External
Local Security Officer Guide

Course Objectives

- This guide will provide you with
    - An understanding of the activities required to gain and maintain access to Xoserve Services Portal
    - Guidance for the activities to be carried out by a Local Security Officer to:
    - Create new users
    - Modify User Profile
    - Search users
    - Service Assignment
- The guide is aimed at Local Security Officers (LSO)

To make the most of this guide, follow the steps in the system using the reference as guidance.

# Lesson Index

Lesson 1: Getting Started

1. Introduction to Xoserve Services Portal Security

- **Data Enquiry** and **UK Link** will be accessed through the **Xoserve Services Portal**. All users will require a valid login to access the services.

- Xoserve has implemented a new security solution to facilitate **Identity and Access Management** activities for the Xoserve Services Portal.

- Nominated representatives within your organisation called **Local Security Officers** (LSOs) will manage user access.

- In the event that a LSO is unable to complete tasks, Xoserve LSO will act on their behalf.
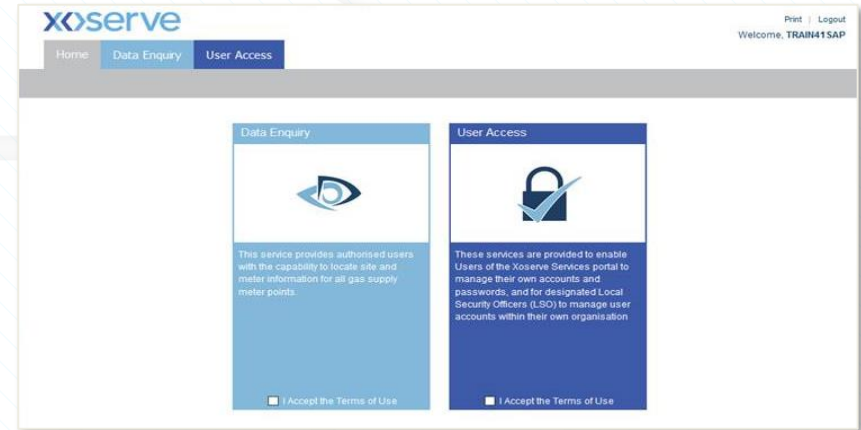
1.1 Group Organisations

- For organisations that are part of a group, the LSOs can be assigned at the Parent company or Child company.
- **LSOs** assigned to the **Parent organisation** can manage users belonging to both the Parent and Child companies.
- The **LSO** of a **Child company** can only manage users within their own assigned organisation.
- For the sake of this guide, the scenarios are based upon a LSO assigned to the Parent organisation.
- LSOs at a Child organisation will follow the same steps. The organisation selection will be limited to the LSO's own organisation.

| Parent Company |
| Child Company | Child Company | Child Company |

LSO can manage users for Parent and Child Companies

LSO can manage users for their own company only
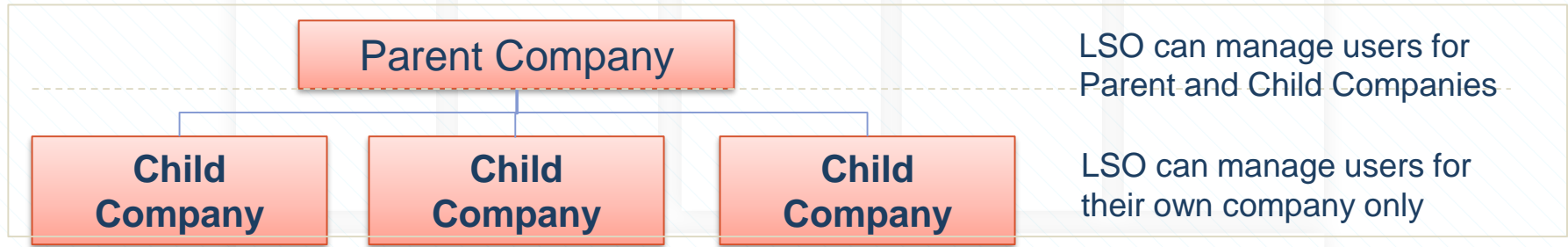
1.2.1 External Users – Naming Convention

