



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



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# Introduction

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## **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](mailto:customerservices@rfsuny.org) or call (518) 434-7222.

# Reset Password via Forgot Password

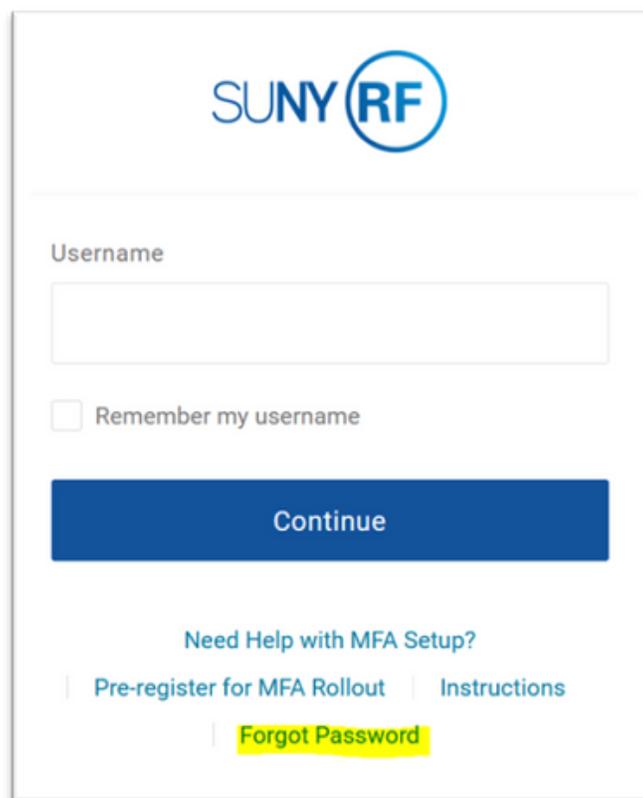
## Step 1: Access the OneLogin Portal

- 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:

A screenshot of the SUNY RF OneLogin Portal login page. At the top center is the SUNY RF logo. Below it is a 'Username' label followed by a text input field. Underneath the input field is a checkbox labeled 'Remember my username'. A large blue 'Continue' button is positioned below the checkbox. At the bottom of the page, there is a section titled 'Need Help with MFA Setup?' with three links: 'Pre-register for MFA Rollout', 'Instructions', and 'Forgot Password'. The 'Forgot Password' link is highlighted with a yellow background.

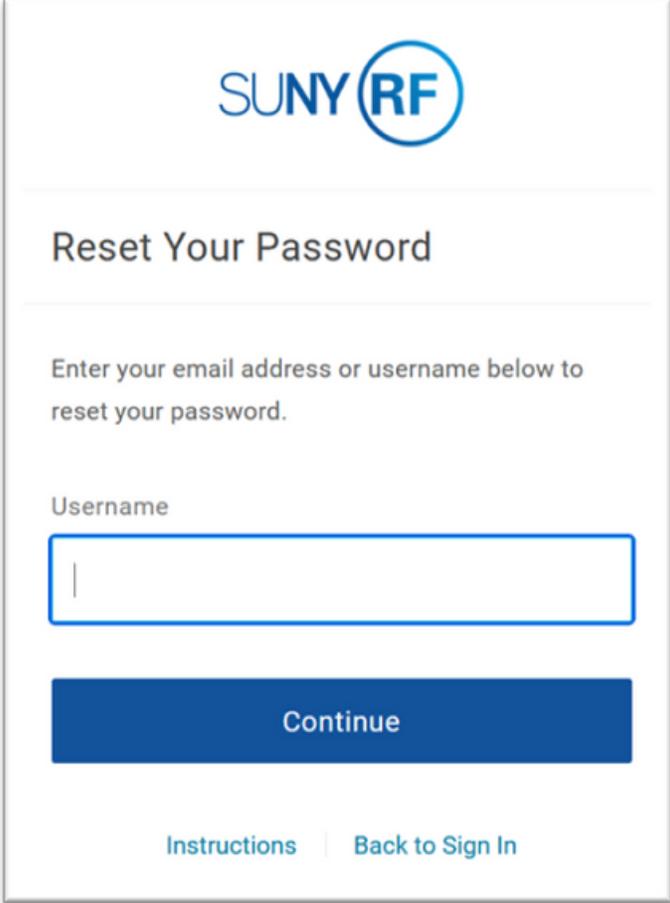
# Reset Password via Forgot Password (continued)

