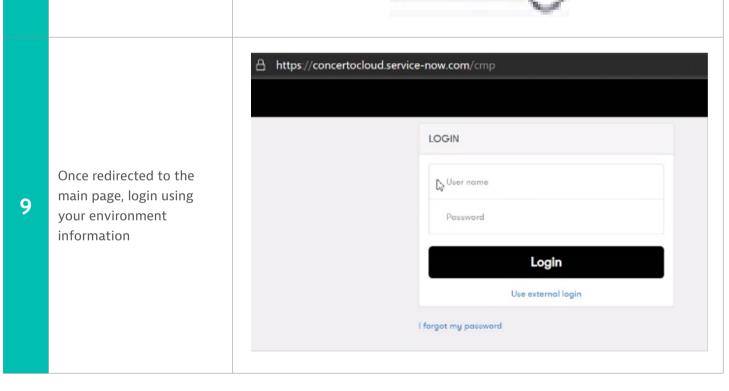


# Self Password Reset & Enrollment

FOLLOW THESE STEPS TO ENROLL INTO SELF-PASSWORD RESET AND TO RESET YOUR PASSWORD.

## Enrolling into Self-Password Reset as an Individual User

1	From the ServiceNowCustomer Portal, log in with your environment information	Concerto Cloud Services x + $\leftarrow \rightarrow \circlearrowright \land \land$
2	Click on your name, then select "My Profile"	MY PROFILE
3	Click "PW Enrollment"	Reset password PW Enrollment
4	Click "Add Device"	Self Service Password Reset Enrollment
5	Add type of mobile device and phone number	Add an SMS Device
6	Click "Add Device"	Self Service Password Reset Enrollment         Image: Added the device Click Verify to send a code to the device so you can authotize it.         Image: Imag
7	Click "Verify"	Verify the SMS Device   A code was sent to the device. Enter the code and then click Verify Device.   Device name   Iphone   Phone number   \$135280121     * Code   Enter code   Resend     Cancel     Verify Device
8	Enter code and click "Submit"	Submit



### Resetting My Password as an Individual User

1	Click "I forgot my password"	https://concertocloud.service-now.com/cmp   LOGIN   Juer name   Password   Login   Use external login
2	Type in username and CAPTCHA. Click "Next"	* Username * CAPTCHA Type the characters you see in the image above Next
3	Send verification code authenticating user	Identify     Verify     Reset         SMS Verification       Click Send Verification Code to send a code to the following desize(s):       • xxxxxx0121            Send Verification Code          Next
4	Reset password	Mark     Verify of     Rest
5	Password Reset Success	ldennfy ✓ Venfy ✓ Reset ✓ Password Reset Success ↓

### We're here for you

As your trusted Cloud partner, we are invested in your success. Should you ever need to discuss your services, or any support related to your Cloud environment, your Service Delivery Manager (SDM) is your advocate to ensure you have a great experience. To find your assigned SDM, login to the portal or ask a support representative.





Enavate is a technology and Cloud services company that transforms businesses and the lives they touch through services and solutions spanning industry, platform and functionality. A Microsoft Partner, Enavate helps organizations across North America and Europe modernize and manage mission-critical business applications, maximize technology investments and help drive growth. Enavate offers consulting, software implementations, system upgrades, fully managed Cloud services (public, private and hybrid) along with managed IT services to a wide variety of customers. In addition, we also provide partner services focused on full-cycle solution-builds, from development and upgrades to sales and go-to-market.

#### CONTACT US!

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