

Self Service Password Reset

FAQ's

December 2020

INTERNAL AND CONFIDENTIAL



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Self Service Password Reset FAQ's

1. What is Self-Service Password Reset?

The Self-Service Password Reset service allows BY Associates to reset their own domain password without needing to contact the Service Desk for assistance.

2. Is reset.blueyonder.com a phishing email?

No, it is a legitimate email.

Clicking on reset.blueyonder.com will redirect you to Microsoft Azure hosted website. You should just remember <https://reset.blueyonder.com/>

Note: On clicking Reset Password, initially you will see a Microsoft logo. Once you enter your JDA email address, the Microsoft logo would change to BY logo.

3. How will this service benefit associate's?

This service allows users to reset, unlock and change their own passwords, regardless of time of day, location, or device.

4. Who can use this service?

All Associates can utilize this service.

5. When can I begin using this service?

You will receive an email instructing you to register for this service or you can register your account through <https://reset.blueyonder.com/>. You can begin using the service immediately thereafter.

6. Why do I need to register to use this service?

Registration is necessary to capture information specific to you such as a cell phone number, non-work email address and other identifying information.

7. How do I enroll?

You will be provided with a URL where you can complete the registration process or you can register your account through <https://reset.blueyonder.com/>.

8. How do I reset my password?

Open <https://reset.blueyonder.com/> which will have the option to reset your password.

- Click on 'Reset Password'
- Click on 'I forgot my password'.
- Select any 2 of the 3 authentication options (provided during the registration)
- Reset password

9. How do I unlock my domain account?

Open <https://reset.blueyonder.com/> which will have the option to reset your password.

- Click on 'Reset Password'
- Click on "I know my password, but still can't login"
- Select any 2 of the 3 authentication options (provided during the registration)
- Unlock account

10. How do I change or update my registration information?

You can go back to the registration page <https://reset.blueyonder.com/> and update your information.

11. I haven't enrolled in SSPR. How do I reset my password?

Please contact the Service Desk

Service Desk Contact Information

US All Offices: +1 (301) 255-5060

India: +1 (800) 419 1200 Toll Free,

EMEA All Offices: + 44 (0)1344 56 3599

Tokyo, Singapore & All other Offices: +1 301-255-5060; + 1 480-308-3400

Chat : You can chat with ServiceDesk Associates at this : [Link](#)

Portal: You can request for a Service or Report an Issue at : [Service Desk Portal](#)