# Instructions for blyCloud Password Reset Tool.

## Contents

## Create a profile

**Introduction**

Before a user can perform a **password reset** or **account unlock,** they will need to complete their profile. This can be done by logging on to My Account. This article shows you how a user can setup their profile ready to start benefiting from self-service password management.

**Step 1: Login to My Account**

User Portal: **https://blycloud.scsuser.com**
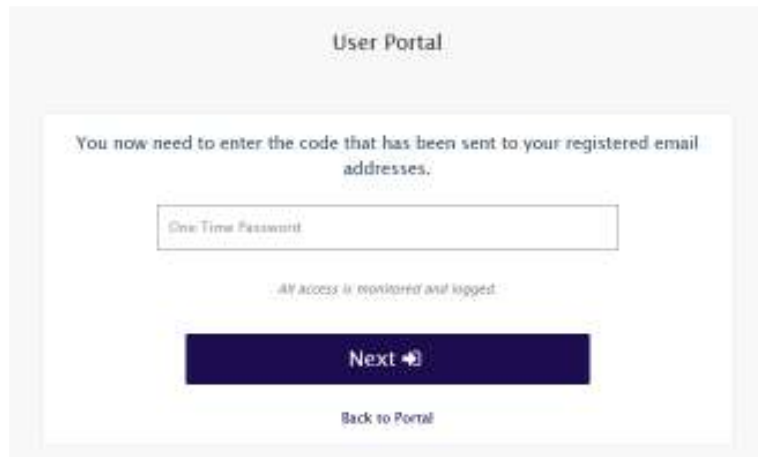
From the user portal click **My Account**
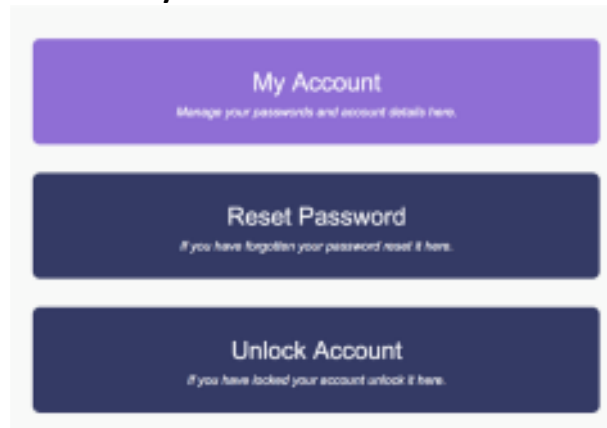


You will then be prompted for your account credentials. The account used will be the same username and password used to access their server.  The Username is everything before the @ if it is in email address format. Example in the email address  firstname.lastname@blycloud.com the user name would be firstname.lastname. Once added, click **Next**

**NOTE: In a scenario where you see a screen that continues to load for several minutes, refresh the window, and try your username and password once again.**
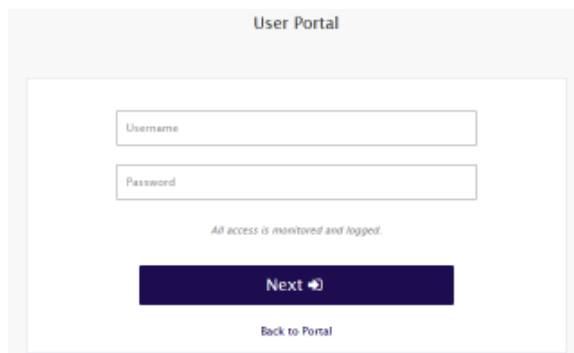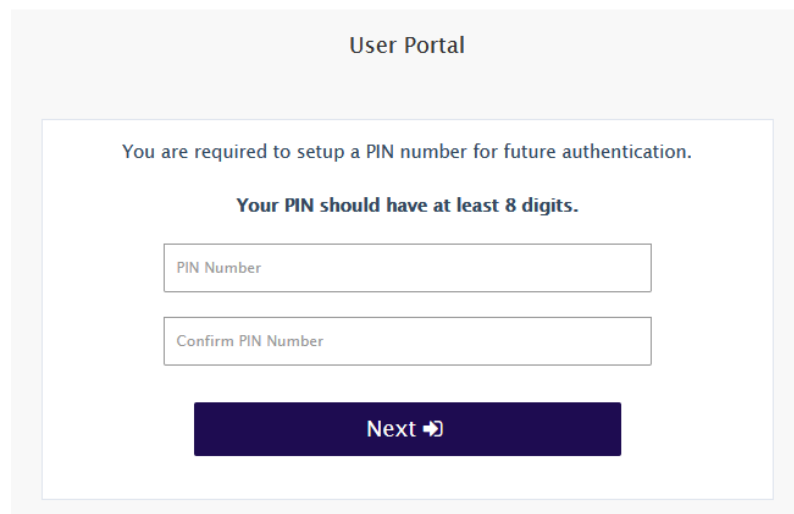


You will be immediately sent a one-time password to the email address on file for your account. Email addresses should be provided to the provisioning team for each user during onboarding. Without the email address you will not be able to proceed and will need to provide the support team with your updated email address to proceed. When you receive the one-time password

**Step 2: PIN Setup**

You will be prompted to set up an 8-digit PIN for your account. This will be used for your secondary authentication.



**Step 2: Security Questions**

When the user logs into their profile for the first time, they will be presented with 5 questions to create answers for. These questions will operate as a secondary authentication method in conjunction with the one-time password that gets sent over their email. This process is relatively simple as users are just required to answer questions presented to them.
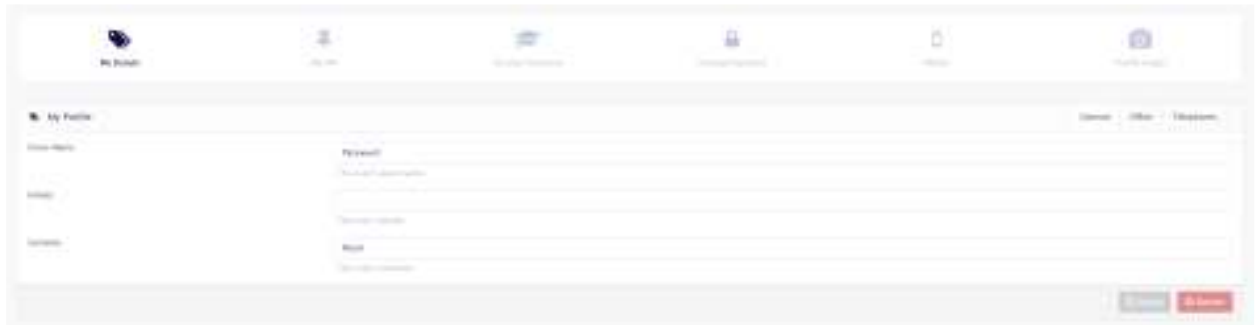
**Step 4: Update Account Profile**

Following your initial account setup, it is best practice to audit your profile and provide as much information as you can in regard to your contact information. This will allow our support team to collect as much contact information from the user as possible.



Once you have completed these steps your profile is prepared for you to be able to unlock and/or reset your password independently.
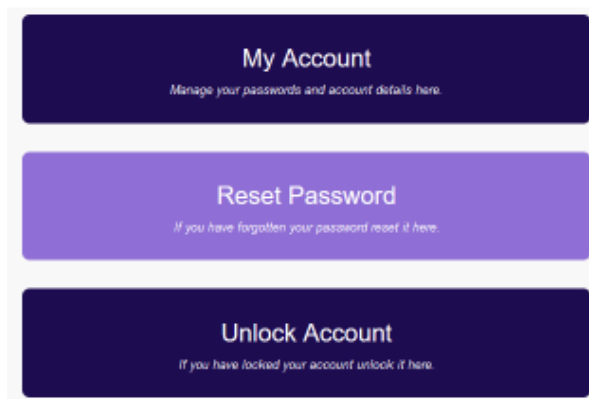
## Reset Passwords

Before utilizing the password reset tool the user profile setup must be completed.

**Connect to Site to Reset Password**

User Portal: https://blytheco.scsuser.com
From the user portal click **Reset Password**.



The account used will be the same username and password used to access their server.



The system will then email you a one-time password to the email address on file for your account. Please note this can take a few minutes to complete. When you receive the password, input it into the box and click **Next**.
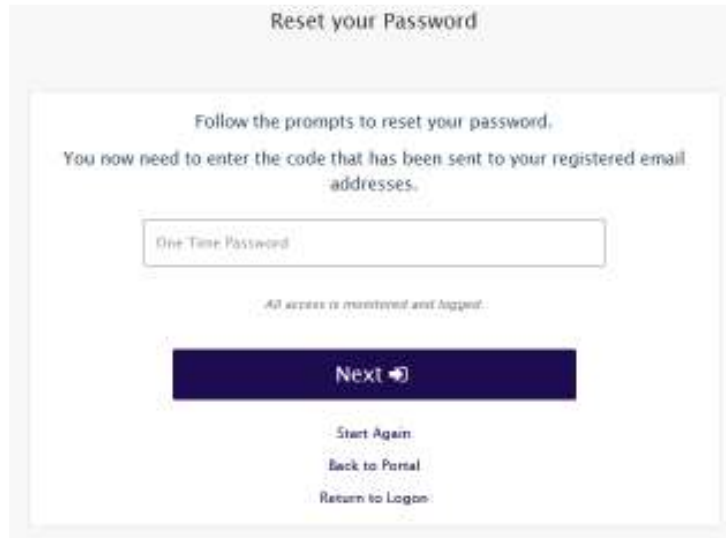
The secondary authentication option will let you choose either to answer your pre-configured security questions, or to provide your security PIN. Depending on which option you choose, the system will present you with a request relevant to your selection.

- **PIN** – The Security PIN you configured during your account setup
- **Security Questions** – A series of questions you answered in your account setup

In this case we have selected the **PIN** option.
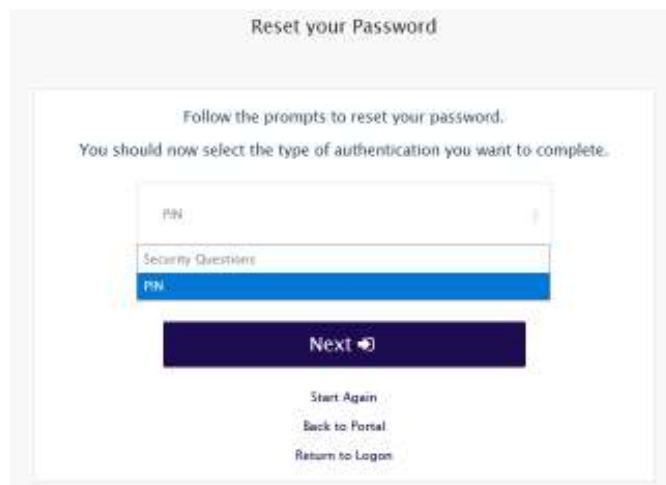
Next, the system will request you reset your password. It will provide you with a generator option based on password requirements, or you may create your own. The password must follow the required protocols listed. When a suitable password has been selected, you can click **Reset Password**



If the password reset was successful, you will be presented with a box notifying you it has been change. You can simply click **Continue**, and your new password should be active.
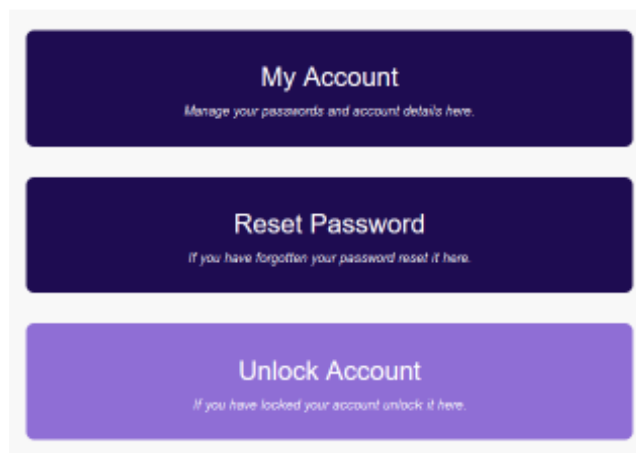
# Unlock an Account

Before utilizing the password reset tool the user profile setup must be completed.

