

# Password Recovery

## Password Recovery Addon

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# Introduction to Password Recovery

## What is Password Recovery?

Password recovery is an add-on provided by Soffid. This add-on allows the end-users to recover their passwords.

Soffid provides the functionality that allows to configure the password recovery depending on the business needs and using different technical solutions. The current available options are the following:

- Email recovery
- Questions and Answers recovery
- OTP recovery
- SMS recovery

## Use cases

### Email recovery

When an end-user wants to recover his password with the email recovery method, Soffid will send an email with a PIN code to the end-user to recover his password.

The end-user must enter the PIN code and, if it is right, Soffid will display a window to write and confirm the new password.

<https://www.youtube.com/embed/HUB7KAXjiTg>

### Questions and Answers recovery

When an end-user wants to recover his password with the Questions and Answers recovery method, Soffid will display a window to answer the questions configured previously by the end-user in the self service portal.

If the answers are right, Soffid will display a window to write and confirm the new password.

Remember, it will be mandatory to config the Questions and Answers in the Self service portal to use this recovery method. In other case, an error will be displayed and the end-user will have to contact with an administrator user.

<https://www.youtube.com/embed/ocrjuRL3prc>

## OTP recovery

When an end-user wants to recover his password with the OTP recovery method, Soffid will display a window to enter the PIN code. The user will need to get the PIN code with an OTP application (Free Otp+, Google Authenticator and Microsoft Authenticator are the most used).

The end-user must enter the PIN code and, if it is right, Soffid will display a window to write and confirm the new password.

Remember, it will be mandatory to config an OTP device in the Self service portal to use this recovery method. In other case, an error will be displayed and the end-user will have to contact with an administrator user.

<https://www.youtube.com/embed/BolocnOliCA>

For more information about the OTP method you can visit the [Two factor authentication \(2FA\) book](#)

## SMS recovery

When an end-user wants to recover his password with the SMS recovery method, Soffid sends an SMS to the end-user with a PIN code to recover his password.

The end-user must to write the pin code and, if it is right, Soffid display a window to write and confirm the new password.

## ESSO

End-users could recover their passwords using ESSO.

<https://www.youtube.com/embed/LZlUtSDDmPk?rel=0>

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## Password Recovery questions

- 1. How long is a challenge/PIN valid?** currently, it is 30 minutes.
- 2. How many times can a wrong PIN be entered?** There is no limit
- 3. Do old challenges / PINs stay active when a new one is requested?** Yes, they are active.

# How to install Password Recovery in Soffid

## Installation

### Download

Please download the Soffid Password Recovery add-on.

You can download it at the following link <http://www.soffid.com/download/enterprise/> if you have Soffid user with authorization, or in the following <http://download.soffid.com/download/> by registering.

### Upload

Once the Password Recovery add-on is downloaded, please log in to IAM Console.

You need to be an administrator user of the Soffid console or a user with permissions to upload addons.

It is recommended to upload the addons to master, this is the way to maintain updated all, master and tenants if there are.

In the Soffid console, please go to: "Main Menu > Administration > Configure Soffid > Global Settings > Plugins" and upload the addon file, for more information visit the [Addons Getting started](#) page

Finally, when the addon is installed, it will be required to restart the Soffid Console.

# Password recovery configuration

# Password recovery configuration

## Description

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

## Screen Overview

soffid

Search

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

Password recovery questions

Default questions

Enable email recovery :

Yes

III

Enable question&answer recovery :

III

No

Enable OTP :

III

No

Enable SMS :

III

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 :

III

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 adminitrator-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 :

III

No

Enable question&answer recovery :

Yes

III

Enable OTP :

III

No

Enable SMS :

III

No

Preferred method :

Questions ▾

Minimum number of filled-in questions :

5

Questions to answer to unlock :

3

Number to answer to unlock :

3

Allow to unlock account and keep the same password :

Yes

III

# Actions

Add	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.
Delete	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.

# Password recovery questions

## Description

Soffid allows to end-user configure the questions and answers in Soffid console to recover the password when this functionality will be necessary.

The option to configure the Questions and Answer is on **[My Profile](#)** page. At this page, the user could configure its own questions and answers.

There is a configuration parameter [Enforce fill-in questions](#) in Soffid Password recovery configuration to ask the answers to the end-user until these are filled in.

## Screen Overview

### My profile

The end-user could fill in the existing questions or add new questions.

## Password recovery questions

### Recover password questions

Security question for recovery user password

In order to enable password recovery, the user is required to answer '2' questions

Also, the process will require the following number of questions answered correctly: '2' answers

▼ Question	△▼ Answer	
My car	blue	—
My cat	blue	—
Your favourite colour	red	—
Your favourite song	red	—
Your first car plate number	red	—
Your wife's birthdate	red	—

Displayed rows: 6



Close

## Password recovery

[https://www.youtube.com/embed/4FSE\\_cIYeJM?rel=0](https://www.youtube.com/embed/4FSE_cIYeJM?rel=0)

## 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.
<b>Close</b>	Allows you to close the form and save the updates
<b>Recover password</b>	By clicking the Recover password option, on the login page, the user could recover its password, in this case, using the password recovery questions. Once the user click this option, Soffid will ask the user name to get the recovery questions and displays them. The user must to full fil the answers and click the recover button. If the answers are correct, Soffid allows to the user types a new password.