- The User ID is generated automatically by the system using a combination of the user's name:
  - **First Name** (up to 12 characters) + **Last name** (up to 10 characters) + number (if duplicate).
  - Example: for a user called John Smith, their ID would be generated as JOHNSMITH.
  - If there is another user with the same name, a unique number is appended to the User ID – in this example, JOHNSMITH1
- If a user is deleted the User ID is not reused. Therefore, any subsequent users with the same name will be created following the principles above.
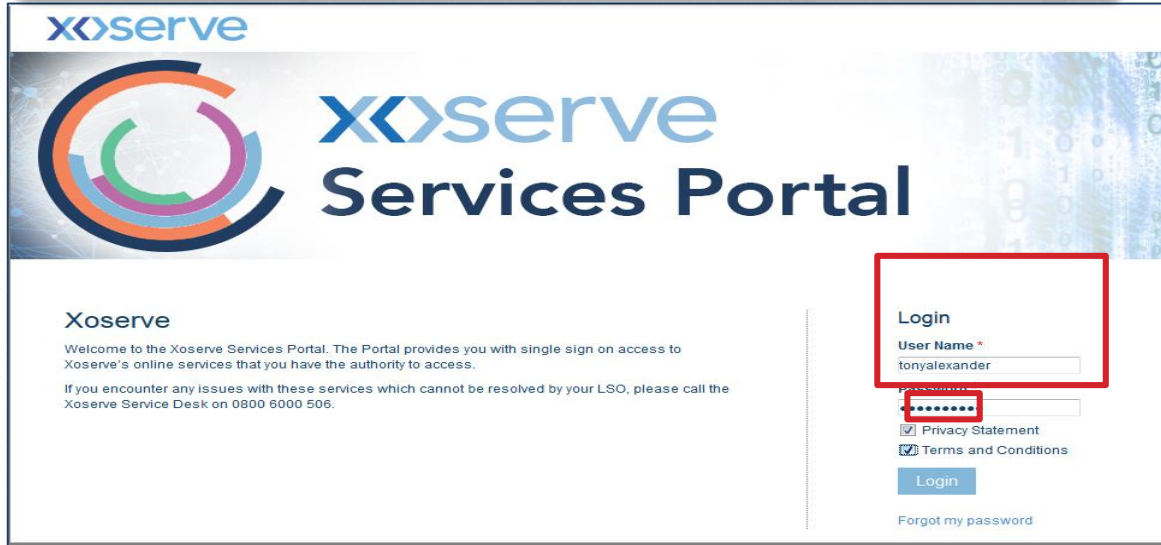
1.2.2 External Users – Administration

- Following a request from an organisation, the LSO is setup by Xoserve.

- Once setup, the LSO is responsible for the creation and maintenance of the organisation's users.

- Services are assigned to the user in order to access the system – UK Link and Data Enquiry Service (DES).

- New users will automatically receive an email with their User ID details and a second email containing their temporary password to the email address provided.

- When a user is created, they will provide responses for a number of security questions. This will enable users to reset their password in the event that they have forgotten. The LSO is also able to reset a password on behalf of the user.

- Where an incorrect password is entered 5 times, then the user account is locked. The account must be unlocked by the LSO before the user can gain access.

1.3 Login to Xoserve Services Portal

Access for users will be via the UK Link Services Portal, using a Single Sign On (SSO) for all SAP Applications.

	Steps
1	Enter your user name and password.
2	Check **Privacy Statement** and **Terms and Conditions** check-box.
3	Click the **Login** button.

Next step: Reset the Password

XOserve
XOserve Services Portal

Xoserve

Welcome to the Xoserve Services Portal. The Portal provides you with single sign on access to Xoserve's online services that you have the authority to access.

If you encounter any issues with these services which cannot be resolved by your LSO, please call the Xoserve Service Desk on 0800 6000 506.

Login

User Name *
tonyalexander

Password
••••••••

☑ Privacy Statement
☑ Terms and Conditions

Login

Forgot my password

1.4 Reset the Password

Login Screen → Password Reset

After logging in for the first time, you will be required to change your temporary password.

XOSERVE UKLink Services

Close | |

Password Management

Submit

* Required field

* Old Password ••••••••••
* New Password •••••••• ⓘ
* Re-Type New Password ••••••••

Register challenge questions for your account

* Question1	The destination of your first flight?	* Answer1	flight
* Question2	The first beach that you visited?	* Answer2	visited
* Question3	Your favourite place for a vacation as a child?	* Answer3	child

Password Policy
- Your password must be no longer than 16 character(s).
- Your password must contain at least 6 alphanumeric character(A-Z or a-z or 0-9).
- Your password must be at least 8 character(s) long.
- Your password must contain at least 1 numeric character(0-9).
- Your password must contain at least 1 special character(*()&^%$#@!~`[];:><.?/|\+_-=").
- Your password must contain at least 1 uppercase letter(A-Z).
- You may not reuse a password from your 5 previous passwords.

Steps

1	If you are logging into the system for the first time, the **Change Password** screen appears.
2	Enter the **Old Password** and **New Password**.
3	Click on the information link to see the password policy rule and a generate new password accordingly.
4	Set the **Security Questions** and click the **Submit** button.

Next step: Click **User Access** link.

1.5 User Access: Homepage

Login Screen → **Password Reset** → **User Access**
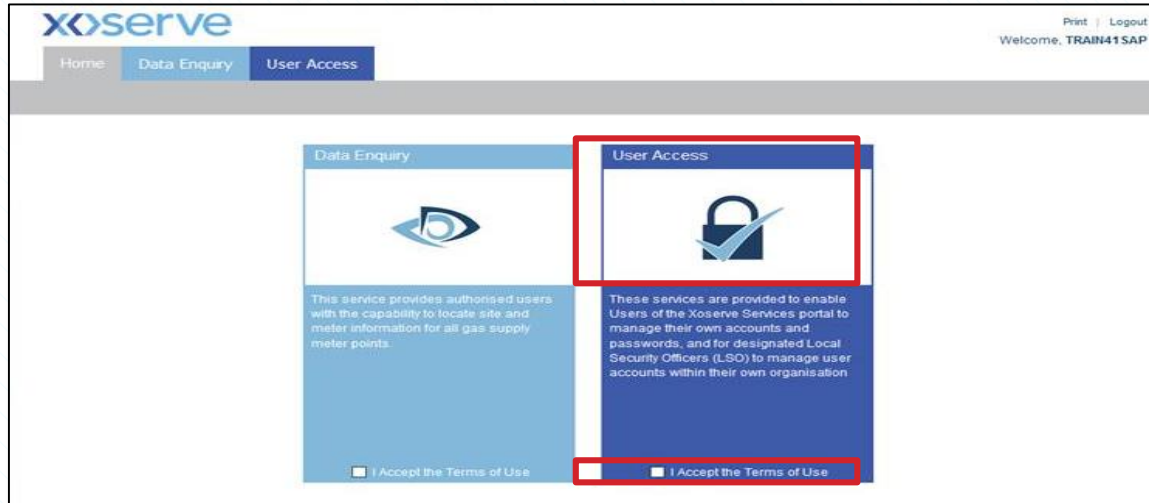
END: The user has successfully logged in.

