

GAEC PASSWORD RESET MANUAL



HOW TO RESET YOUR
PASSWORD USING OUR SELF-
SERVICE PORTAL

INTRODUCTION

The steps to successfully reset your password are as follows

To reset your password, you first have to visit <https://selfservice.atom.gaec.gov.gh/> as displayed in Figure 1.0 Below

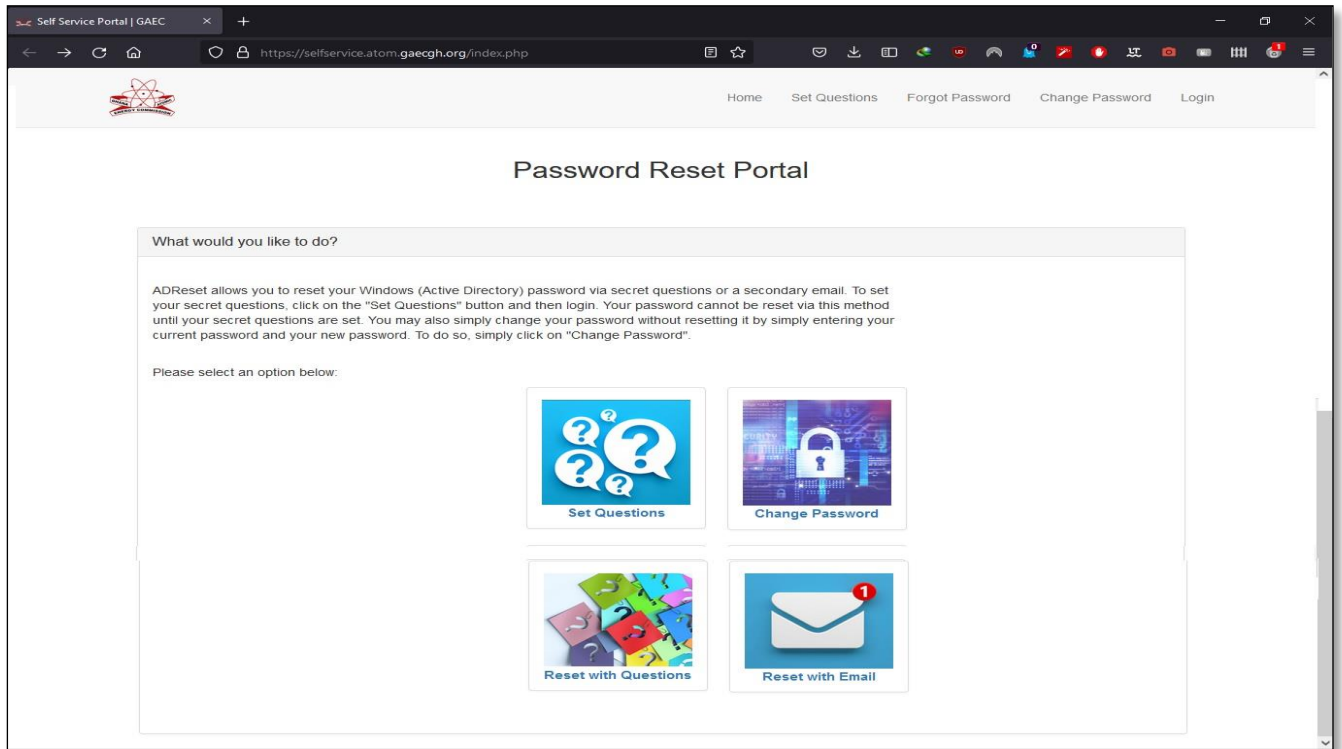


Figure 1.0 - Self-service portal

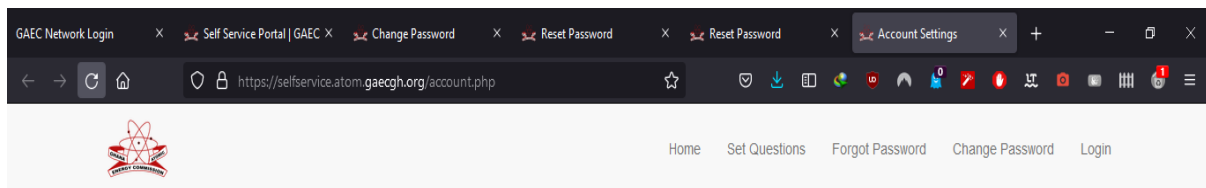
SET QUESTIONS



Figure 2.0- Set Questions

1. To set your secret questions, click on the "Set Questions" button and then login. A login page will appear for you to login with your GAEC username and password.

NB: Your GAEC username is your GAEC Staff ID



Please Login

Username:

Password:

sphdq

Verification Code:

Figure 2.1- Login Page

1. Once logged in, you can choose Three (3) questions from a list of available ones, give them secret answers and click on the “**Add**” button for each question to successfully add it. This will allow you to reset your password whenever you forget it.

