OneLogin Single Sign-On (SSO): Password Update User Guide

Version 1.5

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Introduction

Our Mission - Enhancing User Security:

- The RF is implementing a 16-character password requirement to safeguard against the risk of data breaches. The change, effective February 5, 2024, will apply to all RF applications authenticated via OneLogin Single Sign-On.

Current Applications Authenticated via OneLogin:

- Convercent
- Employee Compensation Compliance (ECC)
- Interview Exchange
- Minuet
- Oracle Business Applications
- Pre-Award and Compliance System (PACS)
- Report Center
- Self Service
- Tracker Pro

Password Criteria:

- Minimum Length: 16 characters
- Complexity Requirements:
    - Must include the following characters:
        - a. Uppercase Letter
        - b. Lowercase Letter
        - c. Number

Need Assistance?

For any inquiries or assistance, please contact Customer Services at customerservices@rfsuny.org or call (518) 434-7222.

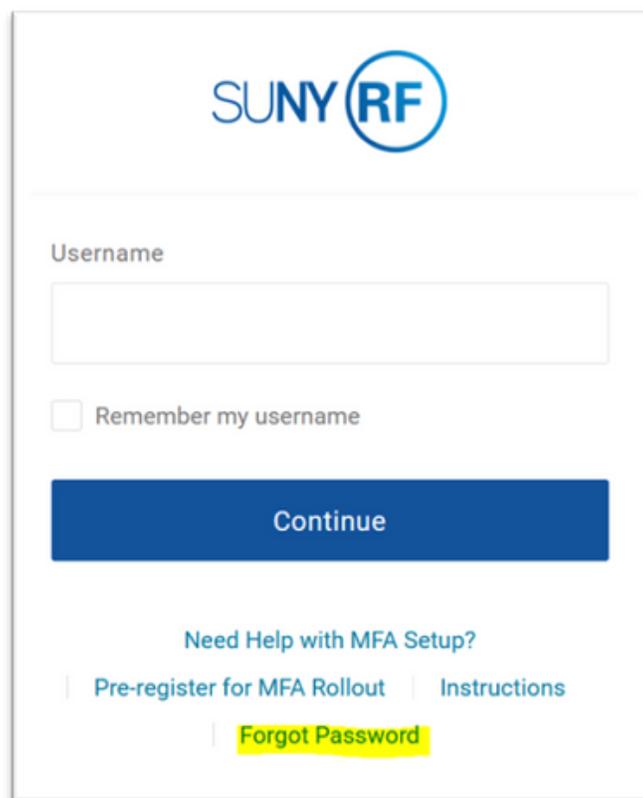# Reset Password via Forgot Password

Step 1: Access the OneLogin Portal

- Navigate to the OneLogin portal by clicking on the following link, scanning the QR code, or copying the link into your browser's address bar: https://rfsuny.onelogin.com

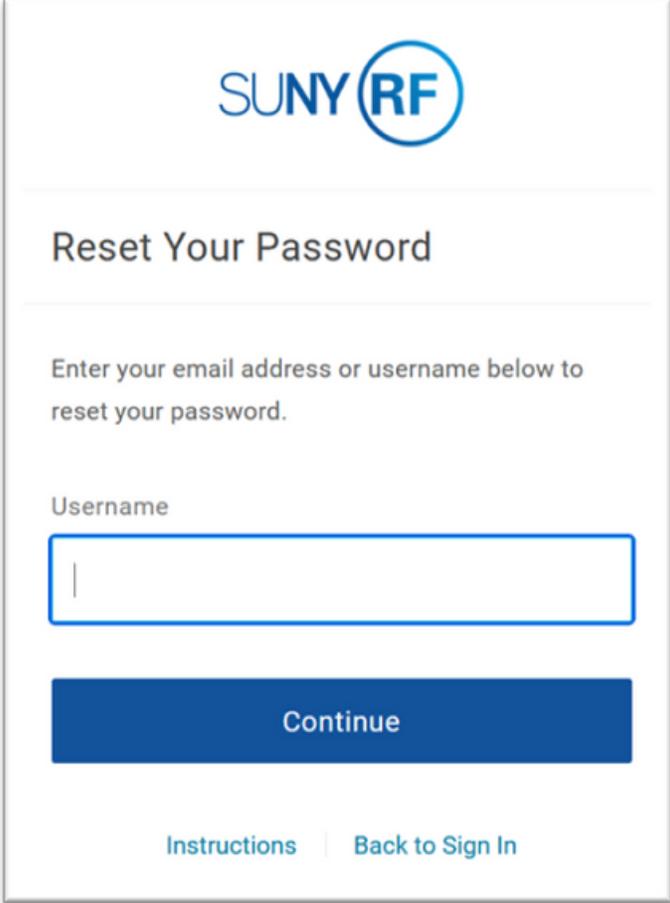- Once there, select the 'Forgot Password' option.

