Viterbi Self-Service Password Manager

After setting up your account, you will be able to:

- Change your password to something new if you remember your current password.

- Change your password to something new but forgot your current password. You will need to answer the challenge questions that you set up.

- Change your password at any time of day or any day of the week. You won't need to wait until Viterbi IT's normal business hours to have someone manually reset the password for you.

1. To get started, please go to: https://vsoepm.vsoe.usc.edu/. You will be taken to the following landing page.

2. You will see the following screen. Click on where it says **Click here to enter VSOE self-service password management system**.

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   a. Please enter your VSOE account username only. Keep in mind that resetting your VSOE account password here also resets your SSO password (USC NetID).

   b. Enter the characters you see. If you are unable to make out the characters, click **Get new image** to generate a new set of characters.

   c. Click **OK**.

Enter Your VSOE Account User Name

Enter Your VSOE Account User Name:

TTrojan

Enter the characters you see on the picture.

D4J RP   ↻ Get new image

D4JRP

OK

3. You will see the following screen. Click on the icon next to **My Questions and Answers Profile.**

Home

Welcome, Tommy Trojan. If you are not Tommy Trojan, click here.
Configure your profile and manage your passwords by using the tasks below.

Manage My Profile
Manage my profile with Password Manager.

Forgot My Password
Set your new password by answering a series of private questions.

Manage My Passwords
If you know your current password, you can securely change all your passwords.

My Questions and Answers Profile
Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.

4. Enter the characters you see then click **Next**.

My Questions and Answers Profile (Tommy Trojan)

Enter the characters you see on the picture.

PH4 PN   ↻ Get new image

PH4PN

Next   Cancel

5. Enter your current password then click **Next**.

To proceed, enter your password.

Password:

Next

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6. Select secret questions and provide answers for them then click **Next**.

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

⊖ Your answers must comply with the policy requirements.

- The minimum length of an answer must be 2 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English (United States)

Select a question:

< Select your question > ▼

Answer:

****

Select a question:

< Select your question > ▼

Answer:

****

⚠ Helpdesk operators may view your answers to the following questions.

Question: **What is your mother's middle name?**

Answer:

****

Next	Cancel

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7. After you click **Next**, you will see this screen. Click **Go to home page**.

✅ Questions and Answers profile was successfully updated

Go to home page

Details

- Your profile was successfully updated.
- Notification was sent to your email.

8. Here you are back at the Home Page. If you forgot your password, click on the **Forgot My Password** link from the menu on the Home Page.

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9. Enter the characters you see then click **Next**.

Forgot My Password (Tommy Trojan)

Enter the characters you see on the picture.

HHNX Y   ↻ Get new image

HHNXY|

Next   Cancel

10. Here you will type in the answers to your secret question that you set up from **My Questions and Answers Profile** from the Home screen. Click **Next**.

Forgot My Password (Tommy Trojan)

To continue, answer the following questions.

Question: **What was your high school mascot?**

Answer:

Question: **What was your childhood nickname?**

Answer:

Next   Cancel

11. After you successfully answered all your secret questions it will take you to a screen where you will create a new password and then confirm your new password by typing it in again. Click **OK** to save.

Frequently Asked Questions

What are the password requirements?

For system requirements, your password must be at least 16 characters long with a maximum length of 64 characters. Please note that you could use all lower cases if you prefer. You no longer need to have 1 uppercase alpha, 1 lowercase alpha, 1 number and 1 non-alphanumeric character in your password. Your best option is to create a phrase that is 16 characters or longer that will be easy to remember.

What are the passphrase requirements within the password?

- Your passphrase must be 16 to 64 characters in length.
- You may not use your VSOE account username as part of your passphrase.
- You may not reuse previous passphrases.

What systems rely on the VSOE password?

Below is a list of the systems that require your VSOE password. When you change your VSOE password, the change will apply to the systems below.

- Viterbi Private Cloud Storage system (e.g., CrashPlan Pro)
- Viterbi Network File Server (e.g., VSOEFS)
- Viterbi Exchange Email
    - Outlook or other email clients that you use to connect to the School's Exchange email server
    - Mobile phones that connect to the Exchange email server
    - Outlook Web Access (http://vsoemail.usc.edu)
- If your computer is joined to the VSOE Windows Active Directory domain and you need to log in to your office computer each morning.

Tips When Changing Your Password:

After changing your VSOE password, you will also need to update your password in any other programs or mobile devices such as your smartphone or tablets where your password has been stored. This includes email applications such as mobile email app, Microsoft Outlook, Thunderbird, and Apple Mail. Password should not be derived from any publicly available information about you, such as your name or some permutation of it. The longer the password, the harder it will be to hack.