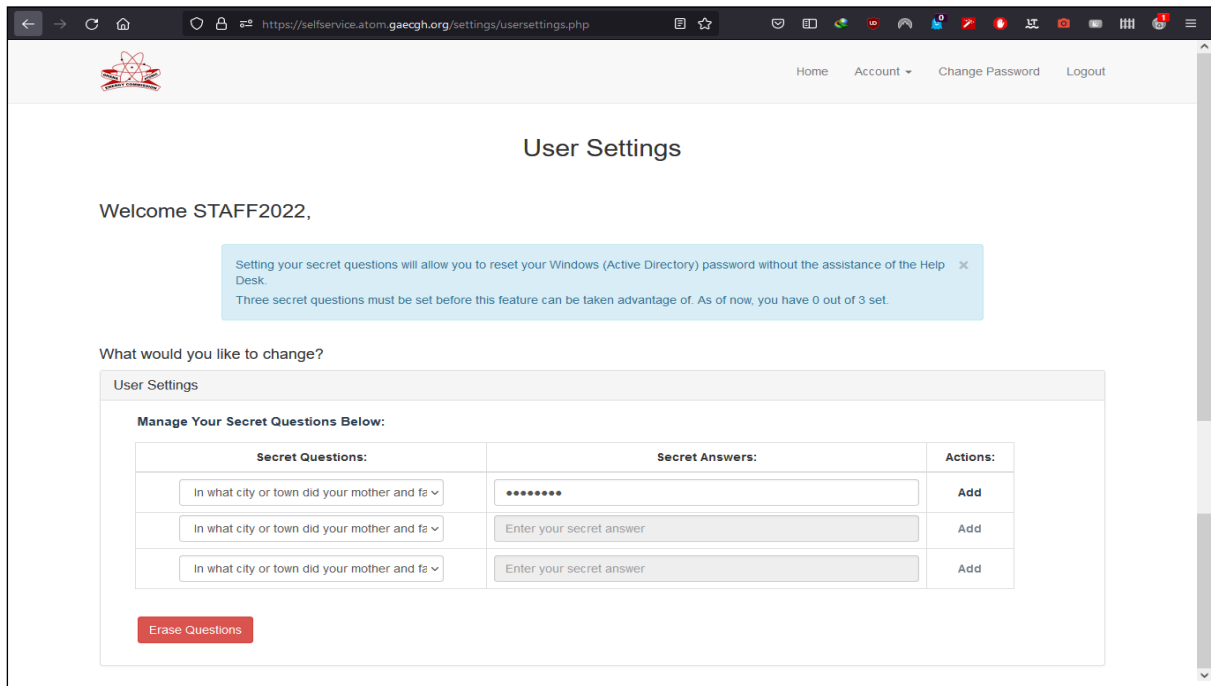


Figure 2.2- Set Questions

Note: Your password cannot be reset via the “**Reset with Question**” button until your secret questions are set.

4. Once you are done with this step, you can reset your password in the future using “**Reset With Questions**” option covered in this manual.
5. If you want to erase the question(s) you set, click on “**Erase Questions**” button.
6. If you want to change the answers you set, type it in the preferred space and click on the “**Update**” button to change it

Note: Once you've logged into your account, both **“Reset with Question”** and **“Reset with Email”** will be disabled as shown in Figure 2.3, since you don't need to be logged in to use these features.

