

Clareity / Matrix Forced Password Reset FAQ

When will the forced password change take place?

Tuesday, July 22nd between 8pm and 10pm EST; impacting users at their next login.

What will the User Experience be?

Email included

- Mandatory Password Reset for Non-MFA PDF
- Mandatory Password Reset for MFA PDF

What happens if they haven't changed their password, and are logged in and using Matrix at midnight? Will they be kicked out?

Password reset happens at **next login period**. It will not end any sessions or lock anyone out, it will only require a new password.

Will there be proactive messaging at the point of SSO login to the Clareity dashboard (or customers website) guiding the user to change the password (screenshot of the prompt, or what will the phrasing be?)

By default, there will be no express messaging as to WHY. The reset happens at the point of login to Clareity, not the SSO.

The default behavior is after the user successfully logs in the next time, they will receive a message indicating they need to reset their password, and they will be redirected to the start the process. (see help docs above)

The Clareity Message Center / Matrix Board news could be used to send message of various types to affiliates, but this should be controlled by each client directly. (see below for suggested text)

Will users receive a notification or prompt from Clareity when the reset takes place?

NO - at next login they will just be prompted to reset password similar to the password expiration.

Will there be any expected downtime or access interruption during the 8–10 PM ET reset window?

No downtime. The forced reset option is turned on globally behind the scenes and takes effect when the user logs in next.

Is there any way for us to monitor or verify that the reset was successful on our end?

Admins can run the password change report which will show which affiliates have completed the change, as needed the Clareity team can provide reports on who has NOT completed the process.

Is Cotality force-resetting everyone's password to a temporary password, therefore the user will not need to know their current password at the time of resetting? IF so, how is that communicated to the users? Will they receive an automated email providing the temporary password?

Cotality is enabled the reset at the global level. There is NO temporary password created and NO email communications. Everything happens at next login.

What happens to users that forgot their current password? They could get stuck in the password reset process at the point of entering their current password.

They would have to initiate the normal password reset to change their password.

Can AnswerLink can help with the password reset piece?

When following password reset prompts, if they don't receive the code AnswerLink can send a recovery link via email; however, they cannot help with any secret questions.

Why Clareity Assure Helps:

It appears these attacks are leveraging phishing and social engineering to compromise individual account credentials.

Assure can help recognize high risk behavior like attempted logins from IP's that are geographically different and elevate an MFA challenge.

With MFA properly enabled bad actors cannot change credentials/passwords without successfully completing and MFA challenge.

It is important that end users **are in control of their MFA method** including the security of their email including leveraging their providers MFA for the email account.

Template User Communications:

Subject: Help us keep systems secure – mandatory password change tonight!

Message: To ensure the security of our systems and data, a **mandatory password change** will take place **tonight between 8pm – 10pm EST**. After this time, on your next login you will be prompted to update you password.

Your participation is essential to maintaining a secure environment. If you encounter any issues, please contact [\[Help Desk\]](#).

Mandatory Password Reset for Account with MFA

You must complete a password change
before continuing

You will be automatically redirected to the
change password page in 9 seconds.

1. Immediately after a successful login, users will receive the above message and after 10 sec. will be redirected to enter their current password.
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Change Password

 User Verification

 New Password

 Results

Security verification

Let's verify your identity

Please select the method you prefer to receive the security code

2. Users will be prompted to choose their MFA method, and once they successfully complete the challenge, they will be redirected to enter their new password.
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See Next Page

Your password must be a minimum of 6 and a maximum of 20 characters and must contain at least one alpha and at least one numeric character. Your password may not match one of your 3 previously used passwords.

New Password



Password Confirmation



NEXT

3. Users can enter their new password adhering to the requirements outlined. Once completed the password reset is complete.
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