



# City of Albuquerque

Systems How-To Document

**React Password Reset**

**December 7, 2011**

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## VERSION HISTORY

Date	Document Version	Document Revision Description	Document Author
	1.0	Initial Delivery of document	Andre O'Brien

## APPROVAL HISTORY

Approval Date	Approved Version	Approver Role	Approver
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# 1. INTRODUCTION

This document contains the instructions on how to change your password and challenge questions for your Active Directory password. These instructions are only for City of Albuquerque employees. Contractors must call the service desk on 768-2930.

If at any time you have issues please contact the service desk at 768-2930

# 2. CONTACT LIST

Last Name, First Name	Role	1st Contact Method	2nd Contact Method
Andre O'Brien	Document Author		
Art Montoya	Security		

# 3. Password Reset

To change your password go to this web site.

<http://react01.cabq.gov/react>

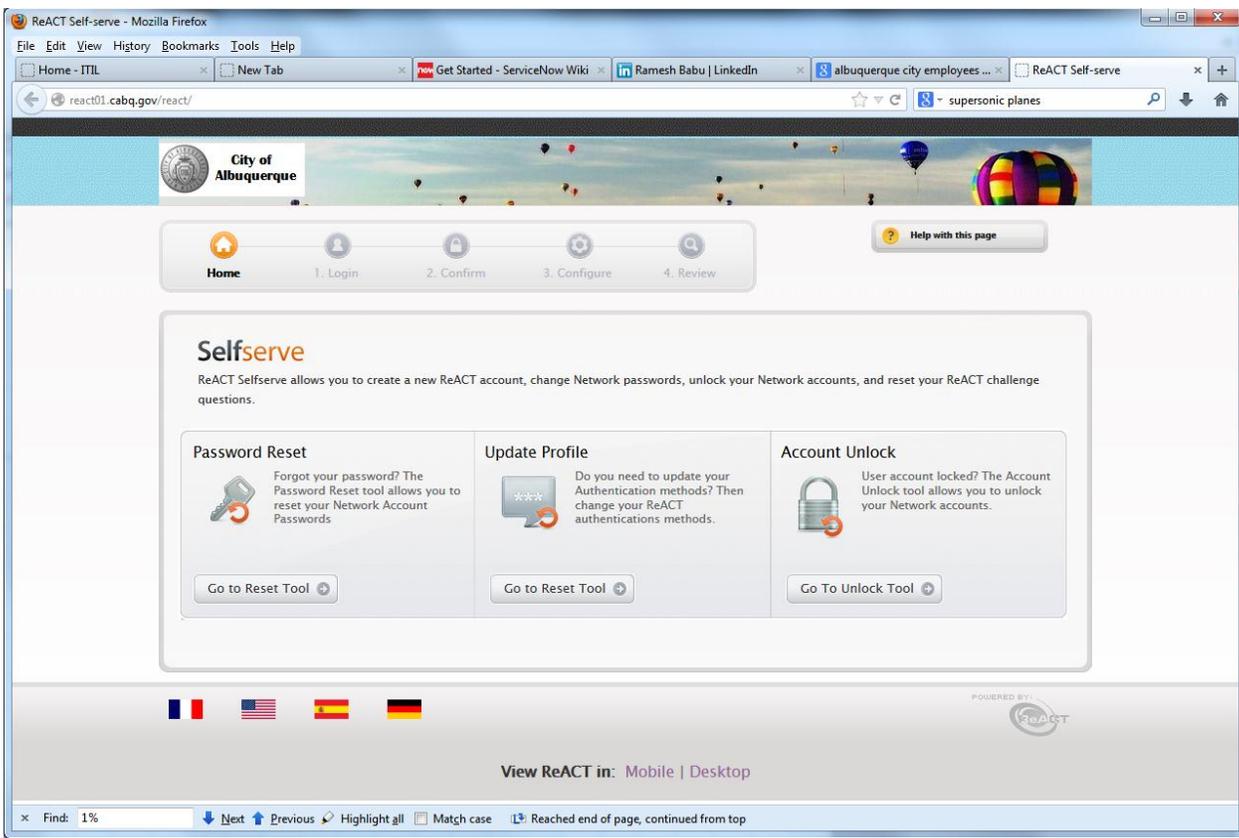


Figure 1

### 3.1 Change Challenge Questions

Under **Update Profile** select the **Go to Reset Tool**

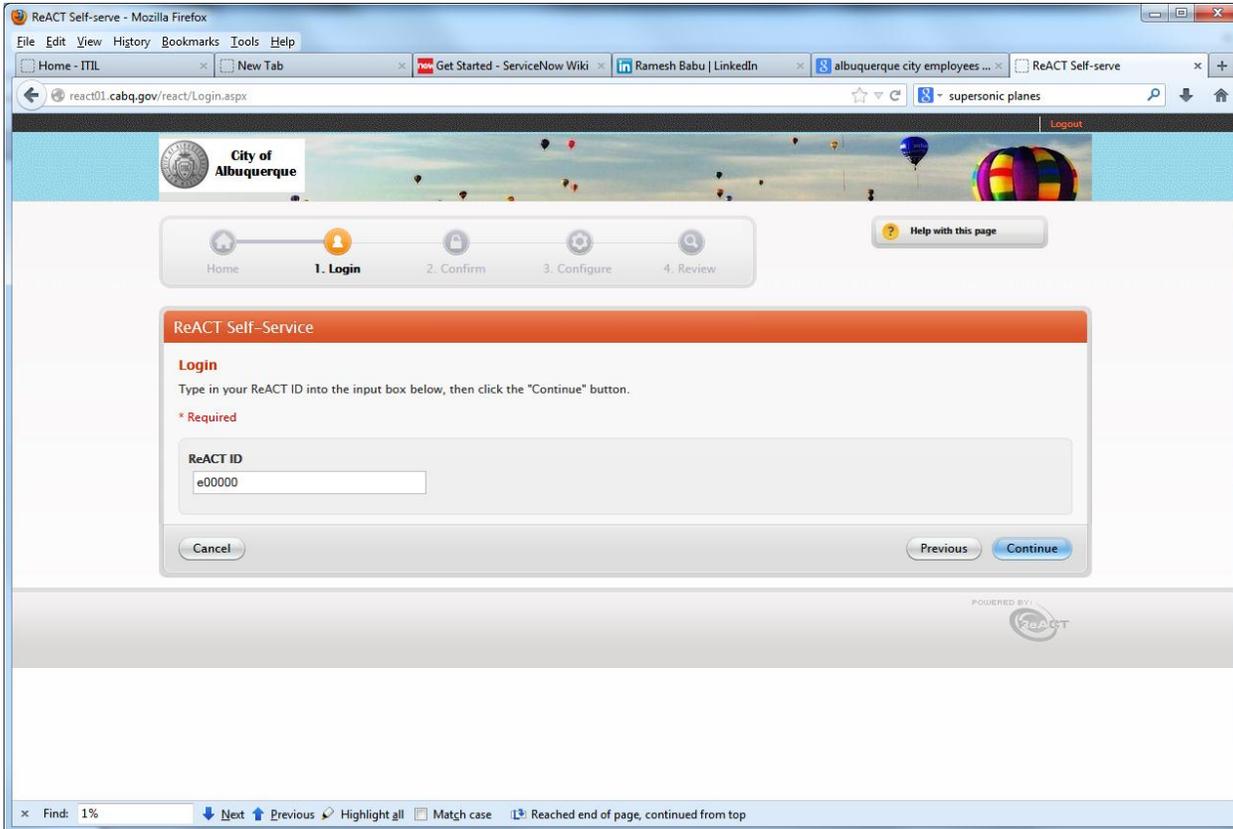
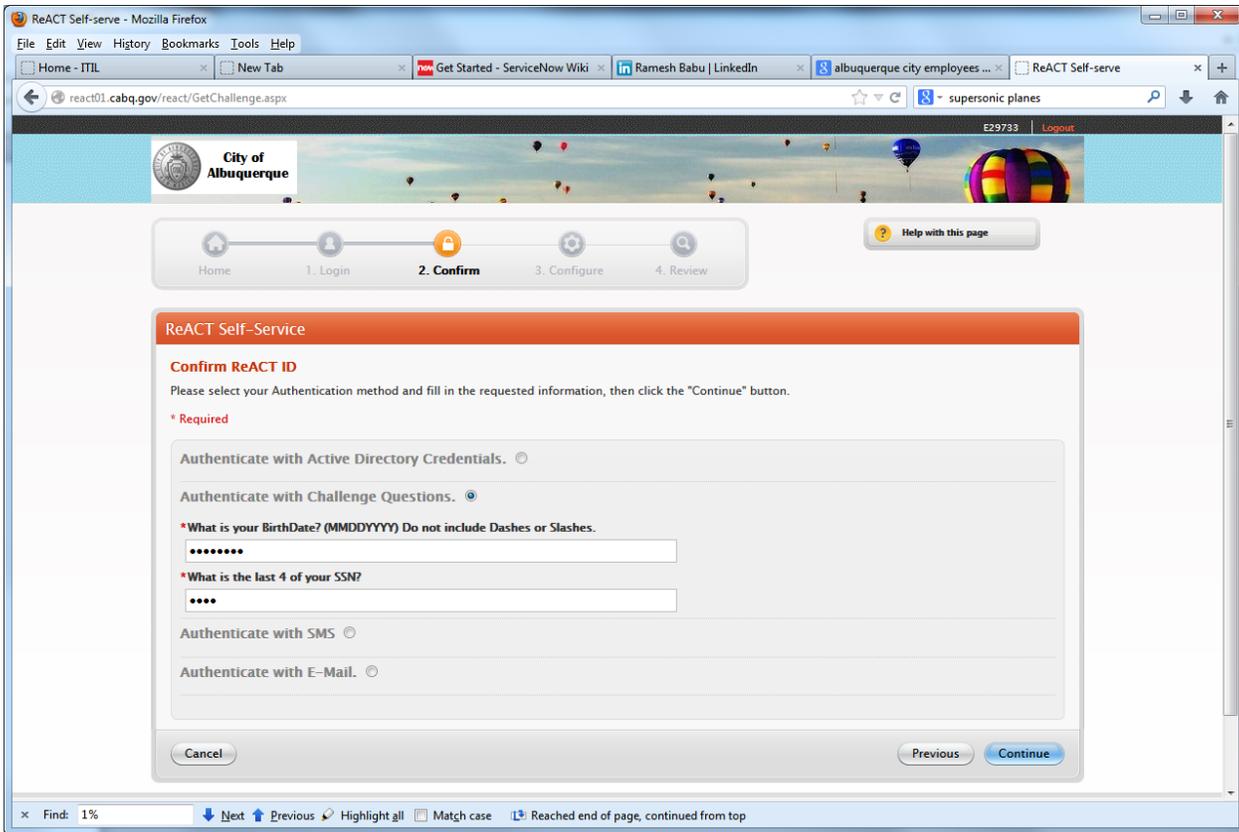