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## Step 2: Provide Account Information

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

### Reset Password:



The screenshot shows a web form for resetting a password. At the top is the SUNY RF logo. Below it is the heading "Reset Your Password". A message asks the user to enter their email address or username. There is a text input field labeled "Username" with a vertical cursor. Below the input field is a blue "Continue" button. At the bottom are two links: "Instructions" and "Back to Sign In".

# Reset Password via Forgot Password (continued)

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## 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:



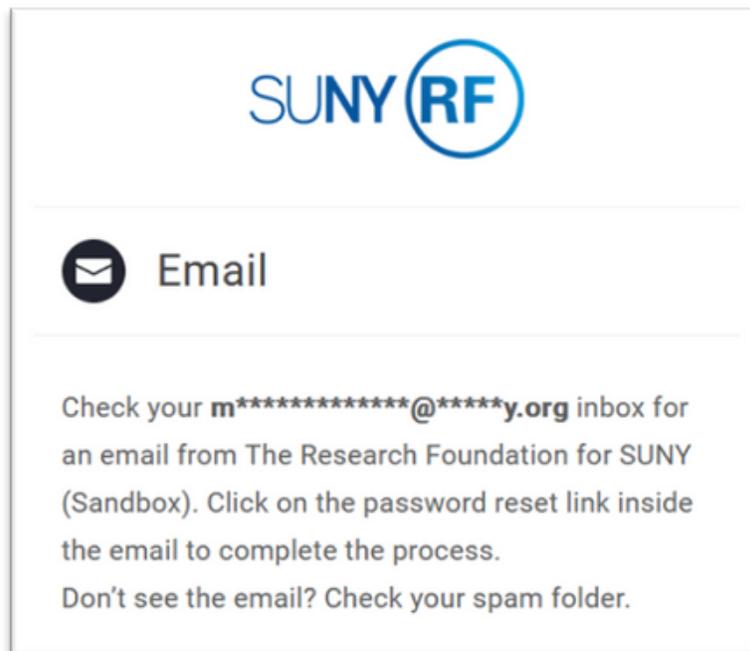
The screenshot shows a web page for SUNY RF. At the top center is the SUNY RF logo. Below the logo, the text reads "Complete the reCAPTCHA to proceed." In the center of the page is a reCAPTCHA widget. On the left side of the widget is a checkbox with the text "I'm not a robot" next to it. On the right side of the widget is the reCAPTCHA logo, which consists of a circular arrow icon, and the text "reCAPTCHA" above "Privacy - Terms". Below the reCAPTCHA widget is a blue link that says "Back to sign in".

