

# GETS self-service password reset tool

## Reference Guide

### Before getting started, note these key points:

- Use the self-service reset tool only when you've forgotten your GETS password or your account is locked.
- Continue using your existing method for routine password changes, such as when passwords expire.
- The GETS Service Desk will continue to be available for help with GETS passwords.

### What's the tool for?

The GETS self-service password reset tool allows you to reset your GETS password and unlock your account. You can use the tool any time from any web-enabled device by accessing the following link:

<https://sspr.gets.Georgia.gov/sspr/public/>

### Who can use it?

Anyone with a GETS ID and password. As of June 30, 2022, we've extended access beyond agency employees to include most contractors, local/county law enforcement and non-state employees who do not have a state-issued email ID (e.g., those in the EXTSOG domain).

### How do agency employees register for the tool?

**Note:** Contractors, local/county law enforcement and non-state employees who do not have a state-issued email ID (e.g., those in the EXTSOG domain) do not need to register in order to use the password reset tool.

1. First, connect to the GETS network. That means either logging in at your agency's office or connecting to SSL VPN if working remotely.
2. Visit <https://sspr.gets.Georgia.gov/sspr/public/>
3. Click on the "Sign In" icon, then select your domain: SOG.Local
4. Select your security questions from the list provided. Choose five *different* questions.
5. You will also be prompted to answer a set of Service Desk/administrator security questions. These are for a different purpose and might be used separately by the Service Desk to validate your identity when you call.
6. Once you've answered all the questions, click "Save Answers."
7. You will receive a notification of successful registration.

### How do you use the password reset tool?

Instructions differ for agency employees vs. contractors, local/county law enforcement and non-state employees (EXTSOG domain). Steps for each of the two groups are given below.

#### For agency employees

From any web-enabled device (e.g., your smartphone, another computer):

1. Visit <https://sspr.gets.Georgia.gov/sspr/public/>
2. Click the "Forgot Password" icon.
3. Select your domain. The pre-defined domain is SOG.Local.
4. Enter your username and click "Next."
5. Answer your security questions correctly.

*Link for the GETS self-service password reset tool: <https://sspr.gets.Georgia.gov/sspr/public/>*

*If you experience any issues, please contact the GETS Service Desk at:*

*1-877-GTA-3233 (1-877-482-3233).*

6. The tool will allow you to change your password or unlock your account.
  - An option to unlock will be displayed only if your account is locked.
  - If you are resetting your forgotten password, instructions will be displayed that will help you select a compliant password and sync your password successfully.

### **For EXTSOG users (most contractors, local/county law enforcement and non-state employees)**

As noted above, if you have an account in the EXTSOG.Local domain, no registration is needed to use the tool.

From any web-enabled device (e.g., your smartphone or your computer):

1. Visit <https://sspr.gets.Georgia.gov/sspr/public/>
2. Click the “Forgot Password” icon.
3. Select your domain – EXTSOG.Local – from the dropdown menu
4. Enter your username and click “Next.”
5. An activation code will be emailed to you at the email address associated with your GETS user profile. You’ll be prompted to enter that code to continue.
  - If your mobile phone number is part of your GETS user profile\*, you will have the option to receive the activation code via text message. Enter that code when prompted.
6. The tool will allow you to change your password **or** unlock your account.
  - An option to unlock will be displayed only if your account is locked.
  - If you are resetting your forgotten password, instructions will be displayed that will help you select a compliant password and sync your password successfully.

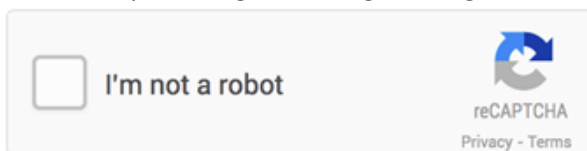
#### **\*Updating your phone number in your GETS user profile**

If you prefer your authentication code to be texted to you, follow the steps below to allow that option.

- Go to your [GETS profile](#).
- Log in using your GETS user ID / password.
- A profile editor page will be displayed.
- Verify your mobile number and update if needed
- Click on the “Submit” button at the top of the screen.
- Allow up to 24 hours for the information to sync across systems.
- Detailed instructions for updating your profile can be found [here](#).

### **What’s with the security prompt?**

Starting on June 30, 2022, when you access the GETS self-service password reset tool, you will see a reCAPTCHA challenge (a security check). Click the box next to “I’m not a robot” to proceed. Sometimes you may also receive a secondary challenge involving an image match activity.



### **Additional considerations and best practices:**

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- Once your password is changed, it can take up to 30 minutes for the password to sync across all systems.
- Once you have successfully changed your password, update it on any of your other state-issued devices (e.g., phone, tablet, etc.) that use your GETS password for sign-on.