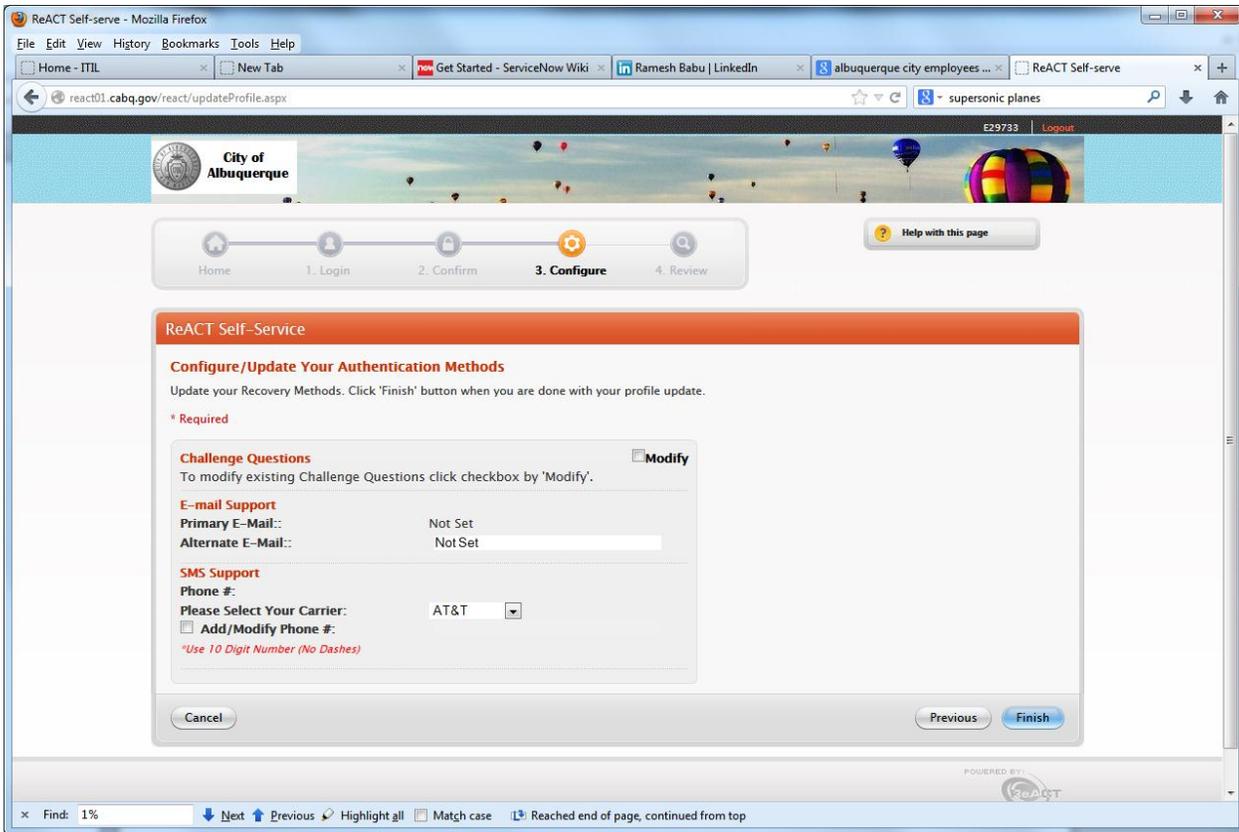
Figure 2

Your **React ID** is the same as your AD (e-mail) and click **Continue**



**Figure 3**

Enter the two default questions that have been setup and press **Continue**



**Figure 4**

Under the Challenge Question select the **Modify** option.