# Reset Password via Forgot Password (continued)

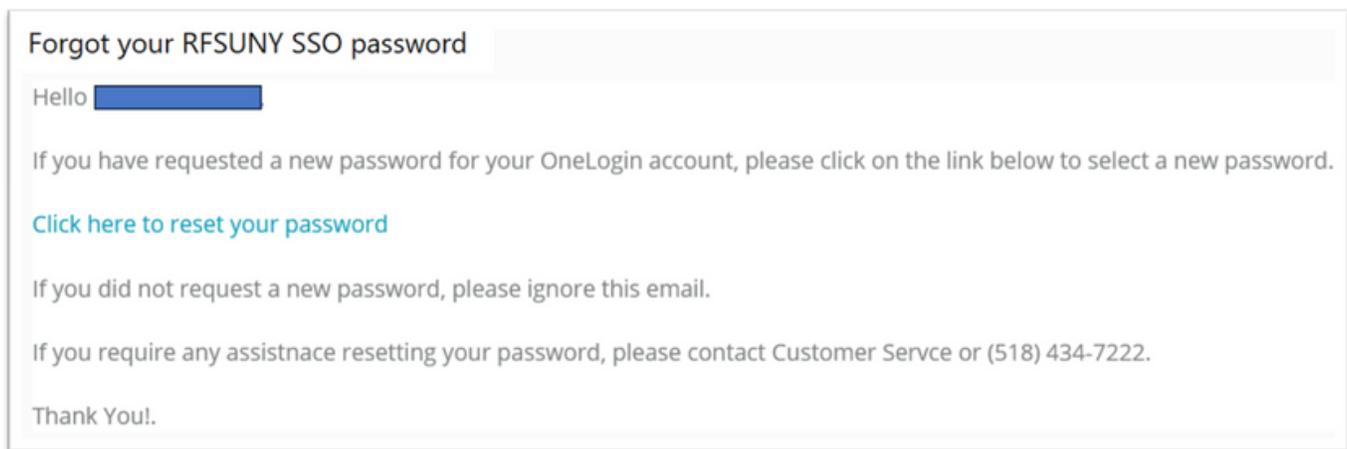
## Step 4: Access Reset Password Email

- 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:

The screenshot shows the 'Change Password' form with the SUNY RF logo at the top. Below the logo is the title 'Change Password'. Underneath is the 'New Password' label and an empty text input field with a 'Show' button to its right. At the bottom of the form are 'Cancel' and 'Submit' buttons. A light gray box contains a list of password requirements, each with an unmet status (gray circle):

- Minimum 16 characters
- Maximum 128 characters
- 1 Lowercase
- 1 Uppercase
- 1 Number

### Password Meeting Criteria:

The screenshot shows the 'Change Password' form with the SUNY RF logo at the top. Below the logo is the title 'Change Password'. Underneath is the 'New Password' label and a text input field filled with dots, with a 'Show' button to its right. At the bottom of the form are 'Cancel' and 'Submit' buttons. A light gray box contains a list of password requirements, each with a met status (green checkmark):

- ✓ Minimum 16 characters
- ✓ Maximum 128 characters
- ✓ 1 Lowercase
- ✓ 1 Uppercase
- ✓ 1 Number

# Reset Expired Password

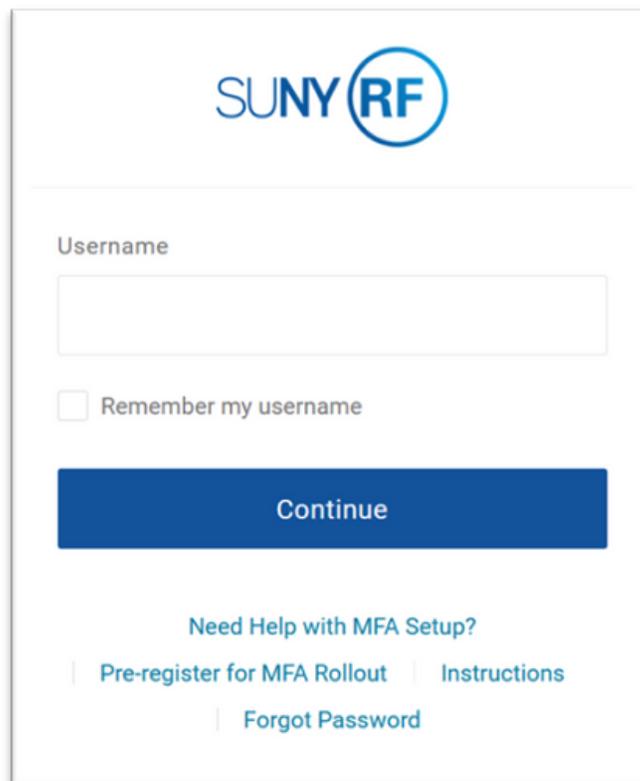
## Step 1: Access the OneLogin Portal and Enter your Username

