

RESETTING YOUR CWOPA PASSWORD USING CUPSS

You no longer need to call the Help Desk to reset a forgotten CWOPA password; you can do it yourself using the CUPSS (IBM Security Identity Manager) password reset self-service feature.

To resolve issues with the CUPSS self-service link or functionality, contact your local Agency IT Administrator or Help Desk as you would for any other technical issue.

1) Before you can start using the self-service password reset feature, you first need to set up your **“Forgotten Password”** Profile

a) Go to <https://www.cupss.pa.gov> and select **“CUPSS Self Service”**.



CUPSS

- [CUPSS ADMIN Login](#)
- [CUPSS Self Service](#)
- [Forgot Password](#)

b) Click the **“Forgotten Password Information”** link in the Action Needed section

A screenshot of a web browser displaying the IBM Tivoli Identity Manager interface. The browser's address bar shows the URL "https://www.cupss.beta.state.pa.us/tn/self/home.do". The page header includes the Pennsylvania logo and the text "Identity Manager". Below the header, a welcome message reads "Welcome, Ann Brooks". The main content area is divided into two sections. The first section, titled "Action Needed", contains a red icon and the text: "Forgotten Password Information is required so that you can log in when you have forgotten your password." A mouse cursor is hovering over the "Forgotten Password Information" link. The second section, titled "My Password", contains a lock icon and two links: "Change Password" (with the subtext "Use this link to change your passwords.") and "Change Forgotten Password Information" (with the subtext "Use this link if you need to change the information required to log in when you have forgotten your password."). At the bottom of the page, a small copyright notice reads "Copyright IBM Corporation 1999,2008. All rights reserved."

Related Links

[CUPSS Documentation](#)

Topic Recap

[Set up your Profile](#)

[Use the “Forgot Password” Option](#)

[Reset Temporary Password](#)

[FAQs](#)

c) Select the **answer** to any **five** of the displayed questions and click **OK** when completed.

You are viewing: ESH EMT's Desktop
https://www.eapps.beta.state.pa.us/tn/self/changeforgottenpasswordinformation.do
Certificate Error

IBM Tivoli Identity Manager - Change Forgotten Pass...

PA pennsylvania Identity Manager

Welcome, James Bond [Help](#) [Logoff](#)

[Home](#) > [Change forgotten password information](#)

Change Forgotten Password Information

Answer exactly 5 of the following questions to reset your password if you forget it.

In what city or town did you meet your spouse/significant other?
London

In what city or town did your parents meet?
Liverpool

What did you call you call your maternal grandmother when you were a child?

What did you call your fraternal grandfather when you were a child?

What is the last name of a memorable person from your childhood?

What is the middle name of your youngest child?

What is the name of the school where you started 1st grade?

What is the name of your favorite childhood friend?

What was the first album/CD/book/movie title you ever purchased?

What was the last name of your best friend in high school?

What was the last name of your elementary school bully or rival?

What was the last name of your favorite elementary school teacher?

What was the last name of your third grade teacher?

d) A **Request Completed** screen is displayed as a confirmation of your answers. Click **Logoff**.

You are viewing: ESH EMT's Desktop
IBM Tivoli Identity Manager - Request Completed: Ch...

PA pennsylvania Identity Manager

Welcome, James Bond [Help](#) [Logoff](#)

[Home](#) > [Change forgotten password information](#) > [Request completed](#)

Request Completed: Change Forgotten Password Information

You successfully saved your forgotten password information.

Information Updated

question In what city or town did you meet your spouse/significant other?
answer London

question In what city or town did your parents meet?
answer Liverpool

question What did you call you call your maternal grandmother when you were a child?
answer Gramma

question What did you call your fraternal grandfather when you were a child?
answer Kiddo

question What is the last name of a memorable person from your childhood?
answer Margaret Thatcher

Related Tasks

To perform other tasks go to the [Tivoli Identity Manager Home page](#).

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Note: Future answers to your profile questions must be answered EXACTLY as originally entered.

Congratulations. You have now completed setting up your "Forgotten Password" profile.