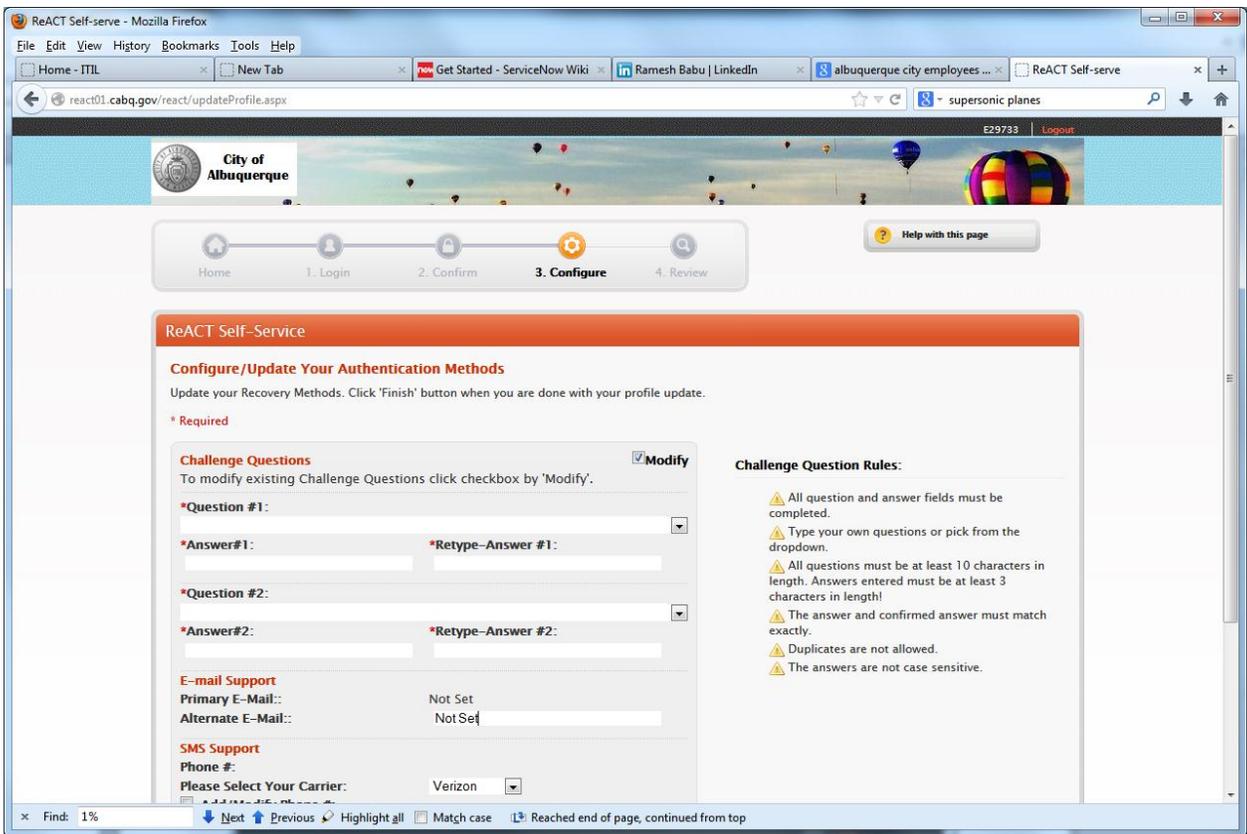


Figure 5

Create your own challenge questions and update your e-mail support and SMS support questions.