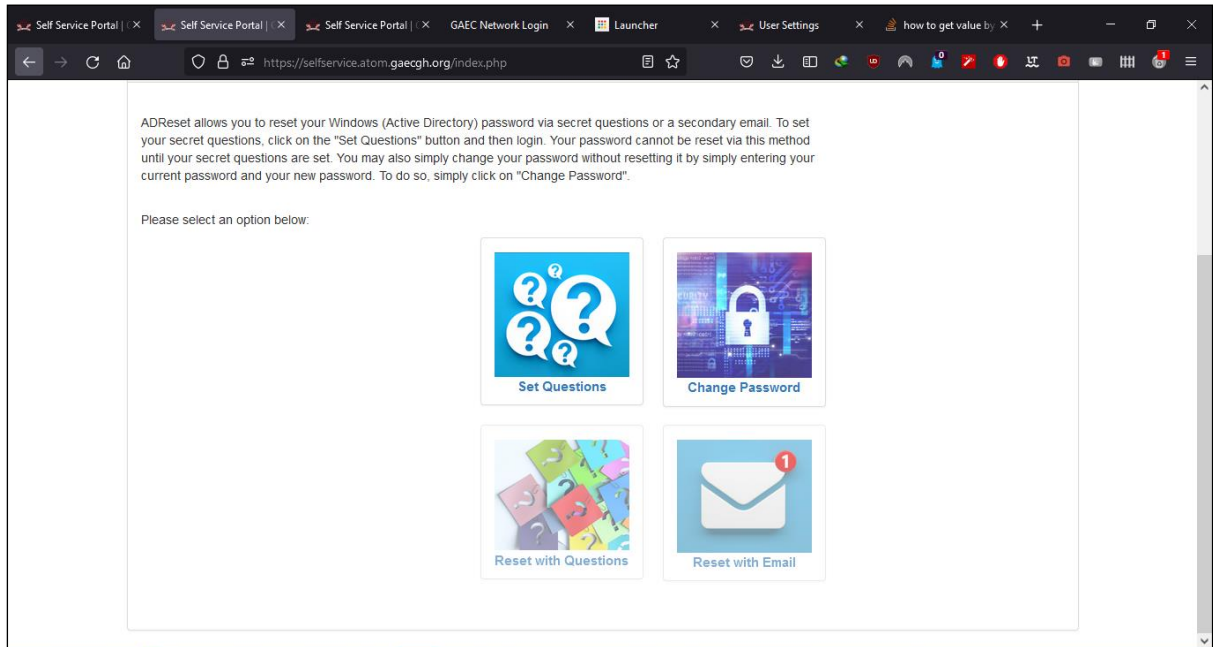


Figure 2.3- Logged In Homepage

CHANGE PASSWORD



Figure 3.1- Change Password


You may also simply change your password without resetting it by simply entering your current password and your new password. The steps are as follows:

1. To do so, simply click on "Change Password" button.
2. A new page for changing your password will open as shown in figure 3.2 below.

Set Your New Password

To set your password, simply fill in the text boxes below and click on the "Change Password" button. Please remember that your new password must conform to the company's **password policy**.

Username:	<input type="text" value="Enter your username"/>
Current Password:	<input type="password" value="Enter your current password"/>
New Password:	<input type="password" value="Enter a new password"/>
Confirm Password:	<input type="password" value="Confirm your new password"/>

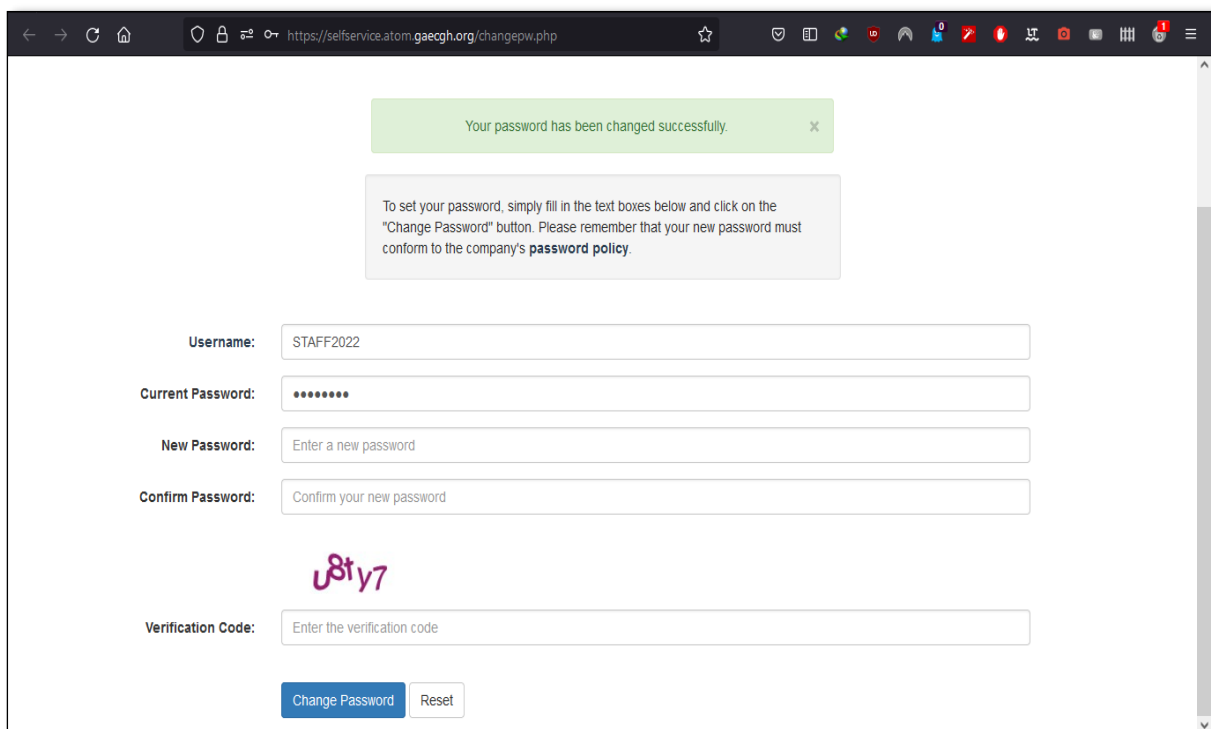


Verification Code:	<input type="text" value="Enter the verification code"/>
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Change Password Reset

Figure 3.2- Set a new Password Form

3. Fill the form that follows with the appropriate information to change your password.
4. Once you have successfully changed your password, you will get a notification as shown in figure 3.3.



The screenshot shows a web browser window with the URL <https://selfservice.atom.gaecgh.org/changepw.php>. At the top, a green notification box states "Your password has been changed successfully." Below this, a grey box provides instructions: "To set your password, simply fill in the text boxes below and click on the 'Change Password' button. Please remember that your new password must conform to the company's password policy." The form contains the following fields:

- Username:** STAFF2022
- Current Password:** masked with seven dots
- New Password:** Enter a new password
- Confirm Password:** Confirm your new password
- Verification Code:** Enter the verification code (with a purple code "ۛ8tۛ7" displayed above the field)

At the bottom of the form are two buttons: "Change Password" (in blue) and "Reset" (in white).