OneLogin Portal:

Reset Password via Forgot Password (continued)

Step 2: Provide Account Information

- Enter your username or RF email address, then click on 'Continue'.

Reset Password:

Reset Password via Forgot Password (continued)

Step 3: Complete CAPTCHA Verification

- Confirm you're human by completing the CAPTCHA verification.
    - Check the box labeled 'I am not a robot'.
    - Select the correct images as prompted.
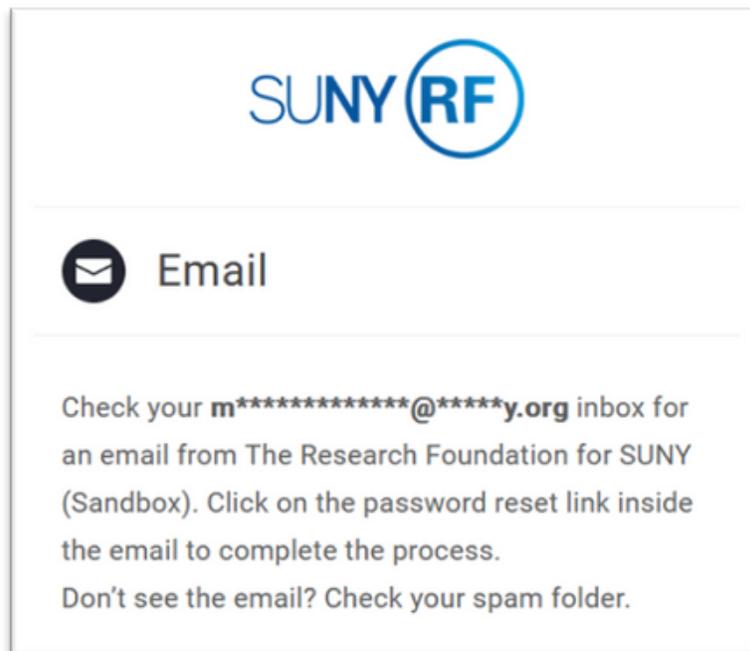   - Click 'Verify'.