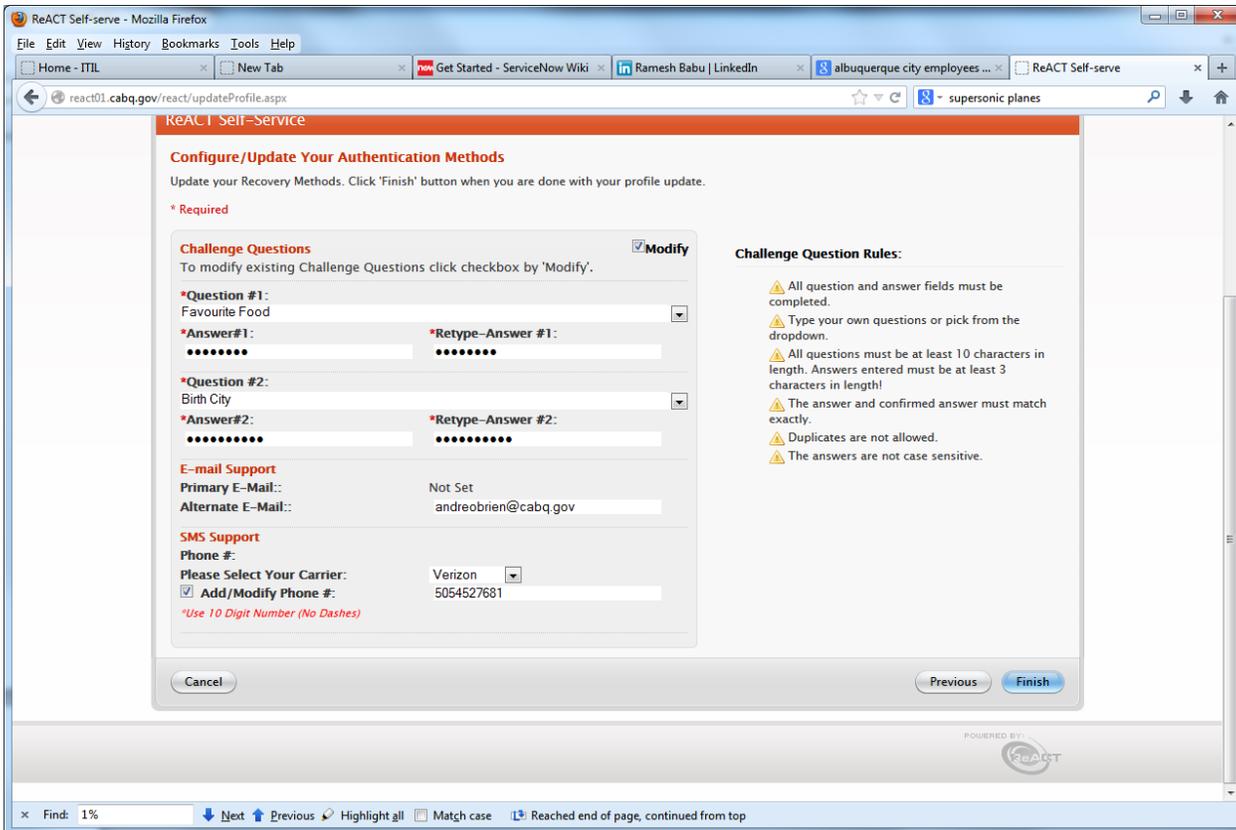


Figure 6

Select **Finish**

### 3.2 Reset Password

Under Update Profile