

## Password Reset PRO: Web Based Self Service Software for Active Directory

Using Mobile Devices with Software version 3.x.x

Our Web Based Self Service solution allows users to quickly self reset an expired or forgotten password, self unlock a locked out account, and contact IT staff directly for help, from the convenience of any web-enabled mobile device.

iPhone, Android, iPad, BlackBerry and Windows Mobile are all supported. There are no applications to install on the device, simply open the device's web browser and enter the URL for your Password Reset PRO web portal page. Easy!



### Requirements:

Web enabled mobile device with a web browser capable of displaying HTML and Java. Just about all current web capable mobile devices will fall into this category.

Your mobile device must have data connectivity either via your mobile service provider or wireless internet.

**Price:** There is no added cost for using the mobile device access feature of Password Reset PRO.



### Troubleshooting Common Mobile Device Issues with Accessing the Self Service Web Portal:

If you run into an issue where you enter your username at the main web portal page, hit "Go" and the page just keeps looping back to the same page, it means that java functionality in your mobile web browser is either missing or disabled.

On the iPhone, check your web browser settings as follows (for other devices, consult your manual to find similar settings as outlined below):

- Open the 'settings' menu for your iPhone, go to 'Safari' in the list, open its settings.
- Make sure Java is "on", private browsing is "off", and accept cookies is set to "from visited"
- **If java is turned off, or private browsing is enabled, or the browser is not set to accept cookies, web portal services will not work on your mobile web browser.**
- Check the same settings for Dolphin browser if you are using that instead of Safari.

### Clearing a Locked Out Web Portal Session:

If you exceed the maximum number of allowed attempts for logging on to the web portal, further attempts will be blocked by our software and you will be taken repeatedly to the 'Contact Admin' page.

*You must clear your Safari or Dolphin (or other browser) session before trying to log on again. Simply exiting the browser page or opening a new browser page will not work to reset your locked out session.*

- Clear your Safari or Dolphin session on the iPhone (other devices, please consult your manual on stopping or restarting the web browser application):
- Close the browser window by pressing the bottom circle button on the iPhone.
- Then, double press the circle button to bring up the list of running apps.
- Press and hold the Safari or Dolphin icon until it wiggles and shows the red icon. Tap the Safari or Dolphin icon again to kill the session.
- Then, re-open your browser to access the web portal as normal. If you again fail the maximum tries to log on, you must repeat this clearing process.

**Have more questions? Contact our knowledgeable Sales and Support Teams:**

**1-877-SYSOPTOOLS (USA) or +1-213-995-5060 (Direct & Int'l)**

**Sales Hours M-F 9am-6pm PST | Support Hours M-F 8am-6pm PST**

### Additional Resources:

 [Purchase Information](#) |

 [Reference Material and Knowledge Base](#)

 [Support Information](#) |

 [Sign up and Download Password Reset PRO Software](#)