Lesson 2: User Creation

Lesson 2 Introduction

- As the LSO for your organisation, you will have the ability to create new users within your organisation.

- If you are assigned to a Parent Organisation you will also be able to manage users for any Child Organisations to enable them to access Xoserve Services Portal.

- During this lesson, we will complete the steps as a LSO assigned to the Parent organisation to create new users on behalf of a Child organisation.

- LSOs at a Child organisation will follow the same steps. The organisation selection will be limited to the LSO's own organisation.

2.1.1 Initiate User Creation

| User Access | User Information | Organisation Selection | Organisation Submission | User Creation Submission | Email Notification | User Search | Updated User details |

After logging into the Xoserve Service Portal following the steps in Lesson 1.3, the services available to you are displayed. To maintain users, select the User Access service.

Steps	
1	The **Xoserve Portal Homepage** appears. Click the check box to **Accept the Terms of Use**
2	Click the **User Access** link.

Next: The user access Service screen is displayed.

2.1.2 Initiate User Creation

Steps

1	To create a Child user, click the **Users** link. The **Users** window opens.
2	Click the **Create User** link to create a new user.

Next step: Provide user information.

2.2 Provide User Information

User Access → **User Information** → **Organisation Selection** → **Organisation Submission** → **User Creation Submission** → **Email Notification** → **User Search** → **Updated User details**

XOSERVE **User Access Services**

My Information x | **Users** x | **Create User** x

Create User   Submit | Cancel | Save as Draft

▼ **My Profile**
- My Information
- My Access

▼ **Administration**
- Users
- Organizations

▼ **Basic Information**

* First Name   John
* Last Name   Morgan
* E-mail   john.morgan@xoserve.com
* Organization   Xos_NET_Xoserve   🔍

▼ **Contact Information**

Telephone Number   [   ]

Steps

1	The **Create User** window opens.
2	Provide the required information and click the **Search** icon.. 🔍

Next step: Select the child organisation.

2.3 Child Organisation Selection

User Access	User Information	Organisation Selection	Organisation Submission	User Creation Submission	Email Notification	User Search	Updated User details

Organization Name	Starts with		
Type	Equals		
Organization Status	Equals		
Parent Organization Name	Starts with		
Certifier User Login	Starts with		

Search   Reset   Save...   Add Fields ▾

Row	Organization Name	Type	Organization Status
1	Xos_NET_Xoserve	NET	Active
2	XOC_NET_XoserveChild	NET	Active

Select   Cancel

Steps	
1	A **Search and Select: organisation** screen is displayed**.**
2	Click the **Search** button.
3	At this stage, you have the option of selecting either Xos_NET_Xoserve (Parent organisation) or XOC_NET_XoserveChild (Child organisation)**.** Select the **XOC_NET_XoserveChild** and click the **Select** button.

Next step: Submit the selected organisation.

Note: Organisations within the drop down menu will be specific to those that the LSO can act on behalf of.

2. User Creation
2.4 Child Organisation Submission

2.5 User Creation Confirmation

User Access → User Information → Organisation Selection → Organisation Submission → **User Creation Submission** → Email Notification → User Search → Updated User details

👤 My Information ✕   👥 Users ✕   👤 ✔ User created successfully

👤 **John Morgan**

👤 Modify User ✔ Enable User ⊘ Disable User ✖ Delete User   🔏 UnLock Account 📇 Reset Password

User Information | Service | Service Roles | Organizations

▼ **Basic Information**

Assigned as LSO ☐

First Name	John	**Account Status**	Unlocked
Last Name	Morgan	**User Login**	JOHNMORGAN
E-mail	john.morgan@xoserve.com	**Identity Status**	Active
Organisation	XOC	**Display Name**	John Morgan

Steps

1	A confirmation message is displayed: **User created successfully** with the user details.
2	To open the **Users** window, click the **Users** link.

The User ID is generated automatically as First Name up to 12 characters + Last name up to 10 characters (+ number if duplicate).
For example, for a user called John Smith, their ID would be generated as **JOHNSMITH**. If there is another user with the same name, the User ID will incremented, for example **JOHNSMITH14**.

2.6 Receive Email Notification

User Access	User Information	Organisation Selection	Organisation Submission	User Creation Submission	Email Notification	User Search	Updated User details

Dear John

The User ID for your Xoserve Services account is JOHNMORGAN, and will allow you to act on behalf of the following organisation; XOC

Your password will be issued in a separate email.