## Appendix: Q&A

### For SOG users (most users with access to GETS network)

- Q1: What is considered being “on the network” when trying to use the tool?  
A: This means being in-office, on the GETS network. If you've forgotten your password and you're remote, you're not going to be able to get to VPN. You must be in-office on the GETS network to get your local/GETS computer synced up with your newly changed password.
- Q2: When calling the GETS Service Desk, what happens if not you have not previously registered with the tool?  
A: If you are not registered with the tool, the GETS Service Desk will notify you that you have not registered and recommend you enroll in the future. If you require an immediate reset, you can reset your password using normal password reset protocol during your call with the Service Desk.
- Q3: What happens if answers to the questions for the GETS Service Desk were forgotten?  
A: If you have forgotten your answers to the security questions, the GETS Service Desk can reset your questions to allow you to reenroll and select new questions and answers. The GETS Service Desk can also validate the user's identity with other methods if the questions are forgotten.
- Q4: In the tool, what is the preferred username to use?  
A: Please use your username you use to authenticate into your GETS computer (e.g., first and second letter of first name + last name), and not your full email address.
- Q5: If a user calls the GETS Service Desk and they have not registered with the tool, will they still get a password reset if they can verify who they are?  
A: Yes. The addition of the tool does not take away the service desk function. There are other methods to verify identity; you are not required to register with this tool to have a password reset at the Service Desk.
- Q6: Are security question answers case-sensitive?  
A: No, answers are not case-sensitive.
- Q7: What is the sync time for both AD and Okta once a password is changed or an account is unlocked?  
A: The standard synchronization time is 30-45 minutes.
- Q8: If a user changed their password ~4 hours prior and the password has not synced, what's the next action?  
A: Call the GETS Service Desk for assistance.
- Q9: Do users need to be on the GETS network to both register and to reset their password?  
A: To register, users are required to be on the GETS network. To reset using the tool, the URL can be accessed from anywhere – a user does not need to be on the GETS network.

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- Q10: If remote workers have VPN, can they use the self-service tool without going into the office?  
A: If the remote workers are successfully connected to SSL VPN, they can use the self service tool to reset passwords and unlock accounts. The password will sync to the GETS computer if the users are connected to SSL VPN.
- Q11: After initial registration, can the user change the answers to the questions without VPN?  
A: They cannot change their questions without VPN or being connected to the GETS network. If a user has completed the registration, they can use the tool to reset passwords from the INTERNET using the provided URL.
- Q12: Will Service account users be able to use this tool or will they continue to contact the GETS Service Desk for password resets and account unlocks?  
A: They cannot enroll so will not be able to utilize the tool.
- Q13: Are the Service Desk verification questions randomized?  
A: No – there are only three fixed Service Desk questions.
- Q14: Is there anything that prevents you from using the same responses to the security questions?  
A: The tool will not allow you to use the same answer for all questions. This goes for Service Desk verification questions as well.
- Q15: Can users update their security question answers once logged into the tool?  
A: Yes, they will see the option to change answers once logged back into the tool.
- Q16: Are the Service Desk verification questions randomized?  
A: No – there are only three fixed Service Desk questions.
- Q17: Is there anything that prevents you from using the same responses to the security questions?  
A: The tool will not allow you to use the same answer for all questions. This goes for Service Desk verification questions as well.
- Q18: Can users update their security question answers once logged into the tool?  
A: Yes, they will see the option to change answers once logged back into the tool.
- Q19: When is the go-live date for this tool?  
A: As of October 19, 2021 the users in SOG.Local domain can register in the tool and proceed with changing and unlocking accounts.  
As of June 30, 2022 the users in EXTSOG.Local domain can use the tool by authenticating with an activation code that will be sent to them via email once they initiate the forgotten password / unlock account process. The activation code can also be sent to them if they have the phone number listed in their GETS profile.
- Q20: Can an agency opt out of this tool at this time? Will the tool automatically show up on login screen even if the agency doesn't want to use it at this time?  
A: The Client Login Extension (CLE) will not automatically show up on screen. We'll work with individual agencies to push the update via MECM. Agencies can certainly opt out.

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Q21: Does the user's PC need to be on the network in order to get the tool pushed to that PC?  
A: Not for Oct. 19; nothing is being "pushed" on this go-live date, but the URL becomes available for registration and use. For a later push for the CLE, we will discuss project timeline agency by agency.

Q22: Can a user go to any SOG office or does it have to be their agency?  
A: Any office should work as long as the user is connected to the GETS network and not on a "guest" network.

Q23: And will a training video be posted to Docebo (GETS Training Portal)?  
A: Yes, the training materials will all be made available the morning of go-live, October 19, 2021.

Q24: Is there any verbiage on the screen letting users know they must be on the network before using the tool?  
A: Yes, that will be clearly spelled out. Also, users trying to register with the tool when not on the GETS network will be taken to an error page.

Q25: What will the desktop icon enable?  
A: The desktop icon will help you register, allowing you to get to the URL quicker to change your password. You do still need to be in the office and connected to the GETS network for your newly changed password to sync to your GETS computer. You will, however, be able to use another device to check email, etc.

### **For EXTSOG users (most contractors, local/county law enforcement and non-state employees)**

Q1: How do EXTSOG.local users register?  
A: For EXTSOG.local users no registration is required. The users will be sent an authentication code via email for authentication or via text message if the phone number is listed on their GETS profile.

Q2: I'm an EXTSOG user. Why didn't I receive an email after requesting a password reset?  
A: The email address in your [GETS profile](#) may be incorrect or out-of-date. Please update your personal information page your profile. Since it can take several hours for the profile information from to sync with Active Directory, it is recommended that EXTSOG users check their profiles now rather than waiting until they need to use the password reset tool.

Q3: When is the go-live date for this tool?  
A: As of October 19, 2021 the users in SOG.Local domain can register in the tool and proceed with changing and unlocking accounts.  
As of June 30, 2022 the users in EXTSOG.Local domain can use the tool by authenticating with an activation code that will be sent to them via email once they initiate the forgotten password / unlock account process. The activation code can also be sent to them if they have the mobile number listed in their GETS profile.

### **For administrators**

Q1: Does the GETS self-service password reset tool apply to Okta lockouts as well, or only Active Directory (AD)?  
A: The tool only applies to AD lockouts; there is no connection to Okta from this tool. If you are locked out in Okta, you will have to call the Service Desk; the tool will not unlock in Okta, only AD.

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