select the **Go to Reset Tool**

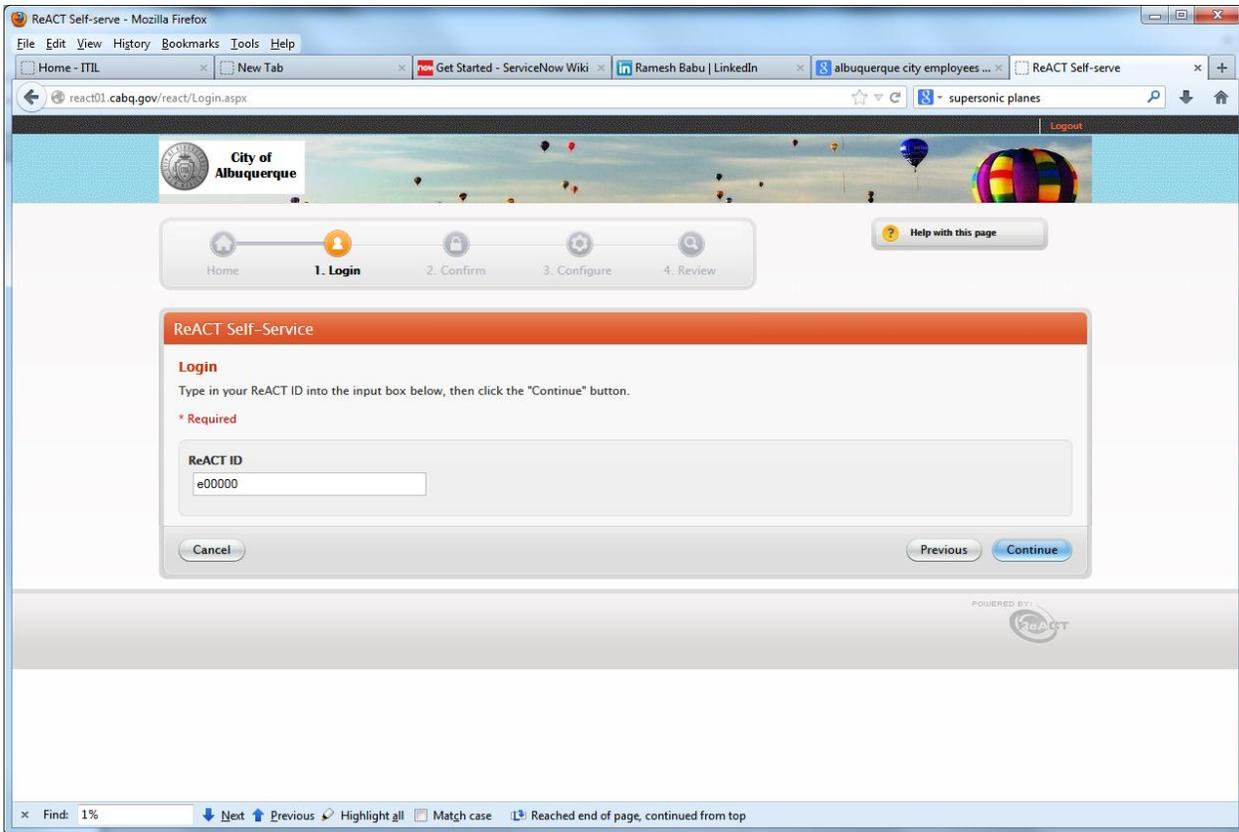
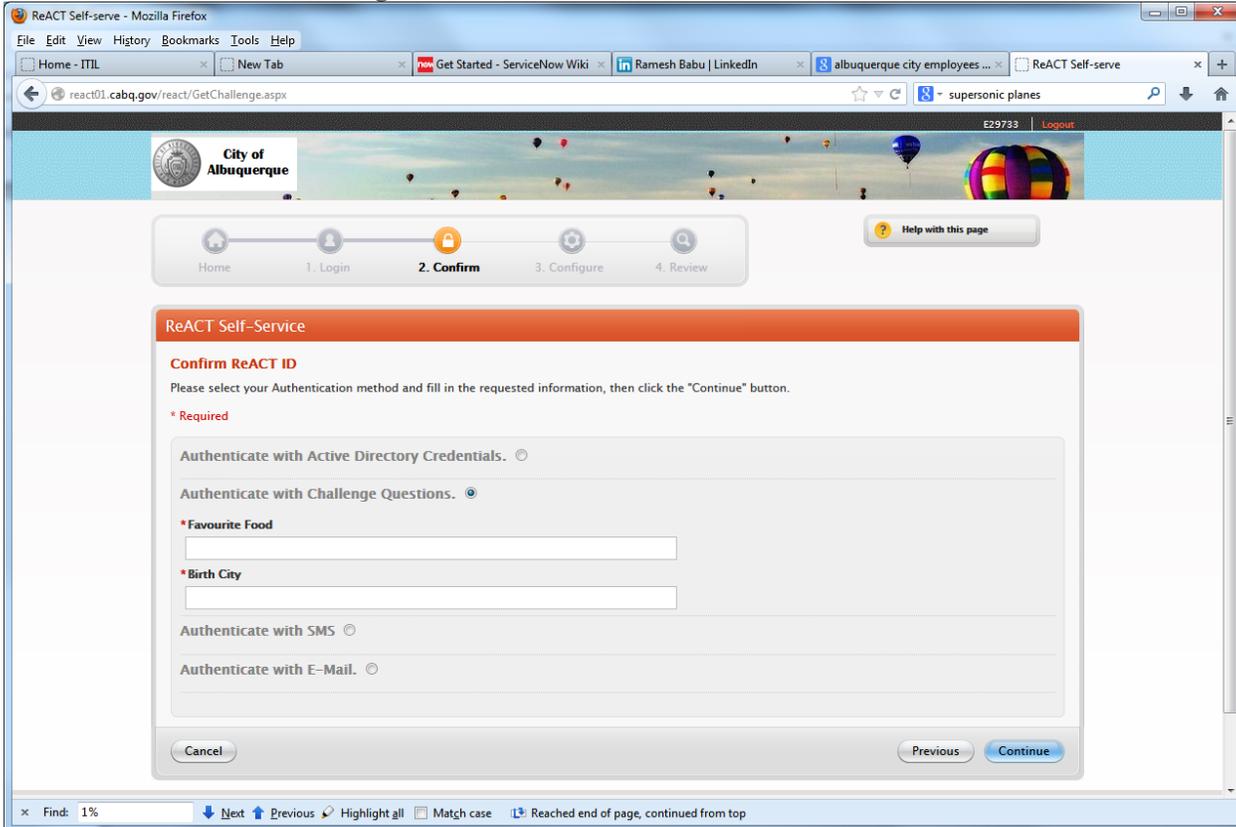