The Xoserve Services Portal can be accessed here

Kind regards,
Local Security Officer

Dear John

Your temporary password for Xoserve Services is P6aMIf@i

On first logon, you will be prompted to change the password.
This account will allow you to act on behalf of the following organisation; XOC

The Xoserve Services Portal can be accessed here

Kind regards,
Local Security Officer

Steps

1   The user will receive two emails notifying them of their **User ID** (system generated based on their first name and surname) and a **Temporary Password**.

Next step: Search the user

2.7 Search the User

Steps

1 To verify that the user has been created, search the user in **Users** screen.

2 Enter the user login and click the **Search** button to initiate search for the user.

3 Click the user from search results to select it and view their details.

Next step: Verify User details

2.8 Verify User Details

| User Access | User Information | Organisation Selection | Organisation Submission | User Creation Submission | Email Notification | User Search | Updated User details |

User Details : John Morga... ×

My Information ×   Users ×   **User Details : John Morga...** ×

👤 John Morgan

👤 Modify User   ✅ Enable User   ⊘ Disable User   ✖ Delete User   🔒 UnLock Account   🔄 Reset Password

User Information | Service | Service Roles | Organizations

🔄 Refresh

▼ Basic Information

Assigned as LSO ☐

First Name John
Last Name Morgan
E-mail john.morgan@xoserve.com
Organisation XOC

Account Status Unlocked
User Login JOHNMORGAN
Identity Status Active
Display Name John Morgan

▼ Account Effective Dates

Start Date 2/15/2016
End Date

Steps

| 1 | The **User Details** window appears. You can check the status and other details of the user in this screen. |
| 2 | The user is currently **Active**. |

END: A new user has been created.

Lesson 3: Modify User Profile

Lesson 3 Introduction

- Once the user is created, the LSO is able to amend user details.
- You will be able to modify the user's Last Name, Email address, Organisation (dependent on Organisation group of companies) and telephone number.
- Note: the User ID cannot be changed and is not updated if the user's name or last name is changed.
- For LSOs who are assigned to the Parent Organisation can also maintain the users for associated Child Organisations.

3. Modify User Profile
3.1 Select the User to Modify

| User Search | Profile Modification | Confirm Submission | Email Notification | Updated User Details |

User Access Services

Steps

1	Click the **Users** link. The **Users** window opens.
2	Enter the user login and click the **Search** button to search for a specific user.
3	Click on the user from search results to select it.

Next step: User Details

3. Modify User Profile
3.2 Profile Modification

Steps

1	User details window is displayed.
2	Click the **Modify User** link.
3	To change the organisation data click **Search** icon next the **Organization** field.

Next step: Select organisation and submit

3. Modify User Profile
3.3 Confirm Submission

| User Search | Profile Modification | Confirm Submission | Email Notification | Updated User Details |

Steps

1	**Search and Select: Organization** window is displayed.
2	To view all the available Organisations, click the **Search** button.
3	Select the relevant organization from the list and click the **Select** button. Here, a different child organisation is selected.
4	A confirmation message is displayed: **Successfully Completed the operation**.

3.4 Receive Email Notification

User Search	Profile Modification	Confirm Submission	Email Notification	Updated User Details
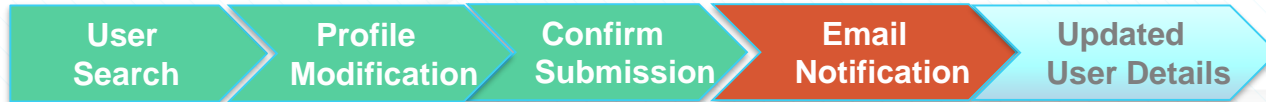
Dear JohnMorgan

Some of the attributes of your Xoserve Services Portal profile have been changed by your Local Security Officer.

The following is confirmation of your current profile:

UserID: JOHNMORGAN
LastName:Morgan
Email:kiran_m78@wipro.com
Organization: XOC_NET_XoserveChild2
TelephoneNumber:01158460479

If you believe your profile has been changed in error, please contact your Local Security Officer.
The Xoserve Services Portal can be accessed here

Kind regards,
Local Security Officer

Note: This is a system generated email. Please do not respond. Please refer any issues to your LSO in the first instance.

Steps

1 The users will receive an email notifying the modification made to the user profile.

Next step: Verify the user details.

3.5 Updated User Details

Steps

1	To refresh the user information page details, click the **Refresh** link.
2	The **Organisation** data of the user is changed.

END: The user profile has been modified.

Lesson 4: Service Assignment

Lesson 4 Overview

- Once the user is created, it is necessary to assign the service roles that the user has. This will determine which applications they have access to, and the permission they have within those applications.

- This lesson describes a user at a Parent organisation gaining access to Data Enquiry Service.

- This will result in that user having the ability to search on both the Parent and Child Organisations meter portfolio (Portfolio & Community view).

4.1.1 Search the User

Steps

1	Click the **Users** link. The **Users** window opens.
2	To view all the user names starting with john, enter the user login as john and click the **Search** button.

4.1.2 Select User

4.2 Service Assignment

User Search → Service Assignment → Application Selection → Confirm Submission → Email Notification → Service Provision

Steps

1	Click the **Service** tab.
2	Click the **Request Service** link.

Please make sure that you add one Service at a time. To add another Service, repeat the steps from 33 to 37.

4.3 Application Selection

User Search → Service Assignment → **Application Selection** → Confirm Submission → Email Notification → Service Provision

Steps

1	The **Catalog** window opens.
2	Currently, the services available are Data Enquiry and UK-Link. Select the **DES Portal** and click the **Add to Cart** button.
3	A confirmation message is displayed: **Item added to cart**.
4	Click the **Checkout** button.

Note: Please be aware that a user at a Parent Organisation can also have UK Link Services assigned to them by the Parent LSO. However due to no portfolio information held at Parent level in UK-Link, they will be unable to return any results.

In the event that this access is needed for a user then a new user account will need to be created (in addition to their Parent user account) at a child organisation level.

Next step: Click the **Ready to Submit** button.

4. Service Assignment
4.4 Confirm Submission

User Search	Service Assignment	Application Selection	Confirm Submission	Email Notification	Service Provision

#	Display Name		Status
1	⚙ DES Portal	✖ Remove ⓘ Details	✓ Not Ready to submit

▼ Details   Ready to submit

Cart Details   ◀ Back To Catalog   Submit   Save as Draft

▼ 👥 Target Users   ➕ ✖

#	Name	
1	John Paul	ⓘ

▼ Cart Items

#	Display Name		Status
1	⚙ DES Portal	✖ Remove ⓘ Details	✓ Ready to submit

👤 My Information ✖ | 👥 Users ✖ | 👤 User Details : John Paul ✖ | 📖 Catalog ✖

📖 Cart Details

Successfully Completed the operation.

Steps	
1	Click the **Ready to submit** button.
2	The DES Portal application is displayed in the **Cart Items** section with the status **Ready to Submit.**
3	Click the **Submit** button.
4	A confirmation message is displayed on the screen, indicating the successful assignment of service.
5	To go back to the **User Details** screen, close the **Catalog** tab.

4. Service Assignment
4.5 Receive Email Notification

| User Search | Service Assignment | Application Selection | Confirm Submission | Email Notification | Service Provision |

Dear JOHNPAUL

You have been granted access to the service Data Enquiry Service

However, you will only be able to access this service once you have been granted role(s) by your LSO, and you will receive a further mail confirming this.

If you have any issues accessing the service from the Xoserve Services Portal, please contact your Local Security Officer.

The Xoserve Services Portal can be accessed here

Kind regards,
Local Security Officer

Note: This is a system generated email. Please do not respond. Please refer any issues to your LSO in the first instance.

Steps

1   The users will receive an email notifying them of their access to service **Data Enquiry Service.**

4.6 Verify Service Provision

User Search	Service Assignment	Application Selection	Confirm Submission	Email Notification	Service Provision

Steps

1	To refresh the page details, click the **Refresh** link.
2	The DES Portal application is displayed under Service tab with the status **Provisioned**.

Note: Please ensure the status of service is provisioned.

END: A new service has been assigned to the user.

Lesson 5: Service Role Assignment

5.1 Search the user

Steps

1 Click the **Users** link. The **Users** window opens.

2 Enter the user login and Click the **Search** button to search for a specific user.

3 Click on the user from the search results.

Next step: Assign the Service Role

5.2 Service Role Assignment

User Search	Service Role Assignment	Service Role Selection	Confirm Submission	Email Notification	Service Role Provision

Steps

1	Click the **Request Service Roles** button to select the service role to be assigned to the user.

Next step: Select the relevant service role.

5.3 Role Selection
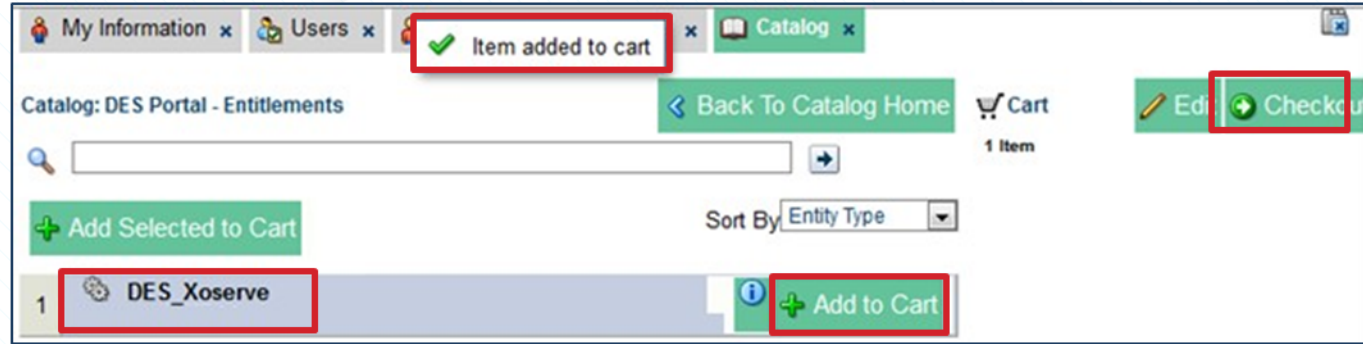
Steps	
1	Select the relevant service role and click the **Add to Cart** button.
2	A confirmation message is displayed: **Item added to cart**.
3	Click the **Checkout** button.

Note: Only service roles applicable to your organisation type (Shipper, Gas Transporter etc.) will be available for selection. Selection will be based on your organisation type.

Next step: Click the **Ready to submit** button.

5.4 Confirm Submission

User Search	Service Role Assignment	Service Role Selection	Confirm Submission	Email Notification	Service Role Provision

Steps		
1	The **DES_Xoserve** service role is displayed in the **Cart Items** section with the status **Ready to submit.**
2	Click the **Submit** button.
3	A confirmation message is displayed on the screen, indicating the successful assignment of service role.
4	To go back to the **User Details** screen, close the **Catalog** tab.

5.5 Receive Email Notification

User Search	Service Role Assignment	Service Role Selection	Confirm Submission	Email Notification	Service Role Provision

Dear JOHNPAUL

You have been granted access to the service role DES_Xoserve within the Xoserve Services Portal

You can access the service through the Xoserve Services Portal here .

Kind regards,
Local Security Officer

Note: This is a system generated email. Please do not respond. Please refer any issues to your LSO in the first instance.

Steps

1. The user will receive an email notifying them of their access to the service role **DES_Xoserve.**

Next step: Confirm service role assignment.

5.6 Verify Service Role Provision

User Search → Service Role Assignment → Service Role Selection → Confirm Submission → Email Notification → **Service Role Provision**

User Information | **Service** | **Service Roles** | **Organizations**

Newly added service roles will not appear until the following table is refreshed.

Actions ▾ | View ▾ | ✖ Remove Service Roles | 🔄 Refresh | | Detach

User Information | **Service** | **Service Roles** | **Organizations**

Newly added service roles will not appear until the following table is refreshed.

Actions ▾ | View ▾ | ✖ Remove Service Roles | 🔄 Refresh | | Detach

Row	Name	Application Instance	Status	Provisioned On
1	DES_Xoserve	DES Portal	Provisioned	February 15, 2016

END: The service role has been assigned to the user.

Steps

1 To verify that the service role has been allocated to the user, click the **Service Roles** tab, and click the **Refresh** link.

2 The **DES_Xoserve** service role is displayed under Service roles tab with the status **Provisioned**.

Lesson 6: Additional Administration Activities

Lesson 6 Overview

There are additional activities that the LSO can carry out on behalf of their organisation (or that of users in a Child organisation if the LSO is part of the Parent company). The additional activities are described in the following chapters:

	Activity	Description
6.1	Reset Password	Users can reset their own passwords using security questions. However, the LSO can reset a password on behalf of a user if required.
6.2	Service Removal	A service can be removed by the LSO if it is no longer required.
6.3	Disable User	LSOs will be able to disable a user's account if, for example, a user is on long term absence. If the user has left the company, the Delete User process should be followed.
6.4	Re-enable User	A user's account can be re-enabled following disablement.
6.5	Unlock User Account	A user account will be locked after five unsuccessful password attempts. If this happens they will be prompted to reset their password (as long as they have set up their Security Questions). However, if required, you can do this on their behalf as the LSO.
6.6	Delete User	User accounts for your Organisation can be deleted by the LSO. An account cannot be reinstated once deleted. If the user needs to be suspended temporarily, the Disable User process should be followed.

6.1.1 Search and Select User

For all the administration activities, the first step is to search and select the user required.

	Steps
1	Click the **Users** link. The **Users** window opens.
2	Enter the user login and click the **Search** button to search for a specific user.
3	Click on the user from search results.

Next step: Reset Password.

6.1 Reset Password for a User
6.1.2 Password Reset

| Modify User | Enable User | Disable User | Delete User | UnLock Account | Reset Password |

User Information | **Service** | Service Roles | Organizations

Newly added services will not appear until the following table is refreshed.

Actions ▾ | View ▾ | Request Service | Request Service Roles | Refresh | Resource History | Detach

Row	Application Instance	Provisioned On	Status
1	DES Portal	February 15, 2016	Revoked

Reset Password
Change the user's password using one of the following two methods.
- ◉ Auto-generate the Password (Randomly generated)
- ☑ E-mail the new password to the user

Reset Password | Cancel

👤 My Information ✕ | 👥 Users ✕ | ✓ Password has been reset successfully

👤 **John Paul**

Dear John,

The password for your Xoserve Services Portal Account has been reset successfully. Your temporary password is G753kZ*v

On first logon, you will be prompted to change the password.

The Xoserve Services Portal can be accessed here

Kind regards,
Local Security Officer

	Steps
1	Click the **Reset Password** link.
2	The **Reset Password** window is displayed. Click the **Reset Password** button.
3	A confirmation message is displayed: **Password has been reset successfully**
4	The user will receive an automated email with the temporary password.

Next step: The password is reset.

6.2 Service Removal

6.3 Disable User

Steps	
1	Follow the steps in **5.1.1** to search and select the user to modify.
2	The **User Details** window opens. Note the **Identity Status** of the user is **Active**.
6	Click the **Disable User** link to disable the user.
7	The **Disable Users** window opens.
8	Click the **Submit** button to confirm your action.
9	The confirmation message is displayed conveying that the user has been successfully disabled.
10	The user will receive an email confirmation.

END: The user has been disabled.

6.4 Re-enable User

Steps		
1		Follow the steps in **5.1.1** to search and select the user to modify. The **User Details** window opens.
2		The **Identity Status** of the user is **Disabled**.
3		Click the **Enable User** link to re-enable the user.
4		The **Enable Users** window opens.
5		Click the **Submit** button to confirm re-enabling the user.
6		The confirmation message is displayed conveying that the user has been successfully re-enabled.
7		The Identity Status has changed back to **Active**. The user will receive a confirmation email.

End: the user is re-enabled.

6.5 Unlock Account

Dear John,

Your User Account on the Xoserve Services Portal has been locked, as your password has been entered incorrectly five consecutive times.

If you have not been attempting to log in to your account, please contact your Local Security Officer.

You can reset your password here .

Kind regards,
Local Security Officer

👤 Modify User   ✔ Enable User   ⊘ Disable User   ✖ Delete User   🔒 UnLock Account   🔁 Reset Password

User Information   Service   Service Roles   Organizations

🔄 Refresh

▼ Basic Information

Assigned as LSO ☐

First Name John
Last Name Paul
E-mail john.paul@xoserve.com
Organisation xos

Account Status Locked

User Login JOHNPAUL

Identity Status Active

Display Name John Paul

⚠ Unlock Account   ✖

Are you sure you want to Unlock these users?

🖼 John Paul

Unlock   Cancel

✔ Account unlocked successfully

Dear John,

Your Xoserve Services Portal account has been unlocked.

If required, you can reset your password at forgot password.

You can access the Xoserve Services Portal here .

Kind regards,
Local Security Officer

Steps

1	User will receive a mail stating the account has been locked.
2	Follow the steps in **5.1.1** to search and select the user to modify.
3	Notice, currently the account status is **Locked**.
4	Click the **Unlock Account** link to unlock user account. Note: If the Account Status was showing as Unlocked, this action button would be greyed out.
5	Click the **Unlock** button to confirm your action.
6	A confirmation message is displayed: **Account unlocked successfully.**
7	The user will receive an email notifying them the account unlock confirmation. Note: the password reset is optional, as some users may have remembered their correct password after being locked out.

6.6 Delete User

END: The user has been deleted.

Appendix: Password Reset

Appendix
A.1 User Security Questions

A user will set up their security questions and answers to allow password resets. Once set up, they cannot be viewed but can be edited via:
User Access > My Information > Security Questions

- Select the question from the drop down list. There are a variety of questions which the user can pick.
- Enter the response in the answer. The response is not case-sensitive.
- The user will be required to enter the correct answer for all 3 questions in order to reset their password.
- When complete, press **Apply** to save the changes.

Appendix
A.2.1 Password Reset
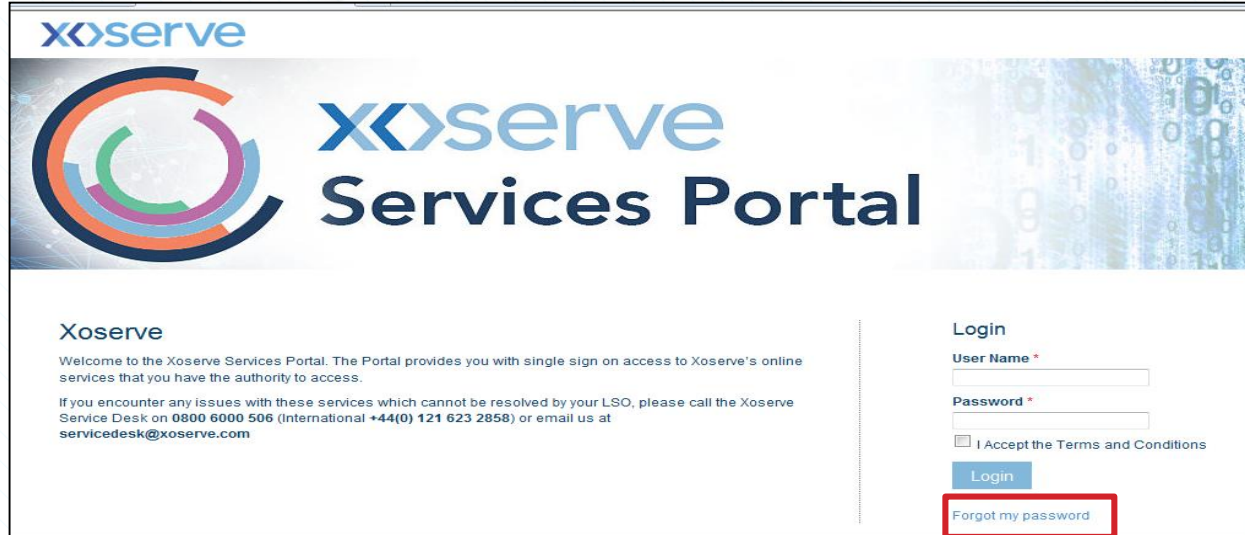
Portal Login → Enter User ID → Security Questions → Enter New Password → Confirmation

Passwords can be reset by the user either automatically where there has been a number of failed attempts, or upon request when the password has been forgotten.

	Steps
1	The user can select **Forgot My Password** option to reset their password; or if the user has failed to login successfully, the system will automatically prompt to reset the password.

Next step: Enter user login ID.

Xoserve Services Portal

Xoserve

Welcome to the Xoserve Services Portal. The Portal provides you with single sign on access to Xoserve's online services that you have the authority to access.

If you encounter any issues with these services which cannot be resolved by your LSO, please call the Xoserve Service Desk on **0800 6000 506** (International **+44(0) 121 623 2858**) or email us at servicedesk@xoserve.com

Login
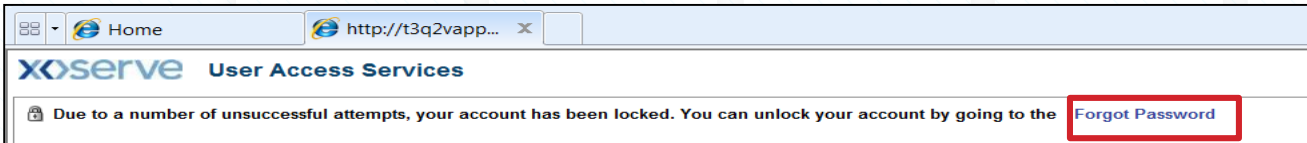
User Name *

Password *

☐ I Accept the Terms and Conditions

Login

Forgot my password

Home | http://t3q2vapp... ✕

XOSERVE User Access Services

🔒 Due to a number of unsuccessful attempts, your account has been locked. You can unlock your account by going to the **Forgot Password**

Appendix
A.2.2 Enter User ID & Security Questions

Portal Login → Enter User ID → Security Questions → Enter New Password → Confirmation

Forgot Password

Cancel **Next**

Identify Yourself — Answer Security Questions — Select A New Password

▼ **Please identify yourself**

* Required field

* User Login train37sap

▼ **Please answer your security questions**

* Required field

Answer the security questions below with the answers you set during registration

The destination of your first flight?
* SPAIN

The make of your first car?
* MINI

The location of your first job?
* SOLIHULL

Steps

2	Enter the **User Login** ID to reset and press enter.
3	The security questions that were set up for the account are displayed. Enter the appropriate answers for each question. The answers are not case-sensitive. Enter Tab to move between questions and Enter upon completion.

Note: The answers given are not validated immediately.

Next step: Enter new password

Appendix
A.2.3 Enter New Password

Portal Login → Enter User ID → Security Questions → Enter New Password → Confirmation

XOSERVE User Access Services

Forgot Password

Identify Yourself   Answer Security Questions   **Select A New Password**

Cancel Back Save

▼ **Please enter new password**   * Required field

＊ Enter new password   [_____] ⓘ

＊ Re-enter new password [_____]

Password Policy
- Your password must be no longer than 16 character(s).
- Your password must contain at least 6 alphanumeric character(A-Z or a-z or 0-9).
- Your password must be at least 8 character(s) long.
- Your password must contain at least 1 numeric character(0-9).
- Your password must contain at least 1 special characters (*()&^%$#@!~`[]:;><.?/|\+_-=").
- Your password must contain at least 1 uppercase letter(A-Z).
- You may not reuse a password from your 5 previous passwords.

	Steps
4	The password entry screen displays. Enter the new password following the rules shown.
5	Re-enter the password so that it matches the new password entered.

Note: The password is not validated until the user has pressed Enter.

Next step: Confirmation.

A.2.4 Password Confirmation

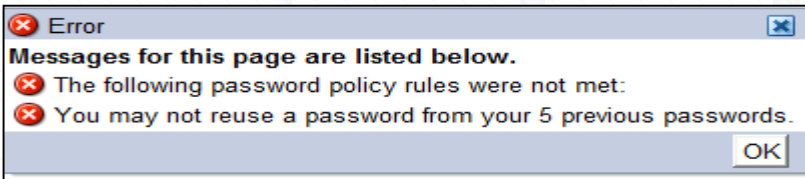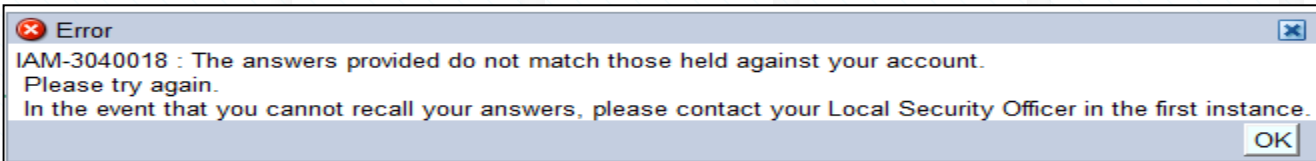**Portal Login** → **Enter User ID** → **Security Questions** → **Enter New Password** → **Confirmation**

XOSERVE User Access Services

Forgot Password

Password has been changed. | Back to Login |

❌ Error ✖

New Password and Confirm New Password must match

| OK |

❌ Error ✖

IAM-3040018 : The answers provided do not match those held against your account.
  Please try again.
  In the event that you cannot recall your answers, please contact your Local Security Officer in the first instance.

| OK |

❌ Error ✖

Messages for this page are listed below.
❌ The following password policy rules were not met:
❌ You may not reuse a password from your 5 previous passwords.

| OK |

Steps

6	If the password has been updated correctly, the system displays confirmation.
5	Error messages are displayed where the password or questions have not been provided correctly.

End: Password reset.

Course Summary

- At the end of this course, you have learnt to perform the following activities as a LSO in a parent organisation as well as in child organisation.
  - Create new users
  - Modify users profile
  - Search users
  - Service Assignment
  - Service Role Assignment

Thank You!