

Self-Help Service

Network Password Reset/Unlock

To be locked out of your computer is not only frustrating, but it also costs PetroSA lost productivity, increased calls to Helpdesk and user frustration. Up to 30 percent of PetroSA Helpdesk calls are related to password reset/unlocks.

The Information Services (IS) Department have implemented a self-help password reset and unlock tool as part of their service offerings to business. This saves calls to Helpdesk, reduces the time call agents spend on the phone and reduces frustration to the end user. This self-help service facility adds immense value by reducing unnecessary expenditure and improving employee productivity.



Why should you reset/unlock your network password yourself?

- To empower yourself.
- It's easy, quick and convenient.
- You can reset/unlock your network password anytime, anyplace using your mobile phone or secure internet browser.
- No need to call helpdesk, thereby saving time, money and empowering yourself.

How do I make use of this Self-Service Password Facility?

By using any web browser including desktops, notebooks and mobile devices, you can reset or unlock your network password anytime any place.

Step 1: Register for password reset (once off action)

Follow these easy steps by clicking on the link below:

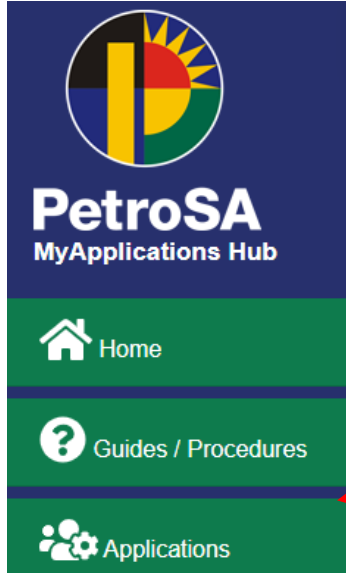
<http://home.petrosa.com/libs/docs/selfservice/ResetandUnlockUserGuide.pdf>

or go to:

<http://www.petrosa.com> and follow the prompts

Step 2: Reset/unlock your password once you have registered

Navigate to: <http://home.petrosa.co.za> or <http://home.petrosa.com> You can also find it at www.petrosa.com by clicking on the MyPetroSA link.



Or click <https://passwordreset.microsoftonline.com/>

to follow the prompts. You can save the URL and access it from your mobile or any secure internet browser.

This screenshot shows the "Who are you?" section of the Microsoft account recovery page. It asks for the user ID and includes a captcha. Red callout boxes point to the "User ID" field with the instruction "Enter your PetroSA email" and to the captcha image with the instruction "Enter the characters in the picture / captcha or listen to the audio". There are "Next" and "Cancel" buttons at the bottom.This screenshot shows the "verification step 1" section where the user chooses a contact method for verification. The "Text my mobile phone" option is selected. A red callout box points to the mobile number input field with the instruction "enter mobile number". There is a "Text" button next to the input field.This screenshot shows the "verification step 1" section where the user enters a verification code. A red callout box points to the verification code input field with the instruction "enter verification code". There are "Next", "Try again", and "Contact your administrator" buttons. A red callout box points to the "Next" button with the instruction "Click here when done".This screenshot shows the "Why are you having trouble signing in?" section. The "I forgot my password" option is selected. A red arrow points to this option. There are "Next" and "Cancel" buttons at the bottom.This screenshot shows the "verification step 1" section where the user enters a new password. There are two input fields: "Enter new password:" and "Confirm new password:". Red callout boxes point to these fields with instructions "Enter NEW password here" and "Repeat your NEW password". There are "Finish", "Cancel", and "Click Here" buttons at the bottom.

We would like to thank those individuals who have empowered themselves by making use of this facility.



Should you require a service from the Information Services Department please log a call with Helpdesk helpdesk@petrosa.co.za or call x5111, x2121 (internal), 044 601 2121 (from anywhere).

We thank you for your patience and cooperation.

Information Services thanks you for your support and patience whilst we strive to provide you with the best service possible

HAVE YOUR SAY!

Contribute and own this publication by sending your comments and suggestions to petrosatoday@petrosa.co.za .

PLEASE NOTE: PetroSA Today does not replace the internal newsletter, it does, however, allow us to communicate daily consolidated information pertinent to the organisation. We look forward to receiving your ideas and proposals.