Figure 7

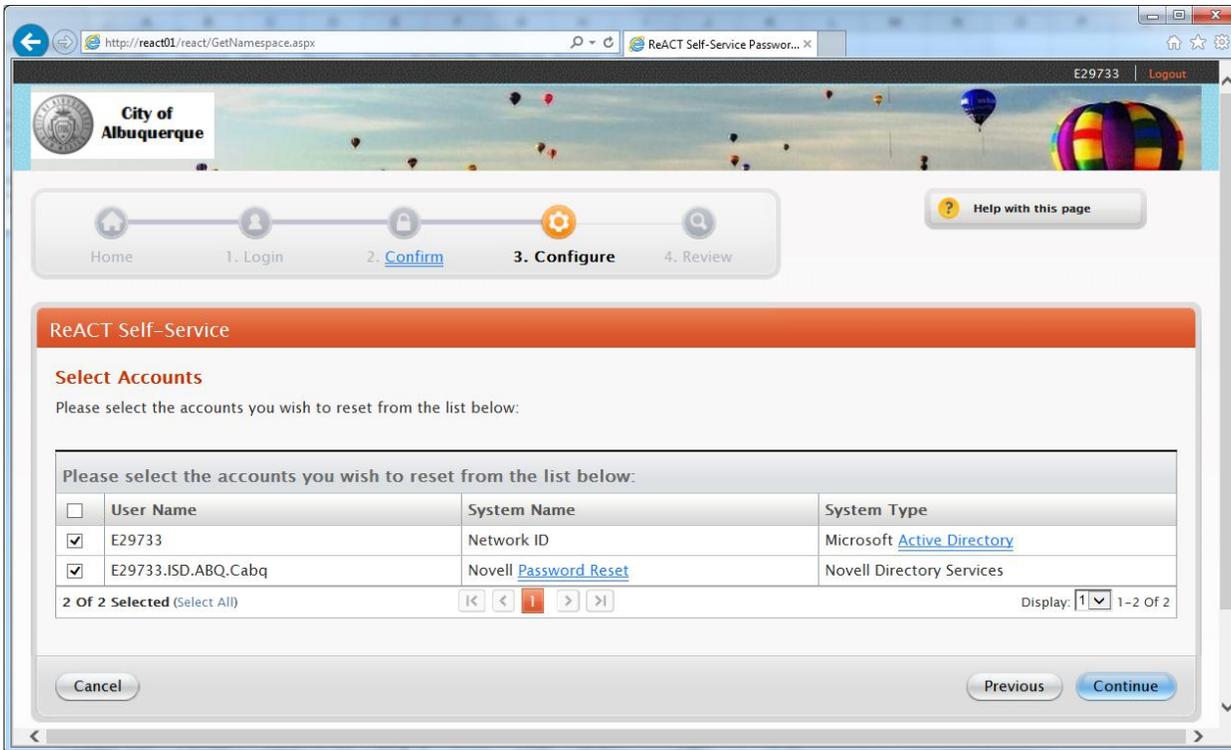
Your **React ID** is the same as your AD (e-mail) and click **Continue**

If you have completed section 3.1 your scsreen will have your challenge questions and look like this. Otherwise it will look like **Figure 3**.



**Figure 8**

Once the questions have been entered press **Continue**.



**Figure 9**

Select the password(s) you need to change. Note: both passwords should be changed together.