2) After setting up your password profile, you can use the self-service **“Forgot Password”** option any time you need to reset your CWOPA password. If you are already locked out of your desktop, you will need to use another computer to access the link below.

a) Go to <https://www.cupss.pa.gov> and select **“Forgot Password”**.



CUPSS

- [CUPSS ADMIN Login](#)
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- [Forgot Password](#)

b) Enter your **CWOPA User ID**, and then click the **“Forgot Your Password?”** link.

A screenshot of a web browser window showing the Pennsylvania Identity Manager interface. The browser's address bar displays the URL "https://www.cupss.beta.state.pa.us/tim_expi/loginServlet". The page header includes the Pennsylvania logo and the text "Identity Manager". The main content area is titled "Please Identify your self" and contains the instruction: "To reset your password input your user ID and click on Forgot Password." Below this instruction is a text input field labeled "User ID:" with the value "c-jamaboj" entered. At the bottom of the form, there is a blue hyperlink labeled "Forgot Your Password?".

c) Type the **exact answers** used in the profile setup (**three** of the five **questions** are listed) and click **OK**.

You are viewing: ESF EHT's Desktop
https://www.cupss.beta.state.pa.us/itim_exp/ForgotPasswordServlet

File Edit View Favorites Tools Help

Forgot Password

PA pennsylvania Identity Manager

User ID: c-jamabo

Forgot Password
To reset your password, respond to each of the challenges below and click OK.

What is the last name of a memorable person from your childhood?

In what city or town did your parents meet?

What did you call your fraternal grandfather when you were a child?

OK Cancel

d) The CUPSS system assigns a **temporary password**. Make note of the temporary password and click **OK**.

You are viewing: Asgar's Desktop
https://www.cupss.beta.state.pa.us/itim_exp/ForgotPasswordServlet

Back Search Favorites

PA pennsylvania Identity Manager

User ID: arizwan-stg

Forgot Password
You have successfully answered the challenges. A temporary password has been generated as below. Please log in and change it to a different password .

Your password is: 7LEG[aM]

OK

You can now log on to CUPSS self-service using the assigned temporary password.

3) You must now **log back onto the CUPSS Web Site** using the **temporary password** provided to you and **reset it to a new password that you specify.**

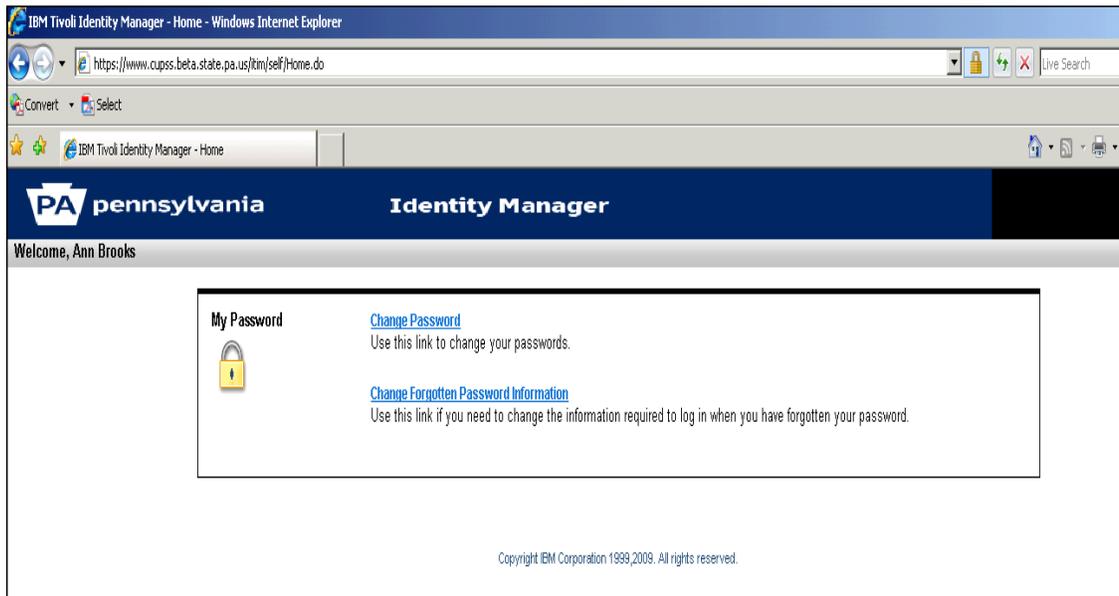
a) Go to <https://www.cupss.pa.gov> and select **“CUPSS Self Service”** link



