

Reset Staff Account Password Add-in

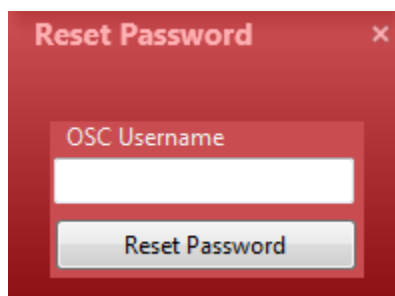
You may ask, doesn't this functionality exist out of the box? And the answer is YES, however, the out of the box reset password permission comes with access to profiles and the ability to edit name, email, profile and groups. This also includes permission to change anyone's password including Admins!!!

But, what if you need to give someone access to reset passwords only? What if you need to stop them from resetting passwords for users in certain profiles?



Reset staff account password Add-in features:

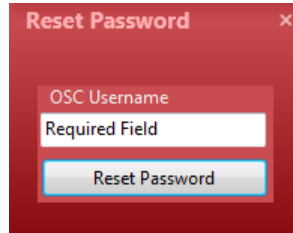
- ✓ The ability to unlock, force password change and reset staff account password to a pre-specified password by typing the username and hit Enter (simple as that).
- ✓ Admins can specify certain profiles and prevent the Add-in user from resetting their own password.
- ✓ Use the SOAP API for the logged in user to provide audit log tracking.
- ✓ Navigation section add-in with easy access and one button click.
- ✓ All user notifications are in the same text box, no pop up, no annoying message boxes.



Reset staff account password Add-in notifications:

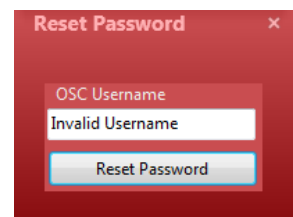
- **Required field:** This message will show up if the user hit enter or click the button while the text box is empty.

○

A red dialog box titled "Reset Password" with a close button (X) in the top right corner. Inside, there is a label "OSC Username" above a text input field. The text input field contains the text "Required Field". Below the text input field is a button labeled "Reset Password".

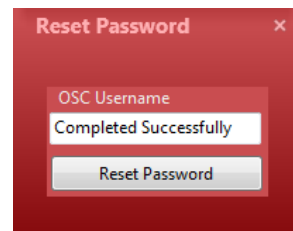
- **Invalid Username:** This message will show up if the user enter incorrect/not available username.

○

A red dialog box titled "Reset Password" with a close button (X) in the top right corner. Inside, there is a label "OSC Username" above a text input field. The text input field contains the text "Invalid Username". Below the text input field is a button labeled "Reset Password".

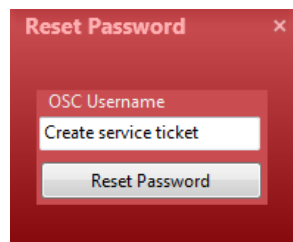
- **Completed Successfully:** This message will show up if the password reset was successful.

○

A red dialog box titled "Reset Password" with a close button (X) in the top right corner. Inside, there is a label "OSC Username" above a text input field. The text input field contains the text "Completed Successfully". Below the text input field is a button labeled "Reset Password".

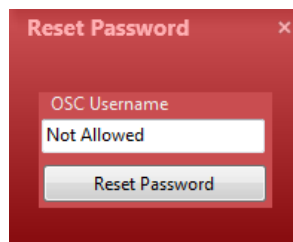
- **Create service ticket:** This message will show up if there was an error in the process.

○

A red dialog box titled "Reset Password" with a close button (X) in the top right corner. Inside, there is a label "OSC Username" above a text input field. The text input field contains the text "Create service ticket". Below the text input field is a button labeled "Reset Password".

- **Not allowed:** This message will show up if the user try to reset Admin or other blocked profiles users.

○

A red dialog box titled "Reset Password" with a close button (X) in the top right corner. Inside, there is a label "OSC Username" above a text input field. The text input field contains the text "Not Allowed". Below the text input field is a button labeled "Reset Password".

How it works?

It starts by checking if the textbox is empty, if so return **Required Field** error message, else check if the username exists? If so return StaffAccountID and profile ID for the provided username, else return **Invalid Username** error message.

```
String queryString = "SELECT ID, profile FROM Account WHERE Login = '" + OSVCUsername + "'";
```

It checks the profile ID to see if it is on the block list? If so it return **Not Allowed** error message, else it call the resetPasswordMethod(int StaffAccountID){

```
if (RightNowSoapClient.Instance.IsConnected)
{
    Account newAccount = new Account();

    ID accountID = new ID();
    accountID.id = StaffAccountID;
    accountID.idSpecified = true;
    newAccount.ID = accountID;

    newAccount.NewPassword = "NewPassword123";

    AccountOptions accountOptions = new AccountOptions();
    accountOptions.AccountLocked = false;
    accountOptions.AccountLockedSpecified = true;

    accountOptions.ForcePasswordChange = true;
    accountOptions.ForcePasswordChangeSpecified = true;

    newAccount.Attributes = accountOptions;

    RNObject[] newObjects = new RNObject[] { newAccount };

    UpdateProcessingOptions options = new UpdateProcessingOptions();

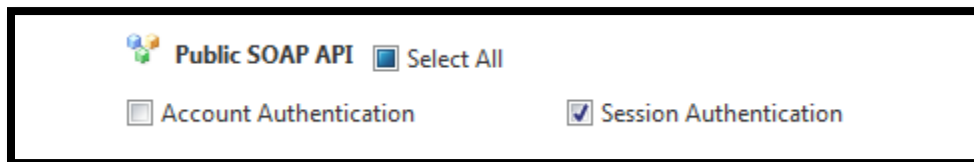
    options.SuppressExternalEvents = false;
    options.SuppressRules = false;

    try
    {
        ClientInfoHeader clientInfoHeader = new ClientInfoHeader();
        clientInfoHeader.AppID = "Basic Update";
        RightNowSoapClient.Instance.client.Update(clientInfoHeader,
            newObjects, options);
    }
    catch (FaultException ex)
    {
        MessageBox.Show("Create service ticket" + ex);
    }
}
else { MessageBox.Show("Create service ticket "); }}
```

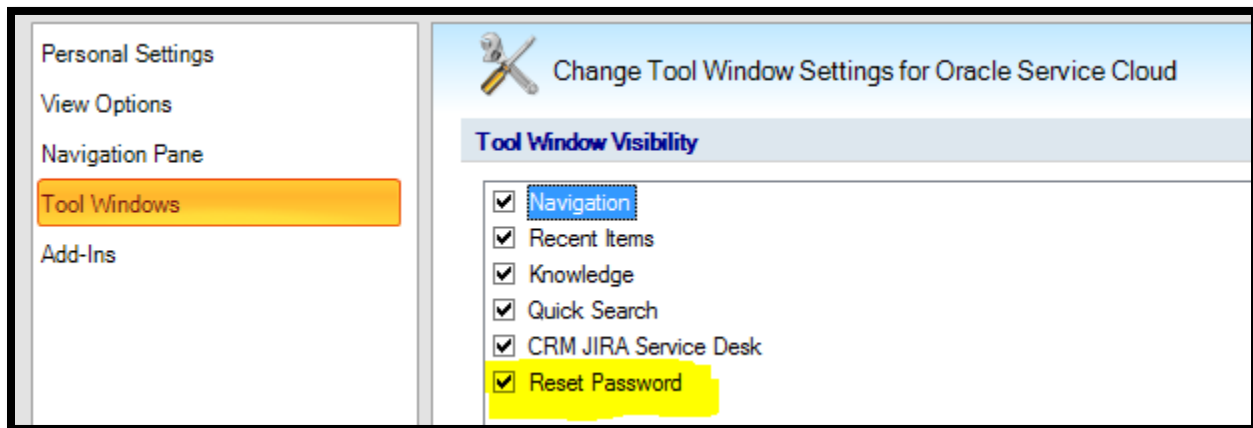
This method will Unlock, Force Password Change and Reset staff account password to a pre specified password and return **Completed Successfully** message.

If any of the steps failed, the error message **Creates a service ticket** appears and instructs the user to send the issue to the OSvC admin for a review.

The Reset Staff Account Add-in uses the SOAP API. The user session authenticates to ensure all the audit log and transaction are still in place, it also ensures that only users with the right permission are able to use it.



This is a navigation section Add-in



Users like the easy access and the one button click. It is a much more simplified way to reset passwords.

Admins love it as well due to the flexibility with permissions. They can allow anyone to reset password without the risk that come with giving access permission to profiles.

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