Figure 3.3-Password Change Successful

6. If your new password is not accepted by the system, it is because it does not conform to GAEC's Password Policy. Please make sure it does.

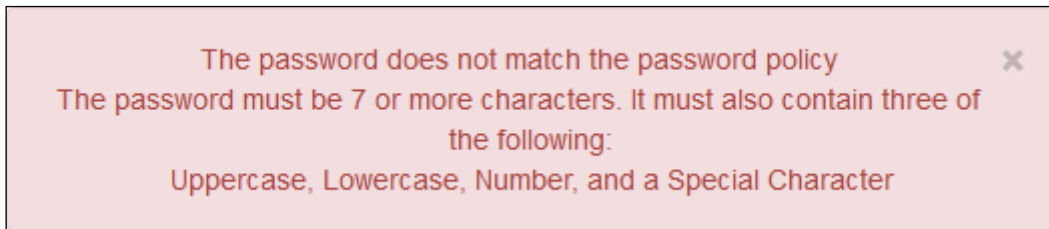
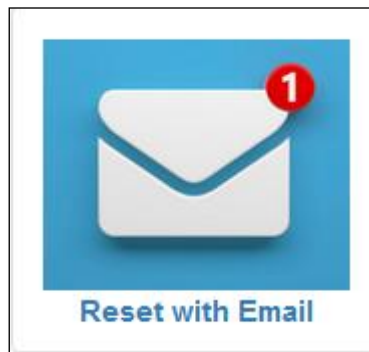


Figure 3.4- GAEC Password Policy

RESET WITH MAIL



Note: Make sure that you are not logged in when carrying out this step. In order to confirm if you are logged in or not, look at the top-right of the webpage. If it says “**Login**”, then you have not yet logged in and can proceed with this step, however if it says “**Logout**”, then you have already logged in and cannot proceed with this step until you log out by clicking on the option.

1. Click on the icon labelled “**Reset with Email**” as seen in the figure above on your browser to reset with your GAEC associated mail. This will open a new page for you to provide your **GAEC Email** as the username and the correct “**Captcha**” code as shown in figure 4.1 below:

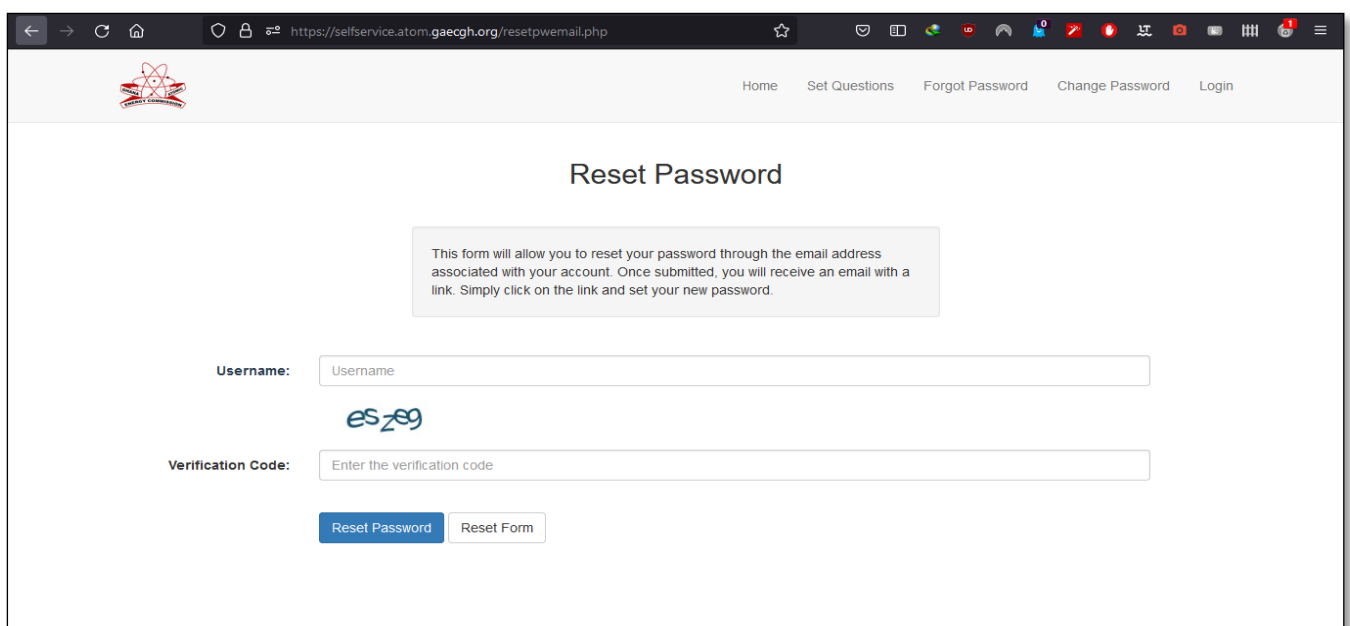
A screenshot of a web browser showing the 'Reset Password' page. The browser address bar shows 'https://selfservice.atom.gaecgh.org/resetpemail.php'. The page has a navigation menu with 'Home', 'Set Questions', 'Forgot Password', 'Change Password', and 'Login'. The main heading is 'Reset Password'. Below it is a text box explaining the process: 'This form will allow you to reset your password through the email address associated with your account. Once submitted, you will receive an email with a link. Simply click on the link and set your new password.' The form has two main sections: 'Username:' with a text input field containing 'Username', and 'Verification Code:' with a text input field containing 'Enter the verification code'. Below the input fields are two buttons: 'Reset Password' (blue) and 'Reset Form' (white).

