow on each access Soffid to check if the questions are answered. In case the questions have not been not answered, Soffid will display a window with the questions to answer or to config to the end-user depending on that value.
  - **Disabled:** allows you to disable that functionality.
  - **Required:** if this option is selected, the system will check if the user questions are answered correctly.  
If the user have not a required number of questions defined or he have not answered all his questions, the system will show the retrieve password questions page.
  - **Optional:** when this option is selected, the system will check the user questions but it will not show the retrieve password questions page if the user questions does not meet the configuration parameters.
- **Email subject**
- **Email body**
- **URL for SMS service**
- **HTTP method for SMS**
- **HTTP body for SMS**
- **HTTP headers for SMS**
- **Response must contain**
- **User attribute to store phone number:** user object attribute defined on the Metadata page to save the phone number.

# Actions

**Confirm changes**

Allows you to save the data of password recovery configuration. To save the data it will be mandatory to fill in the required fields.

# Configure Default questions

## Description

Soffid allows to the administrator user, o the user with the proper roles, to configure the default questions that will be displayed to the end-users. Those questions will be the default questions, the end-users could change them and configure other questions.

To config the question&answer recovery, the administrator-user needs to configure some parameters at the "Password recovery questions" tab:

- Enable question&answer recovery
- Minimum number of filled-in questions
- Questions to answer to unlock
- Number to answer to unlock

Once, question&answer recovery parameters are configured, the end-users must complete the answers in the Self-service portal in order to user the recover password method when it will be necessary.

## Screen Overview

### Default questions

Password recovery questions	Default questions
▼ Question	
Your favourite colour	—
Your favourite song	—
Your first car plate number	—
Your wife's birthdate	—

Displayed rows: 4

+

## Parameters

## Password recovery questions Default questions

Enable email recovery :	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable question&answer recovery :	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable OTP :	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable SMS :	<input type="radio"/> Yes <input checked="" type="radio"/> No
Preferred method :	Questions ▾
Minimum number of filled-in questions :	<input type="text" value="5"/>
Questions to answer to unlock :	<input type="text" value="3"/>
Number to answer to unlock :	<input type="text" value="3"/>
Allow to unlock account and keep the same password :	<input checked="" type="radio"/> Yes <input type="radio"/> No

## Actions

<b>Add</b>	Allows you to add a new question to the question list. First of all you need to click the add button (+), then Soffid will add a new row to write the new question. You must confirm the changes by clickin on the "Confirm changes" button.
<b>Delete</b>	Allows you to delete one by one the default questions. You need to click the subtraction icon at the end of the line that you want to delete.