- 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:

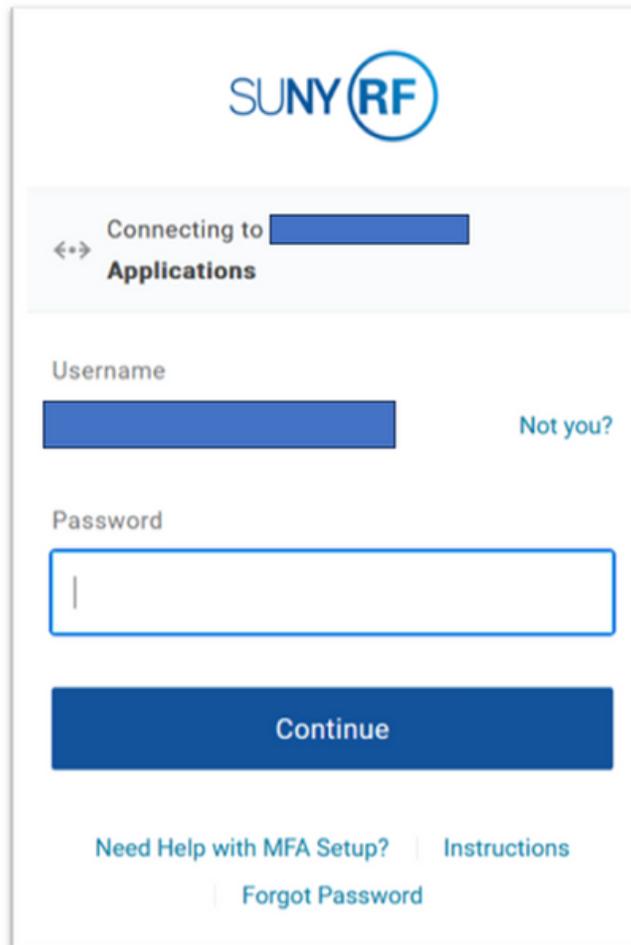
A screenshot of the SUNY RF OneLogin Portal login page. At the top center is the SUNY RF logo, with 'SUNY' in blue text and 'RF' in white text inside a blue circle. Below the logo is a 'Username' label followed by a white text input field. Underneath the input field is a checkbox labeled 'Remember my username'. A large blue button with the text 'Continue' is positioned below the checkbox. At the bottom of the page, there is a link 'Need Help with MFA Setup?' followed by three links: 'Pre-register for MFA Rollout', 'Instructions', and 'Forgot Password', each separated by a vertical line.

# 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:



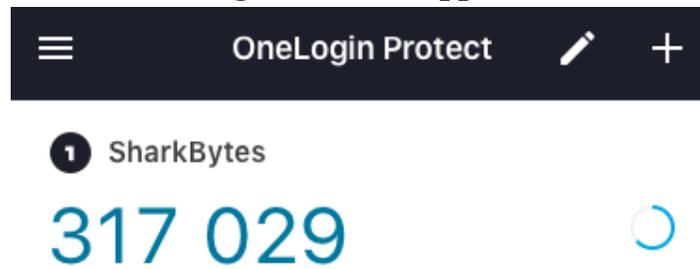
The screenshot shows a login interface for SUNY RF. At the top is the SUNY RF logo. Below it is a header area with a double-headed arrow icon, the text "Connecting to", a blue rectangular field, and the word "Applications" below it. The main form area contains a "Username" label, a blue rectangular input field, and a "Not you?" link. Below that is a "Password" label and a white rectangular input field with a vertical cursor. At the bottom of the form is a large blue "Continue" button. Below the button are three links: "Need Help with MFA Setup?", "Instructions", and "Forgot Password".