CAPTCHA Verification:
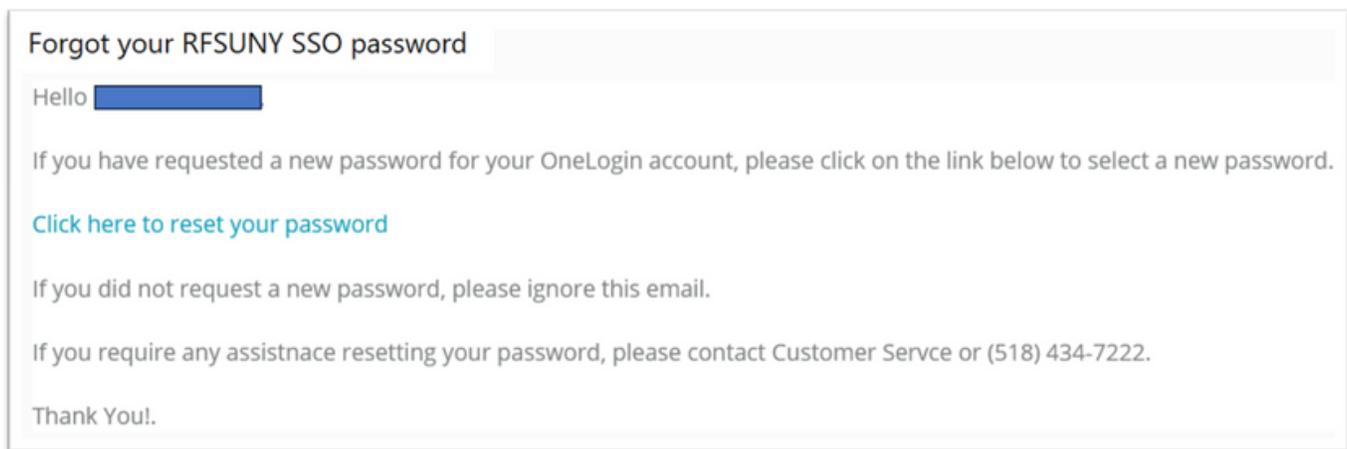
Reset Password via Forgot Password (continued)

Step 4: Access Reset Password Email

- Open your RF email inbox and locate the email from 'noreply@onelogin.com' with the subject line 'Forgot your password'. Open this email and click on the link provided to reset your password.

Check Email Prompt:

Opened Email:

Reset Password via Forgot Password (continued)

Step 5: Set New Password

- Enter your new password, and look for the Green Checkmarks that will appear to indicate that your new password meets the required criteria.
- Once you have set your new password, click 'Submit'.

Change Password: **Password Meeting Criteria:**
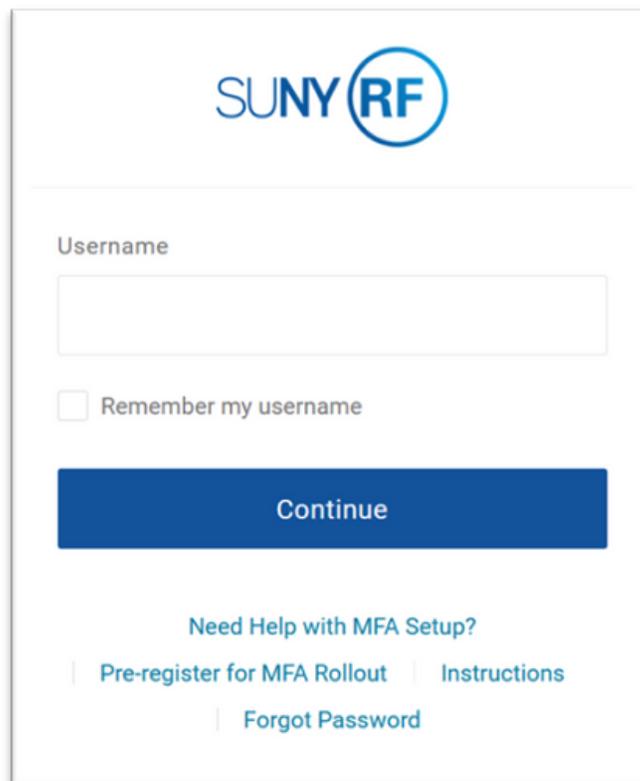
Reset Expired Password

Step 1: Access the OneLogin Portal and Enter your Username

- Navigate to the OneLogin portal by clicking on the following link, scanning the QR code, or copying the link into your browser's address bar: https://rfsuny.onelogin.com

- Once there, enter your username and click 'Continue'.