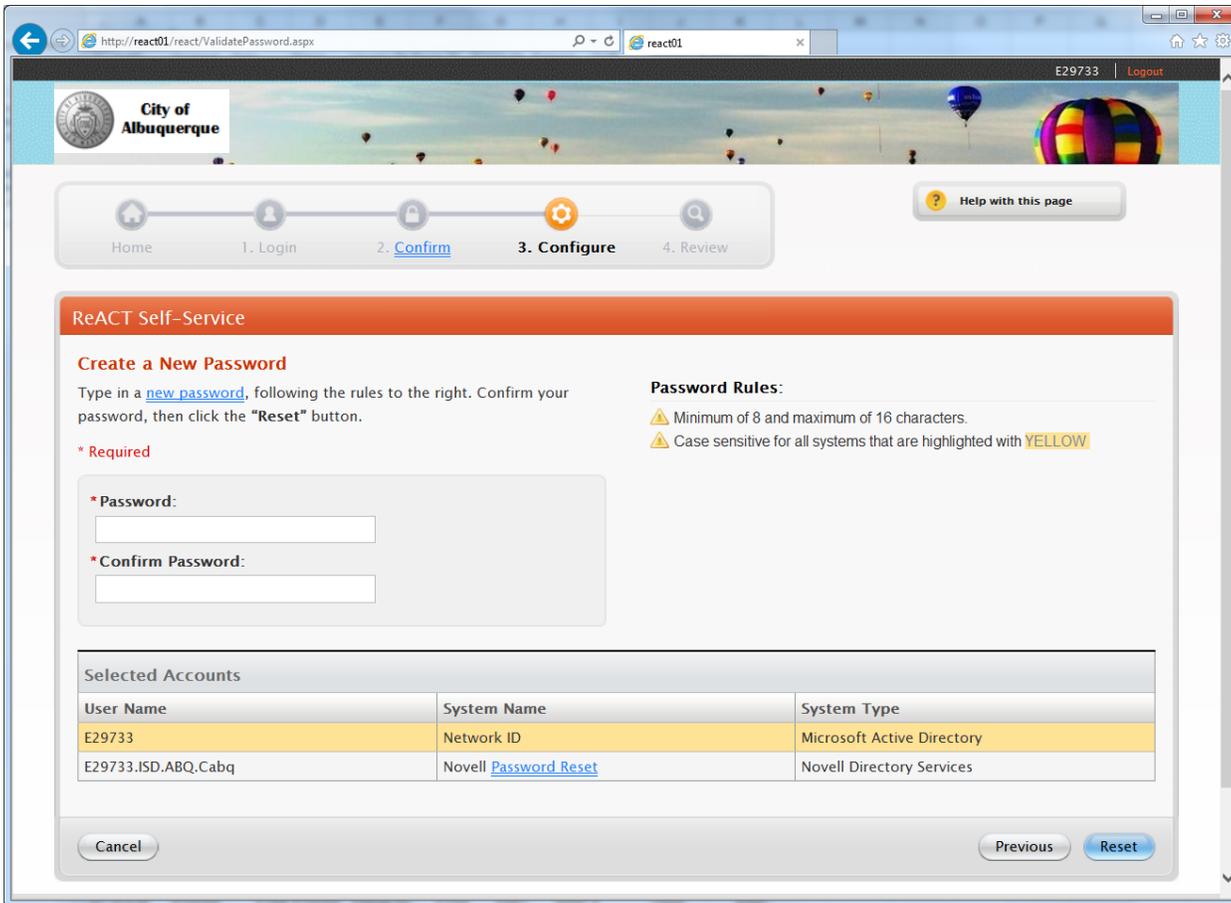


Figure 10

Enter your new password twice and select **Reset**

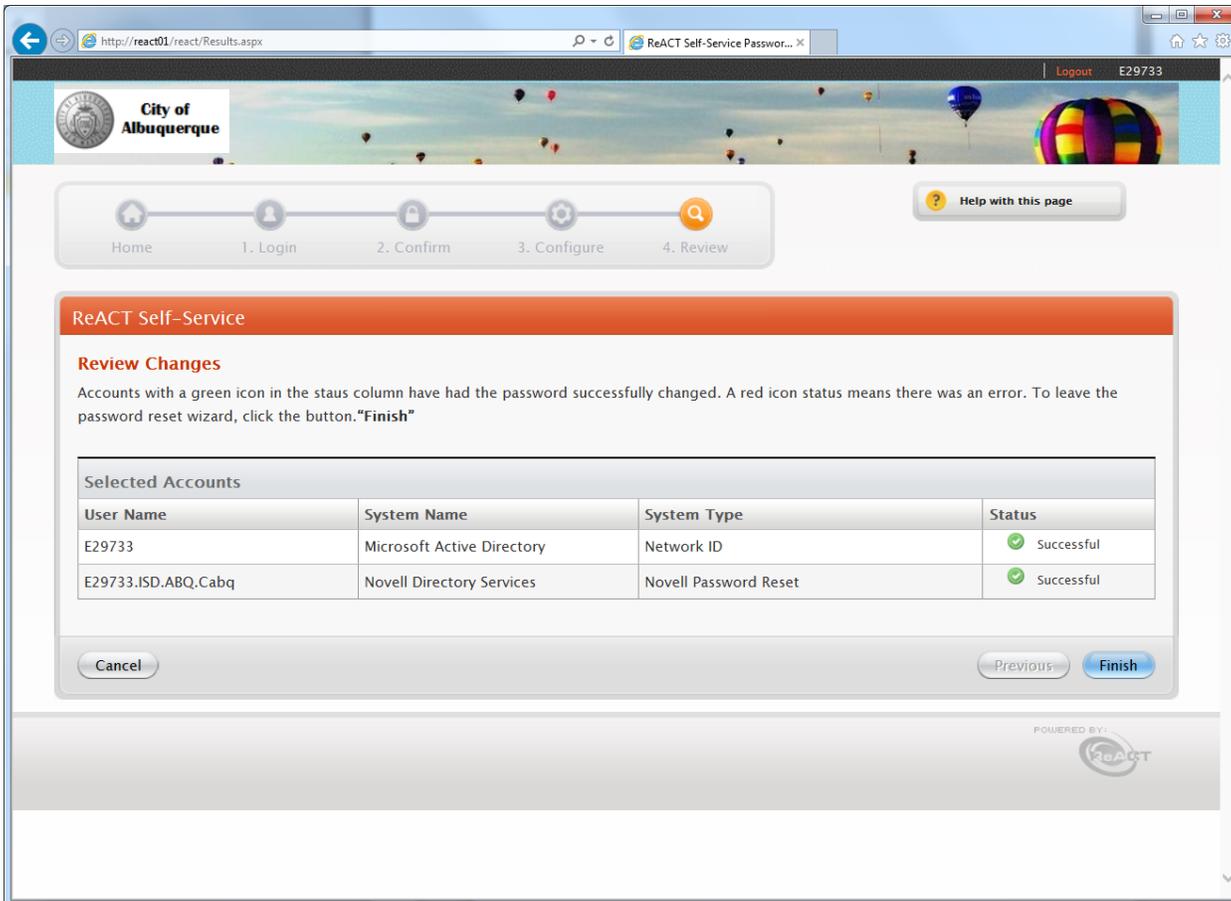


Figure 11

The passwords are now reset click **Finish**