# Reset Expired Password (continued)

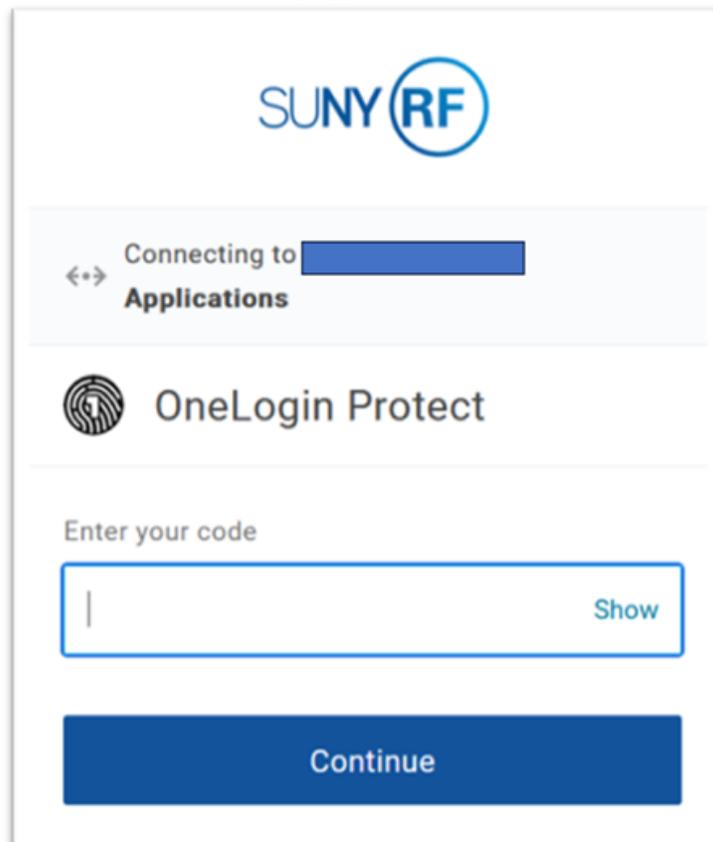
## Step 3: Complete Multi-Factor Authentication (MFA)

- 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:

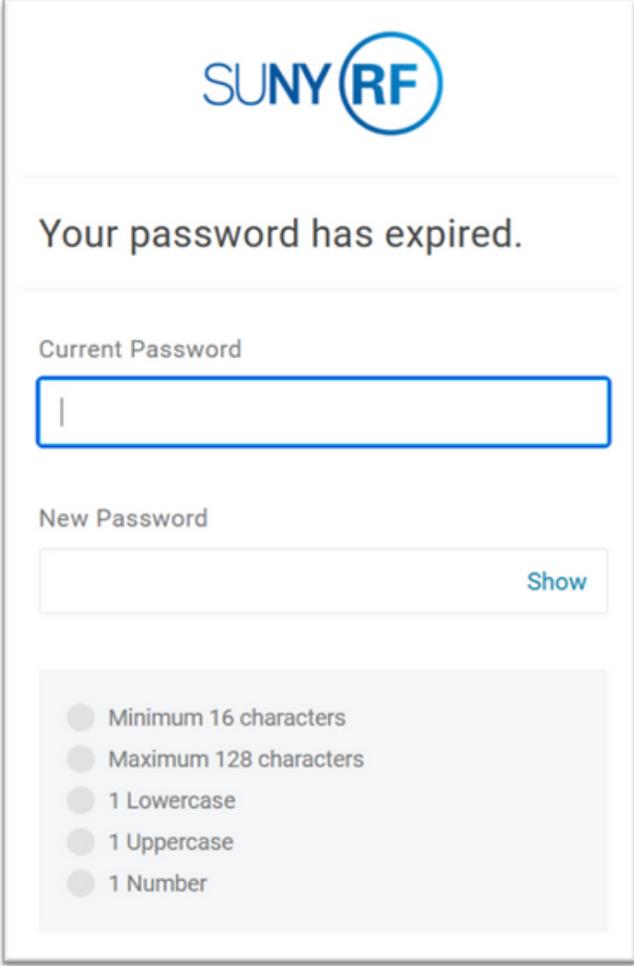
A screenshot of the SUNY RF portal's Multi-Factor Authentication (MFA) interface. At the top, the SUNY RF logo is displayed. Below the logo, there is a status bar that says "Connecting to [redacted] Applications". Underneath, there is a fingerprint icon and the text "OneLogin Protect". A label "Enter your code" is positioned above a text input field. The input field contains a vertical cursor and a "Show" button to its right. At the bottom of the form is a large blue button labeled "Continue".