Figure 4.1-Reset With Email

2. Once you have filled the form, click on Reset Password. You will receive a response if it has been successful.

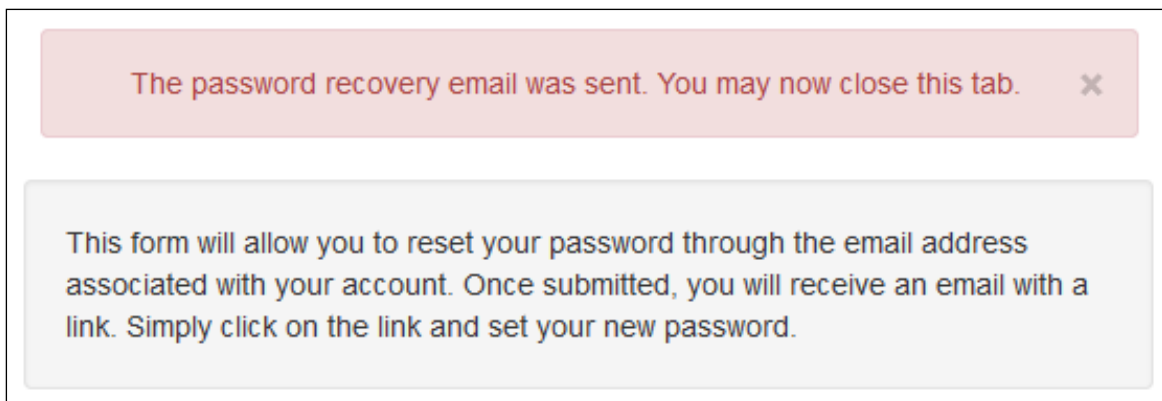


Figure 4.2

3. Now you have to visit <https://outlook.live.com/owa/> to login into your GAEC mail and access the email that the self-service platform sent you.