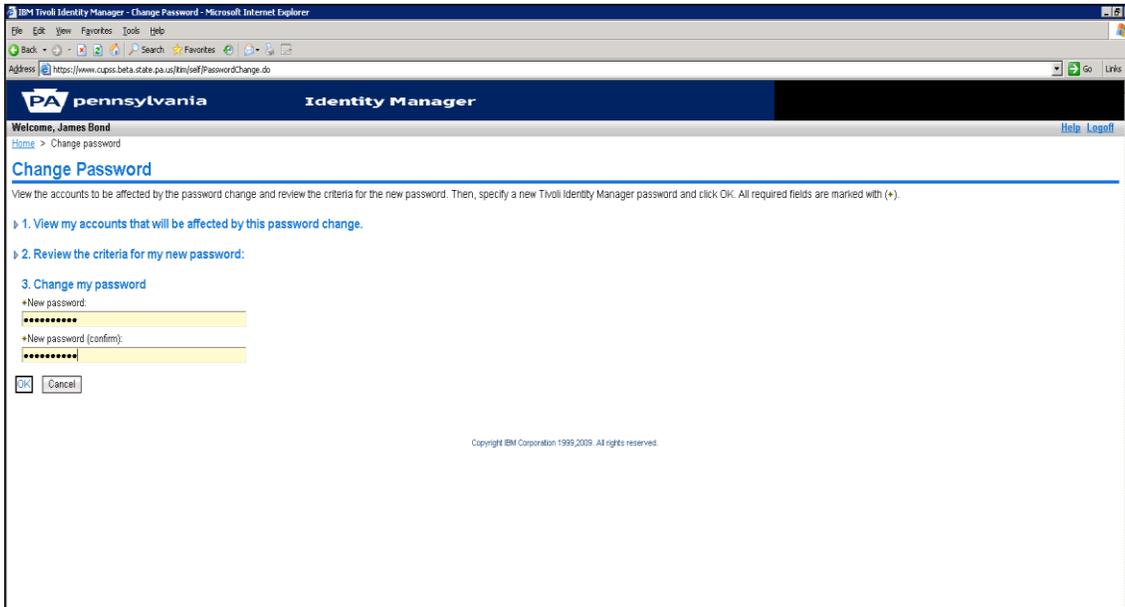
CUPSS

- o [CUPSS ADMIN Login](#)
- o [CUPSS Self Service](#)
- o [Forgot Password](#)

b) Click the **“Change Password”** link.



c) Enter your **new password** and then click **OK**.



You have three available options:

1. View my accounts that will be affected by this password change
2. Review the criteria for my new password
3. Change my password

You can use this self-service feature any time you need to change your CWOPA password. You can start at **step 2** after your initial “Forgot Password” profile is setup. Please note that you will not be able to change your password again for 15 days due to domain policy.

You have successfully reset your password using the CUPSS “Forgot Password” process.

FREQUENTLY ASKED QUESTIONS

Q: I forgot my password and now I cannot change it using the self-service ITIM Web Site. Why?

A: Once a user changes a password, domain policy does not allow a user to change it again for 15 days.

Q: I'm a new user; why do I get the following error when I access the “Forgot password” feature - “Your password cannot be changed because your accounts cannot be retrieved, including the account you are currently logged in with. Please login again.”

A: You need to logon to CWOPA AD and change your password for the first time before accessing the “Forgot Password” feature. You will not be able to change your password again for 15 days due to domain policy.

Q: Why can't I log on to the self-service ITIM Web Site?

A: The following issues will prevent you from logging onto the self-service ITIM Web Site:

- Account is disabled
- Account is locked
- Workstation restrictions on AD account
- New user – User still has a password change required at next log on session