

Password recovery configuration page

Description

Soffid provides you the functionality that allows to the users recover their passwords.

To do this, the administrator user, or a user with the proper roles/authorizations, must first config the password recovery settings.

This setting can be used in the Console login and in the Federation login if enabled in the Identity Provider.

There are several sending method configuration options, use the one that best suits your organization.

Screen Overview

The screenshot shows the 'Password recovery configuration' page in the Soffid console. The page is divided into several sections:

- Enabled methods:** Includes 'Enable email recovery' (Yes), 'Enable question & answer recovery' (No), 'Enable OTP' (No), and 'Enable SMS' (No). There is also a 'Preferred method' dropdown set to 'Email' and an 'Allow to unlock account and keep the same password' toggle set to 'Yes'.
- Recovery questions:** Includes 'Minimum number of filled-in questions' (1), 'Questions to answer to unlock' (1), 'Number to answer to unlock' (1), and 'Enforce fill-in questions' (Disabled).
- Recovery email:** Includes 'Email subject' (Password recovery request) and 'Email body' (Dear \${FULLNAME} with user \${userName}, you has requested a password reset. Your pin is \${PIN}. Please follow the instructions provided by Soffid).
- Recovery SMS:** Includes 'URL for SMS service' (https://www.ovh.com/cgi-bin/sms/http2sms.cgi?account-...&pi), 'HTTP method for SMS' (POST), 'HTTP body for SMS' (dfa), 'HTTP headers for SMS' (dfs), and 'Response must contain' (asdfsad). There is also a 'User attribute to store phone number' field set to 'PHONE'.

A 'Confirm changes' button is located at the bottom right of the configuration area.

Related objects

- [Soffid parameters](#) : must provide a mail server to use mails
- [Identity providers](#) : to enable this option in federation

Standard attributes

Password recovery questions tab

Enabled methods

- **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.
 - [Email](#)

- Questions
- SMS
- OTP
- **Allow to unlock account and keep the same password:** Allows the user to unlock his account using the last stored password.

Recovery questions

- **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.
- **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.

Recovery email

- **Email subject:** the text of the subject sent in the email, you can use variables
- **Email body:** the text of the body sent in the email, this could be HTML stylel, you can use variables

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

Recovery SMS

- **URL for SMS service:** URL for SMS service
- **HTTP method for SMS:** HTTP method for SMS, for example GET
- **HTTP body for SMS:** the text of the boy sent in the SMS, you can use variables
- **HTTP headers for SMS:** headers used in the HTTP request
- **Response must contain:** a text in the response to confirm the successful sending
- **User attribute to store phone number:** user object attribute defined on the Metadata page to save the phone number.

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

Default questions tab

This **Default questions** tab is where you enter the questions that the end user will have to answer in order to recover their password.

Main Menu > Configuration > Security settings > Password recovery configuration

Password recovery questions Default questions

Add new

<input type="checkbox"/>	Question ^
<input type="checkbox"/>	In which city were you born?
<input type="checkbox"/>	What is your favourite instrument?
<input type="checkbox"/>	Who is your best friend?

Displayed rows: 3

Table:

- **Question:** questions for the end user

Actions:

Add new	Add a new row to the table to allow the administrator to write the question.
Delete	After selecting one or more questions, the "Delete" will be displayed and you could delete the question/s.

For more information on how to activate and configure the question and answer feature, please review the page [How to configure questions?](#)

Actions

Password recovery questions tab

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.
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Default questions tab