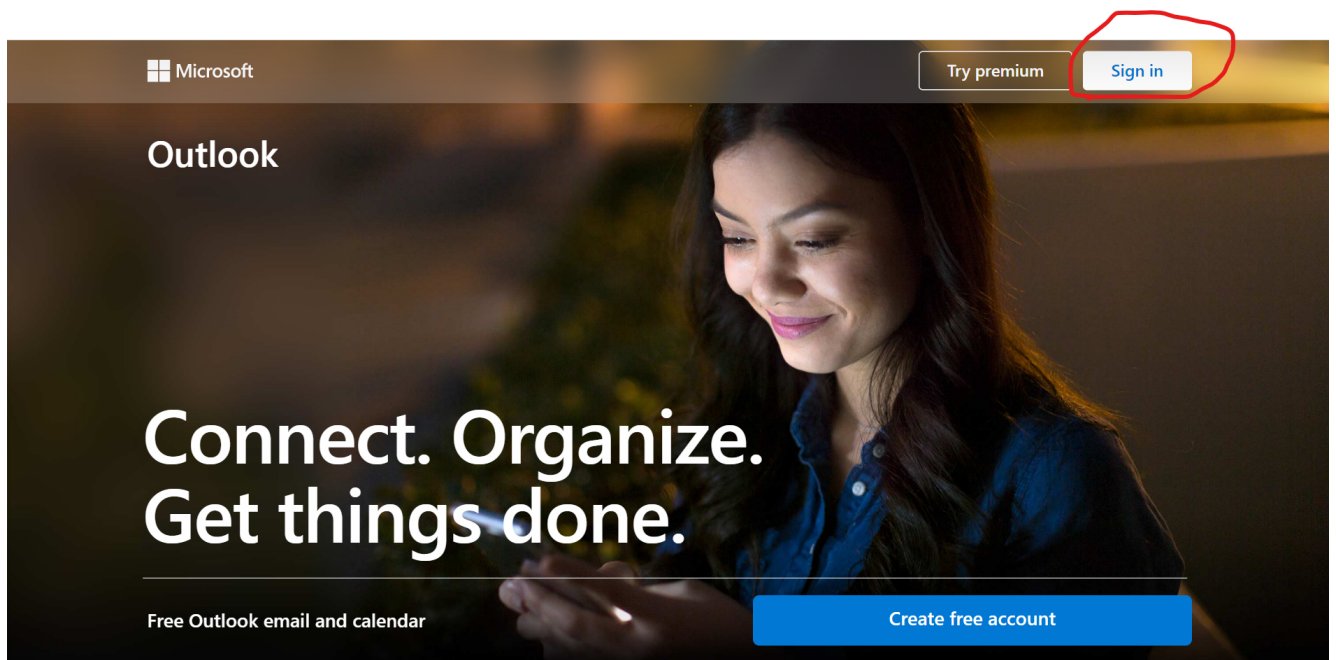
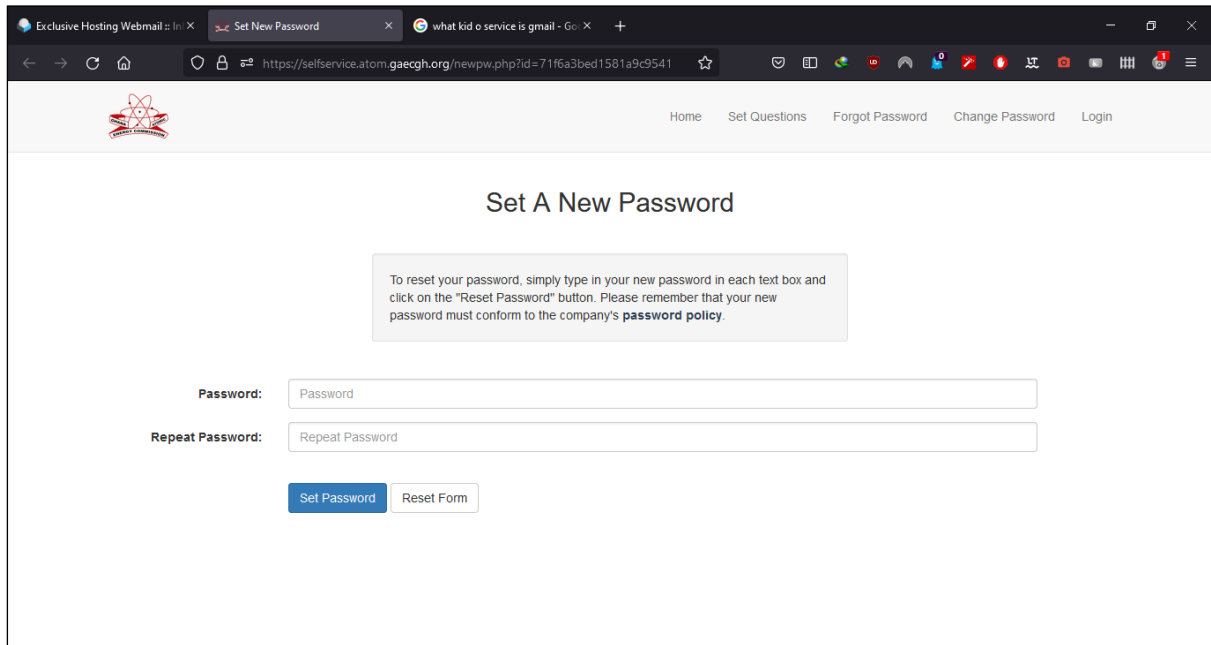


Figure 4.3

4. Click on the "Sign In" button and enter your GAEC given email and enter your password to login. This should allow you to use your email services.

5. Click on “inbox” and open the most recent mail titled “GAEC”. Click the link in it to set a new password.
6. In the page that opens, type in your new password and confirm it. Make sure your password meets the GAEC Password Policy Standard.



The screenshot shows a web browser window with the URL <https://selfservice.atom.gaecgh.org/newpw.php?id=71f6a3bed1581a9c9541>. The page title is "Set A New Password". At the top, there is a navigation menu with links for "Home", "Set Questions", "Forgot Password", "Change Password", and "Login". The main heading is "Set A New Password". Below the heading is a grey box with instructions: "To reset your password, simply type in your new password in each text box and click on the 'Reset Password' button. Please remember that your new password must conform to the company's password policy." There are two text input fields: "Password:" and "Repeat Password:". Below the fields are two buttons: "Set Password" (in blue) and "Reset Form" (in white).

Figure 4.4

7. Click on Set Password to complete the process. If successful, you will receive this notice on your screen.

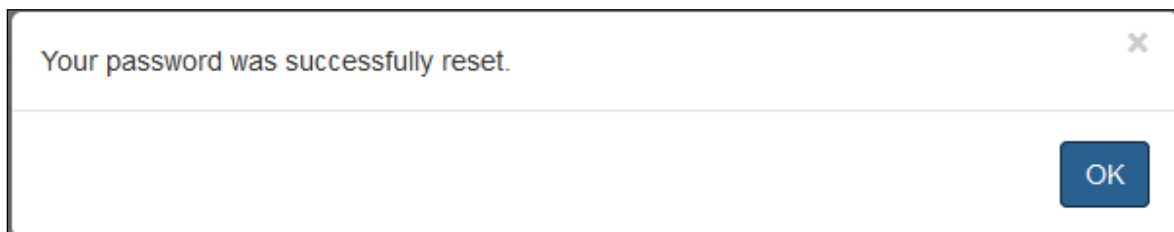


Figure 4.5- Successful reset notification

Reset With Question

Note: This form will allow you to reset your password using the secret questions you defined earlier. If you have not done so, you will not be able to use this feature. This means Your password cannot be reset via “Reset with Question” until your secret questions are set.