# 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:



The screenshot shows a notification box with the SUNY RF logo at the top. Below the logo, the text reads "Your password has expired." Underneath this message are two input fields. The first is labeled "Current Password" and contains a single vertical bar character. The second is labeled "New Password" and is empty, with a "Show" button to its right. At the bottom of the notification box, there is a list of password requirements, each preceded by a grey circle:

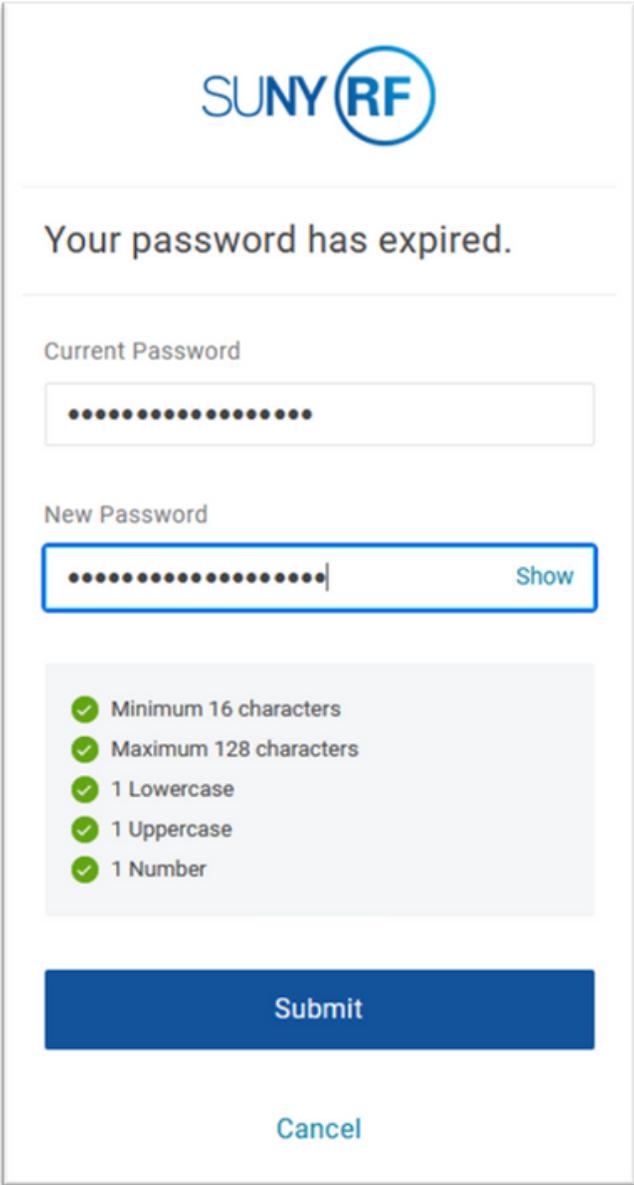
- Minimum 16 characters
- Maximum 128 characters
- 1 Lowercase
- 1 Uppercase
- 1 Number

# 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:



**SUNY RF**

Your password has expired.

Current Password

.....

New Password

..... | Show

- ✓ Minimum 16 characters
- ✓ Maximum 128 characters
- ✓ 1 Lowercase
- ✓ 1 Uppercase
- ✓ 1 Number

Submit

Cancel