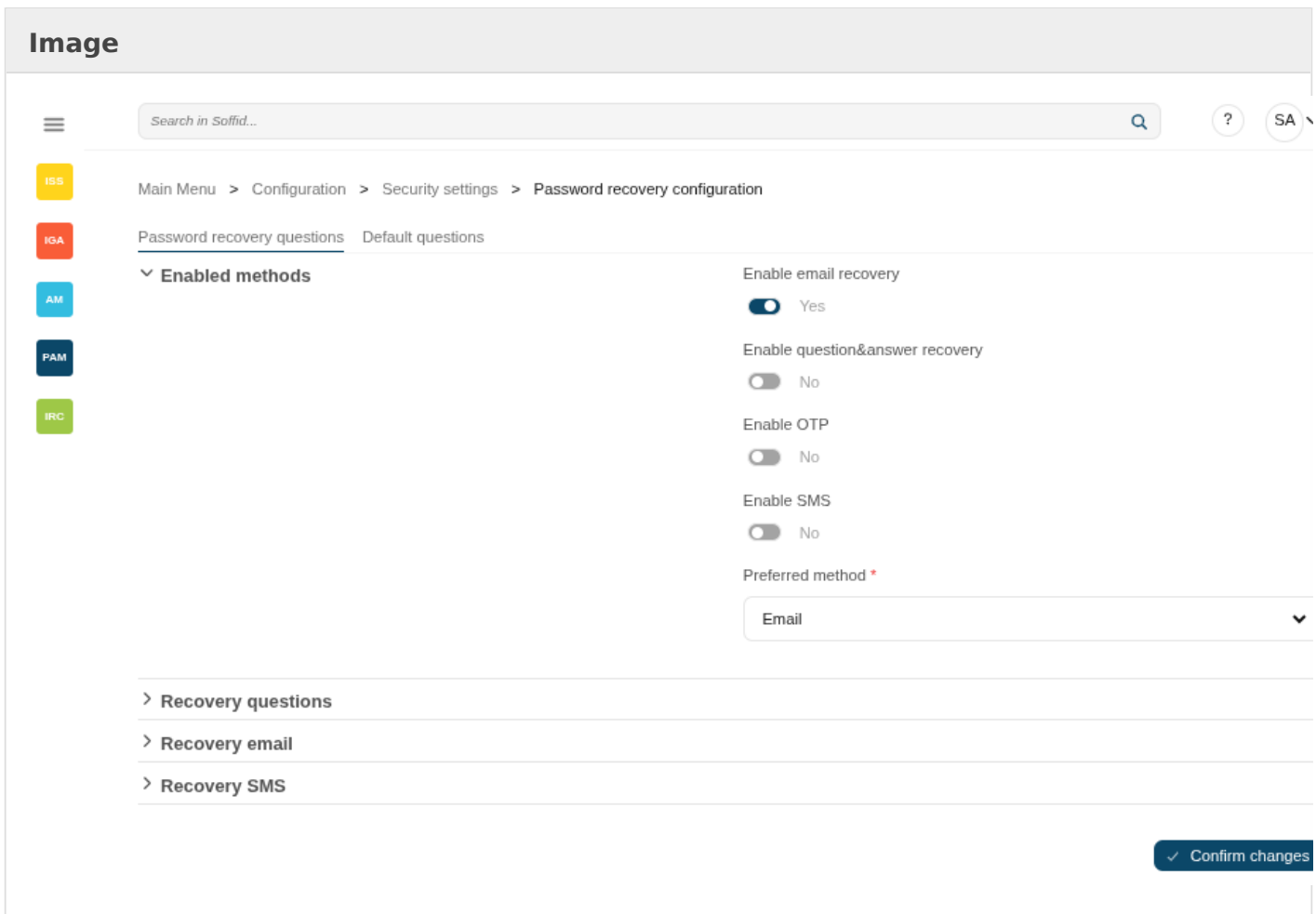
Add new	Allows you to add a new question to the questions list
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Others

Login in console

First, activate one of the available methods, in this case email.

Second, when you log in to the console, you will see the option 'Recover password'.





Login in federation

First, enable "Allow user to recover password" in the "Advanced authentication" section.

Second, when you log in to the federation, after entering the user, you will see the option "Forgot your password?".

Image



Search in Soffid...



SA

ISS

Main Menu > Configuration > Web SSO > Identity providers

3 out of 3 < >

IGA



TestIDP

TestIDP



AM

Expand all

Collapse all



PAM

IRC

> Identification :

> Service configuration :

> Network :

> SAML Security :

> Session management :

> Authentication :

> Advanced authentication :

> Profiles :

Allow user to recover passwords : Yes

Register OTP when required : No

Allow users to self-register : No

Registration process :

Register identities identified by external IdPs : No

Store last user name in browser : No

Enable reCaptcha v3 service : No

> Look and feel :

Undo

Apply changes



Please, identify yourself.

User name:

[Change user name](#)

Password:



Login

[Forgot your password?](#)

A service provider from anonymous needs to authenticate you.

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