Figure 4.0- Reset With Questions Icon

1. Click on “Reset with Questions” button.
2. Fill the form that appears and Click “Reset Password” button.

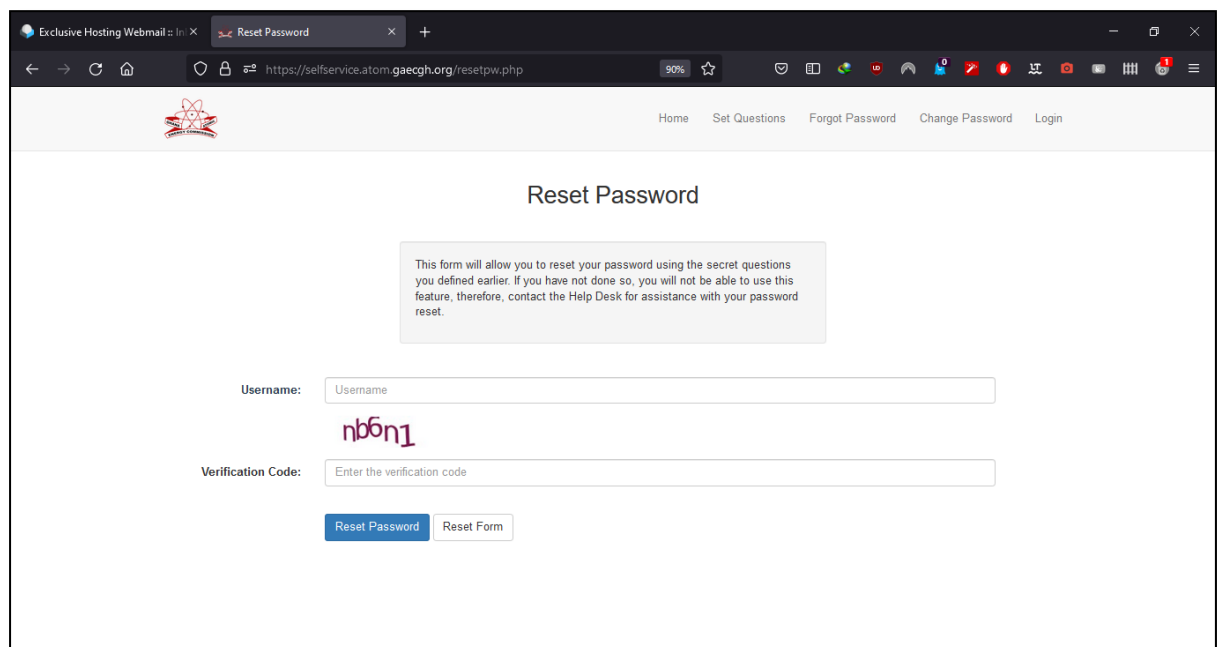
The screenshot shows a web browser window with the URL "https://selfservice.atom.gaecgh.org/resetpw.php". The page title is "Reset Password". At the top right, there are navigation links: "Home", "Set Questions", "Forgot Password", "Change Password", and "Login". The main content area has a heading "Reset Password" and a grey box with the following text: "This form will allow you to reset your password using the secret questions you defined earlier. If you have not done so, you will not be able to use this feature, therefore, contact the Help Desk for assistance with your password reset." Below this, there are two input fields: "Username:" with a text box containing "Username" and "Verification Code:" with a text box containing "Enter the verification code". A CAPTCHA image showing the number "10601" is positioned between the two input fields. At the bottom, there are two buttons: "Reset Password" (in blue) and "Reset Form" (in white).

Figure 5.1-Reset Password

3. In the page that opens, type the answers you defined in “**Set Questions**” and click on “**Submit**” button.

The screenshot shows a web browser window with the URL <https://selfservice.atom.gaecgh.org/verifyquestions.php?username=AP000008...>. The page title is "Verify Your Secret Questions". Below the title is a form titled "Secret Question Verification" with the instruction "Enter Your Secret Questions Below:". The form contains a table with two columns: "Secret Questions:" and "Secret Answers:". The table has three rows of data. At the bottom of the form are "Submit" and "Reset" buttons.

Secret Questions:	Secret Answers:
What was your favorite sport in high school?	football
In what city or town did your mother and father meet?	achimota
What is your favorite movie?	avengers

Figure 5.2- Verify Your Security Questions

4. After that a form opens.
5. Type your new password; repeat it to confirm and click on “**Set Password**”.
(Ensure that the Password meets GAEC Password Policy)