OneLogin Portal:

Reset Expired Password
(continued)

Step 2: Enter your Password

- Once you have completed the previous step, the password field will automatically appear on your screen. Enter your password into this field and then click 'Continue'.
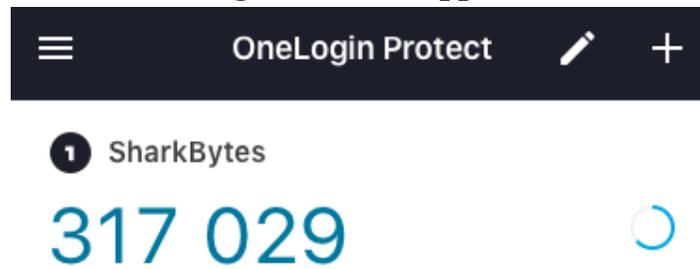
Password Field:
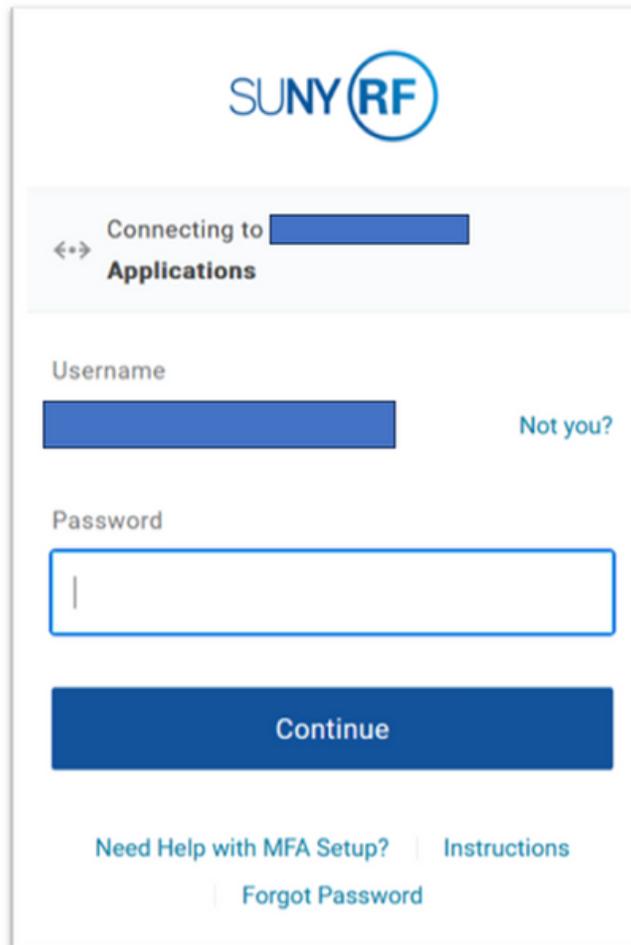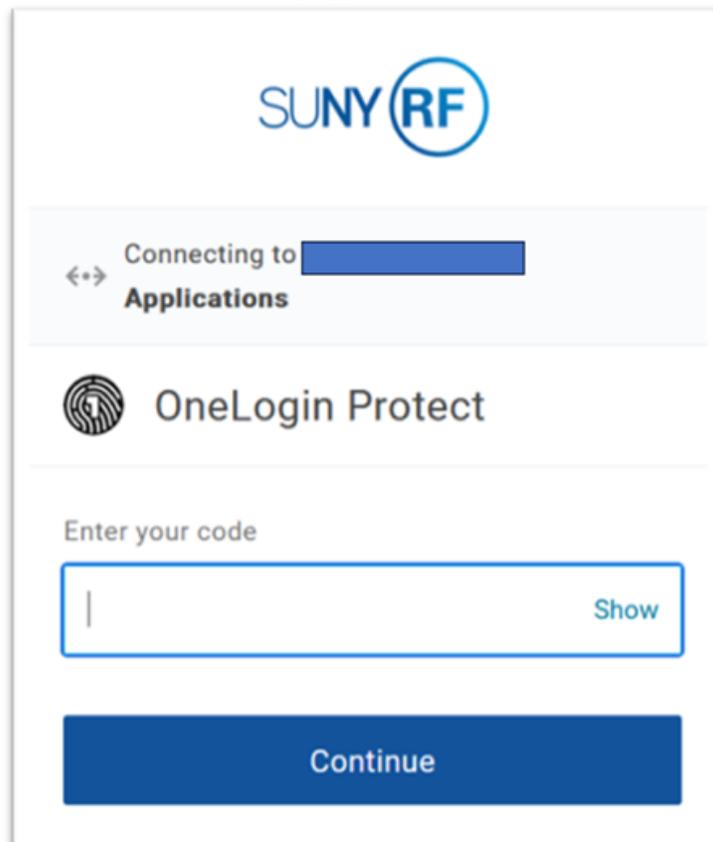
Reset Expired Password
(continued)

