Introduction to Password recovery addon

What is password recovery addon?

> The **Password recovery** addon allows end users to recover their passwords.

Soffid provides the funtionality that allows to config the password recovery depending on the bussiness needs and using different **technical solutions**. The current available options are the following:

- **Email** recovery
- **Questions and answers** recovery
- **OTP** recovery
- **SMS** recovery

In addition, you can **enable** and use this option in several Soffid components.

- In the **Console** login
- In the **Federation** add-on login
- In the **ESSO** login

Let's look at some use cases.

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 cofirm the new password.

> Please note that for this feature to work correctly, users' email addresses must be registered in Soffid.

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 rigth, Soffid will display a window to write and cofirm the new password.

> Please note that for this feature to work correctly, the administrator must configure the questions in the Console and the end user must first complete the answers in the Identity Self Service portal. Otherwise, an error will be displayed and the end user will need to contact an administrator user.

> For more information, this page explains How to configure questions and answers?.

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 cofirm the new password.

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> Please note that in order to use this feature, the end user must first configure an OTP device in Soffid by registering the OTP in one of the available OTP applications. In other case, an error will be displayed and the end user will have to contact with an administrator user.

> For more information about the OTP method you can visit the Two factor authentication (2FA) book

https://www.youtube.com/embed/BolocnOIiCA

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 cofirm the new password.

> Please note that the administrator must have previously configured an SMS gateway. Soffid does not have any preconfigured SCMS services by default; the customer must configure their own service.

ESSO

Users who have the ESSO component installed on their devices will also be able to use the password recovery feature.

> Remember that in order to use this feature, the user must have ESSO installed and the administrator must have enabled this feature beforehand.

> For more information about the ESSO you can visit the ESSO documentation.

https://www.youtube.com/embed/LZIutSDDmPk?rel=0

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