Quick Reference: My BackPack Password Management

My BackPack password management policies have changed significantly, to offer a more industry standard password management process. The new features have changed the way administrators create new My BackPack user accounts and reset user passwords. Following are step-by-step procedures explaining how to:

- Reset a user's password
- Create a new My BackPack account for an individual
- Create new My BackPack accounts using the Web ID wizard
- Manage My BackPack broadcast email notifications

Note: These changes ONLY apply to My BackPack account management, when LDAP is NOT enabled. Database user account management has not changed.

How to reset a user's password

When you reset a user's password, the current password is changed to a random, system-generated password. To regain access to the account, the user must receive a unique link via email, and use the link to validate their identity. You can either send a password reset notification containing the unique link from within Advantage as part of the reset process, or use the Broadcast Email tool in My BackPack after completing the process. As an additional layer of security, the link expires after 72 hours.

Tip: If the email recipient clicks the link after the expiration period, the link will bring the user to the screen below, and allow the user to navigate to the My BackPack login page to use the 'Forgot Password' tool to request a new link.
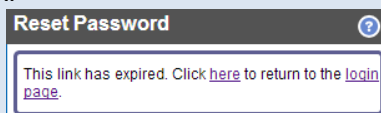

1. Log into your preferred Advantage application and open the Web ID Maintenance screen. The layout of this screen varies slightly depending on what record type you're modifying.
2. Click the 'Reset Password' button.
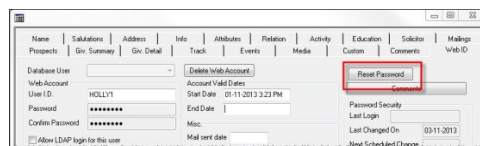
Note: The 'Reset' button is disabled for My BackPack user accounts that have LDAP enabled and/or My BackPack accounts associated with Database users.

3. The system will ask you to confirm the password reset. Click 'Yes' to continue.
4. The system will then ask if you want to send an automatic email notification to the user. Click 'Yes' to send the user an email notification, containing instructions for resetting the password and the unique 'Reset Password' link.
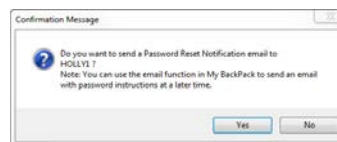
Note: The Password Reset Notification email is fully customizable. It is stored as a broadcast email template in My BackPack.
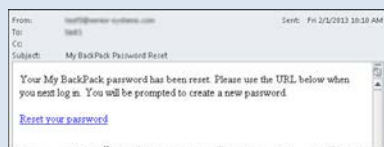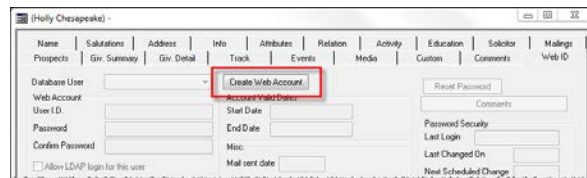

5. If you select not to send a Password Reset notification, you can send an email using the Broadcast Email function in My BackPack at a later time. Note that the user will not be able to access his or her account until receiving the unique Password Reset URL.
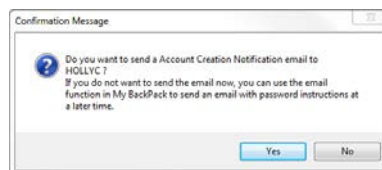
How to create a new My BackPack account (individual)

When you create a new account, the new password is a random, system-generated password. To access the account, the new user must receive a unique link via email, and use the link to validate their identity. You can either send a new account notification containing the unique link from within Advantage as part of the account creation process, or use the Broadcast Email tool in My BackPack after completing the process. As an additional layer of security, the link expires after 72 hours.

1. Log into your preferred Advantage application and open the Web ID Maintenance screen. The layout of this screen varies slightly depending on what record type you're modifying.
2. Click the 'Create Web Account' button.

3. Enter a user name and set any other options for the new account.
4. When you save your changes, the system will ask you whether you want to send an Account Creation Notification email to the new user. Click 'Yes' to send the user an email notification, containing instructions for setting up the new account and the unique 'Reset Password' link.

Note: The New Account Notification email is fully customizable. It is stored as a broadcast email template in My BackPack.
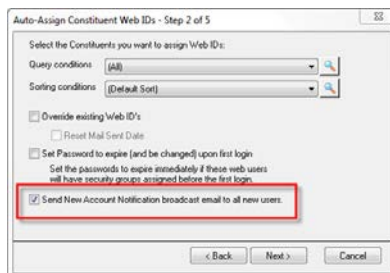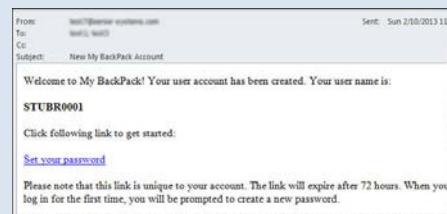

6. If you select not to send a New Account notification, you can send an email using the Broadcast Email function in My BackPack at a later time. Note that the user will not be able to access his or her account until receiving the unique Password Reset URL.

How to create new My BackPack accounts (Web ID Wizard)

When you create a new account, the new password is a random, system-generated password. To access the account, the new user must receive a unique link via email, and use the link to validate their identity. You can either send a new account notification containing the unique link from within Advantage as part of the account creation process, or use the Broadcast Email tool in My BackPack after completing the wizard. As an additional layer of security, the link expires after 72 hours.

1. Log into Advantage System Administration.
2. Open the Web ID Wizard.
3. Depending on what type of accounts you are creating, you will have various options throughout the Wizard.
4. You will notice a new option to send notifications to new users, explaining how to access their account. As with creating accounts individually, you can choose to send the automatic notification, or you can create a broadcast email in My BackPack separately, with details specific to the group of new users.

Note: The New Account Notification email is fully customizable. It is stored as a broadcast email template in My BackPack.

5. If you choose to send automatic notifications through the Wizard and the system encounters problems with any of the emails (for example, if there is no email address on record for one of the new accounts), the Warnings report will notify you that there was a problem completing the email task. You can print or save this report as needed.

## How to Manage My BackPack Broadcast Email Notifications

When you reset passwords or create new accounts for My BackPack users, the user must click a unique link (sent via email) to validate their identity and gain access to their account. This link is sent via the My BackPack Broadcast Email tool. Emails contain the 'Reset Password Link' merge field, which generates the unique link for users to validate their identity and reset their password. The link is valid for 72 hours after it is sent.

Two new automatic email templates have been added in support of the new My BackPack password management process:

- 'New Account Notification': Can be sent when a new My BackPack account is created.
- 'Password Reset Notification': Can be sent when a My BackPack account password is reset.

These email templates contain the 'Reset Password Link' merge field, which generates the unique link for users to validate their identity and reset their password. Advantage gives you the option to send the appropriate automatic email notification to the user when you are resetting passwords or creating new accounts. You can also choose to use the Broadcast Email tool in My BackPack outside of Advantage.

Note: When you create new My BackPack accounts or reset passwords, users will not be able to access their accounts until they receive the unique link generated by the 'Reset Password Link' merge field.
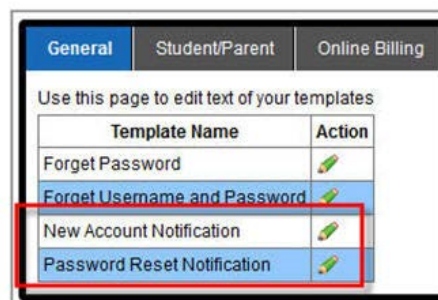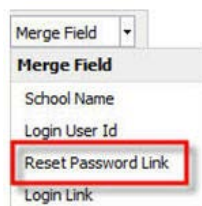
These email templates are fully customizable. You may want to add a standard message (to both the templates and any broadcast email tasks that include the 'Reset Password Link') to let users know that the unique link expires after 72 hours for security reasons. If a user clicks the link after 72 hours, he or she will be notified that the link has expired and will be brought to the My BackPack login screen. The user should then click 'Forgot Password', then enter their email address to receive a new unique link (this time, in the 'Forgot Username and Password' email).