Step 3: Complete Multi-Factor Authentication (MFA)

- Begin by opening the OneLogin Protect application, which is usually on your smartphone. Once the app is open, it will display an automatically generated code.
- Next, return to the portal you are currently using. You will see a field labeled 'Enter your code'. Type the code you obtained from the OneLogin Protect application into this field.
- After you have entered the code, click 'Continue'.

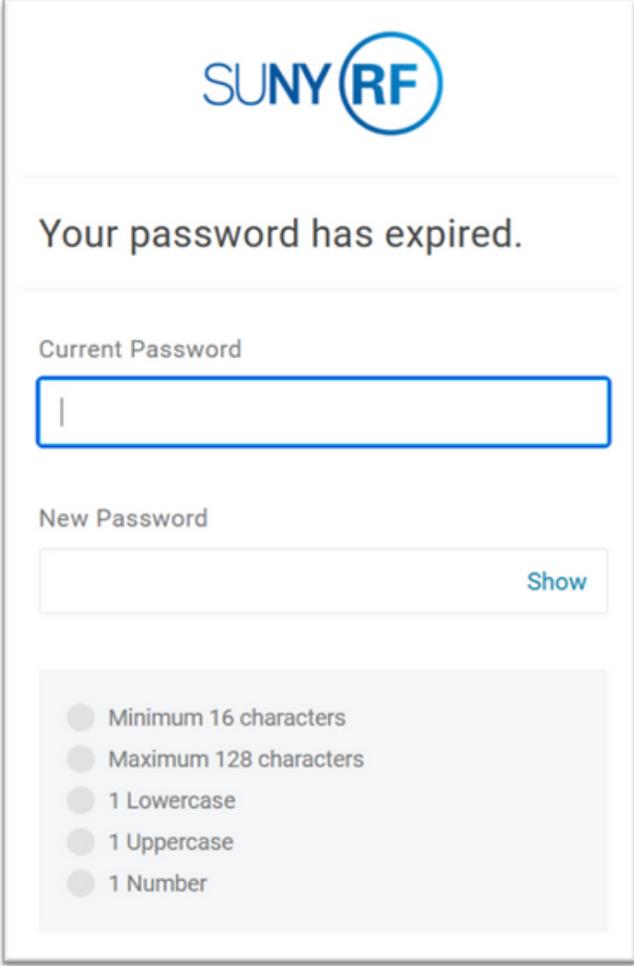### OneLogin Protect Application:

Portal MFA:

Reset Expired Password
(continued)

Step 4: Updating your Password

- After a successful login, a notification will appear stating, 'Your password has expired'.
- In the provided fields, enter your current password and then your new password.

Password Expired:

Reset Expired Password
(continued)

Step 5: Confirming and Submitting Your New Password

- As you enter your new password, look for a Green Checkmark that will appear to indicate that your new password meets the required criteria.
- Once your new password is entered and meets the criteria, click 'Submit'.

Password Meeting Criteria: