

myPassword User Guide

For Citrix/Active Directory Password

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Arizona Department of Health Services

This User Guide is to walk you through the “myPassword” application. “myPassword” application allows you to reset and change your **Citrix** password and also allows you to unlock your account.

Note: Security questions must be set up prior to being locked out or forgetting your password.

1. Navigate to <https://password.azbnp.gov/>
This will take you to the following page.



Figure 1 “myPassword” Main Menu

Setting up your security questions

1. Click the **Edit my Profile** link
2. Enter your Citrix user name and password
3. Click on the **Login** button

AZBNP PASSWORD TOOL

Enter your user name and password
to edit your password profile

Logon Information

User Name:

Password:

Domain:

Logon

You will automatically be returned to Main Menu after 2:00 of inactivity

Inactivity Counter: 2:00

Return to Main Menu now

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Figure 2 Edit Profile

4. Select and answer all three security questions
5. Click on the **Update** button

NOTE *You will return to the Main Menu screen after a 2 minutes if you are inactive*

AZBNP PASSWORD TOOL

Answer these questions to complete your profile
Answers to all questions are required

Select a Question from the list.
Question: What is your favorite color?
Answer: ●●●●●●●

Select a Question from the list.
Question: What is your favorite food?
Answer: ●●●●●

Enter your own Question.
Question: What year were you born?
Answer: ●●●●●●

Update

You will automatically be returned to Main Menu after 2:00 of inactivity
Inactivity Counter: 2:00
Return to Main Menu now

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Figure 3 Security Questions

Resetting your password

1. From the Main Menu, Click on **Reset my Password**
 2. Enter your Citrix user name and click on **Login**
 3. Answer all three security questions and click **Continue** after each answer
 4. Select the **Enter** radio button
 5. Enter your new password twice and Click **Reset Password**
- *Note :** Your password must be **eight characters** and meet two of the three complexity requirements which are: **Upper case, Special Characters, and/or Numbers.***

The screenshot displays the 'AZBNP PASSWORD TOOL' interface. At the top, a blue banner features the logo and title. Below this, the heading 'Set your new password' is centered. The interface offers two options: 'Generate' (unselected) and 'Enter' (selected). The 'Generate' option includes a 'Generate Password' button and an empty text field. The 'Enter' option features two password input fields labeled 'Password:' and 'Confirm:', both containing eight black dots. Below these fields is a strength indicator with four colored segments (blue, blue, blue, grey) and a help icon. A 'Reset Password' button is positioned below the strength indicator. At the bottom of the form, a message states: 'You will automatically be returned to Main Menu after 2:00 of inactivity', followed by 'Inactivity Counter: 2:00' and a 'Return to Main Menu now' button. The footer of the page contains the copyright notice: '©2010 Arizona Department of Health Services'.

Figure 4 Reset Password

Change your Password

1. From the Main Menu, Click on **Change my Password**
2. Enter your Citrix user name, password and click on **Login**
3. Select the **Enter** radio button
4. Enter your new password twice and Click **Reset Password**

The screenshot shows the 'AZBNP PASSWORD TOOL' interface. At the top, there is a blue banner with the text 'AZBNP PASSWORD TOOL'. Below the banner, the heading 'Set your new password' is displayed. The interface has two radio buttons: 'Generate' (unselected) and 'Enter' (selected). Under the 'Generate' option, there is a 'Generate Password' button and an empty text field. Under the 'Enter' option, there are two text fields labeled 'Password:' and 'Confirm:', both containing masked characters (dots). Below these fields are three buttons: a blue button, a grey button, and a blue button with a question mark icon. A 'Reset Password' button is centered below the form. At the bottom of the form, a message states: 'You will automatically be returned to Main Menu after 2:00 of inactivity'. Below this message, the text 'Inactivity Counter: 2:00' is shown, followed by a 'Return to Main Menu now' button. The footer of the page contains the copyright notice: '©2010 Arizona Department of Health Services'.

Figure 5 Change Password

Unlock your Account

1. From the Main Menu, Click on **Unlock my Account**
2. Enter your Citrix user name and click on **Login**
3. Answer all three security questions and click **Continue** after each answer
4. Click on the **Unlock my Account** button

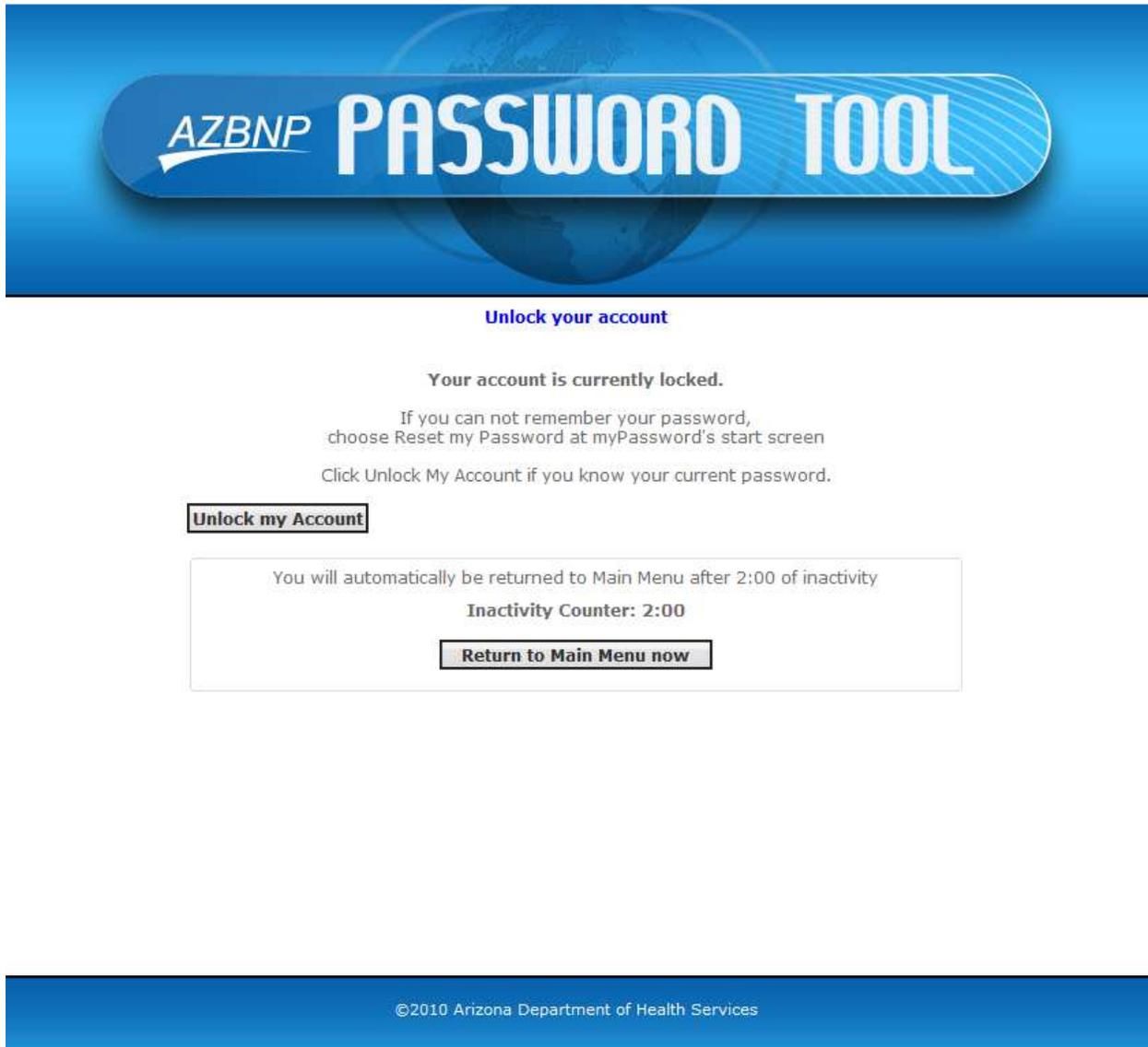


Figure 6 Unlock Account