**Connect to Site to Unlock Account**

User Portal: https://blytheco.scsuser.com

From the user portal click **Unlock Account**

My Account
Manage your passwords and account details here.

Reset Password
If you have forgotten your password reset it here.

Unlock Account
If you have locked your account unlock it here.

Next you will enter your username, this is the same username used to access your hosted server, typically firstname.lastname

Unlock your Account

Username

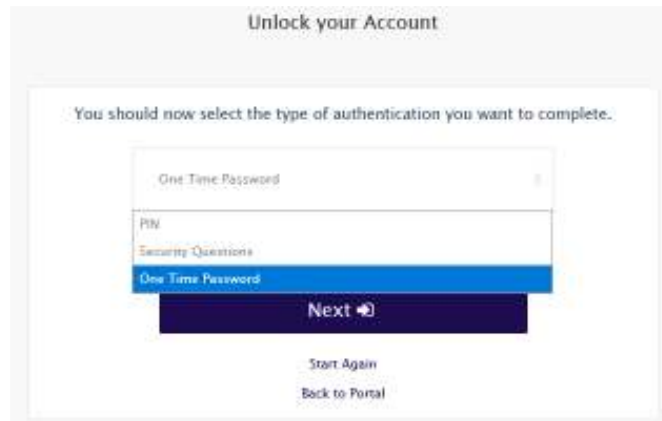All access is monitored and logged.

Next ➔

Back to Portal
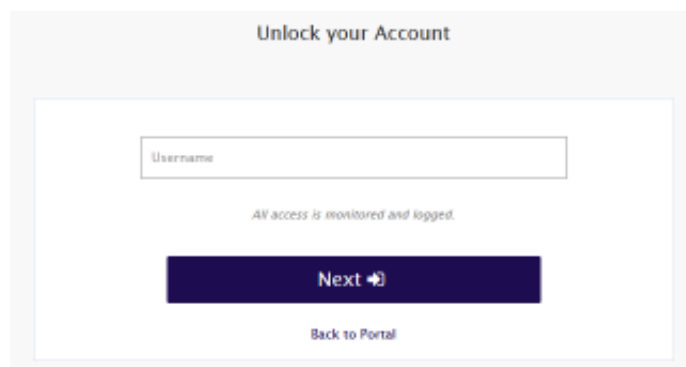
Nest you will select your authentication method to unlock the account and Click **Next**

- **PIN** – The Security PIN you configured during your account setup
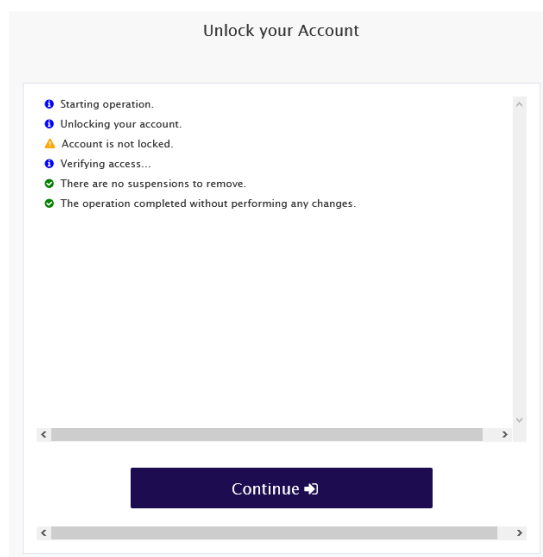- **Security Questions** – A series of questions you answered in your account setup

- **One Time Password** – A one time password emailed to the adress on file for your account

Depending on the slection, you will provide the prompt with the answer for the selected option. You can then click **Next**



If you have provided the necessary answer to authenticate, the system will check the status of your account. If it is locked, the system will unlock it automatically. If it is not, it will let you know that the account is not locked, and you can proceed with your login. To complete, simply click **Continue**