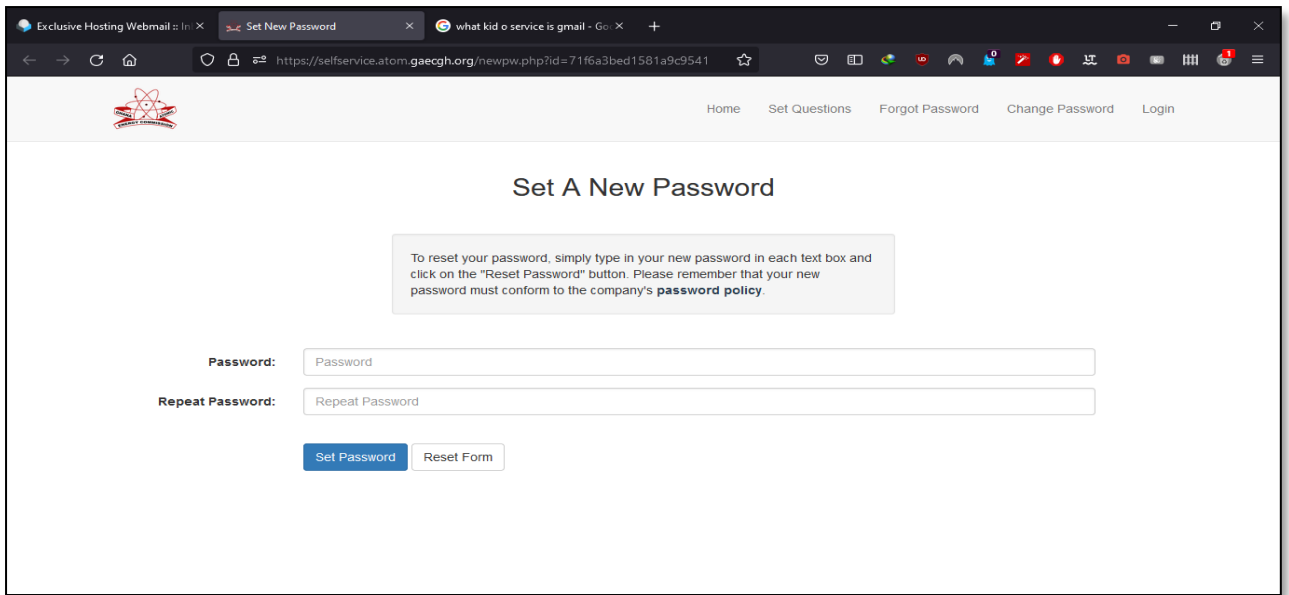


Figure 5.3- Set a new password Page

6. You will receive a pop-up to confirm that your password has been reset. Click OK and you are good to go.

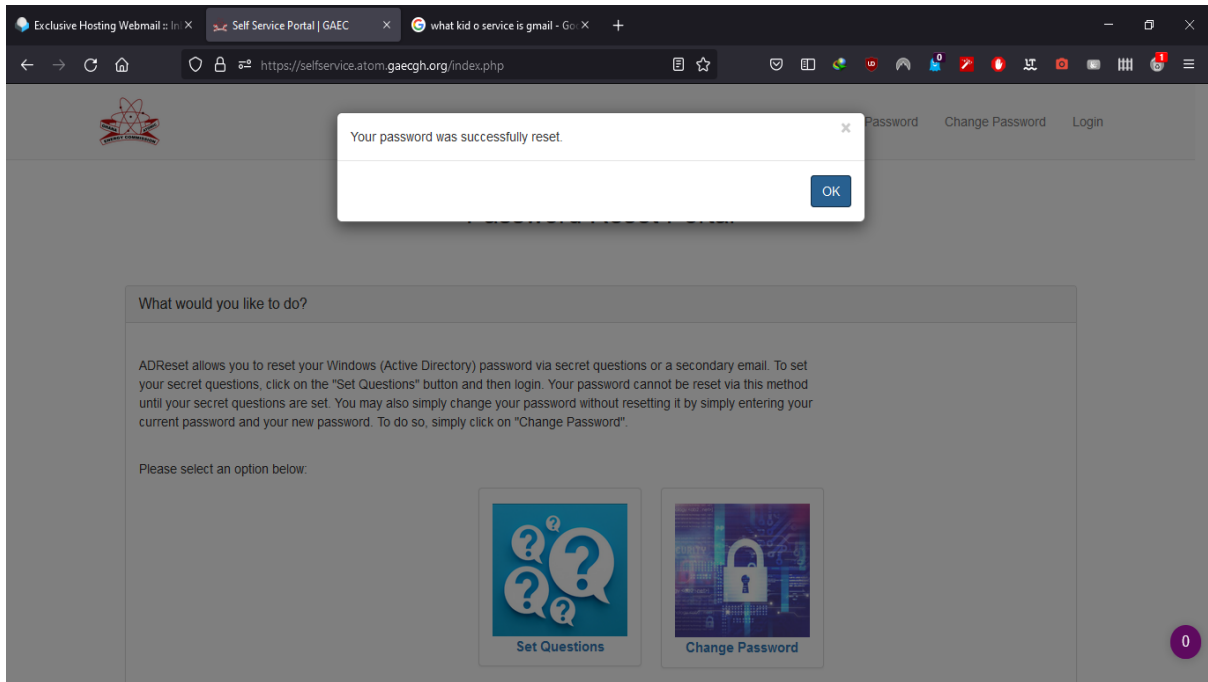


Figure 5.4- Password Reset successful notification