Welcome to the Password Recovery and Account Confirmation Tool (PRACT)

This tool has been developed by the Department of Instructional and Informational Technology (DIIT) to assist DOE end users with validating, securing and protecting their identity across multiple DOE systems. Below you will find step by step instructions in order to validate your Outlook email account. Once you have completed these steps, you may return to the PRACT tool at anytime to reset your password and or update your personal information.

This guide will assist you with the following:

Except in rare cases

Accessing and confirming your Identity
Accessing and changing your password

Have your Employee ID number ready; it is listed as the Reference Number on your pay stub. This number is not the same as your file number. If you do not know your Employee ID number or do not have a copy of your pay stub, you may obtain this number by calling our HR Connect Service Desk at (718) 935-4000.

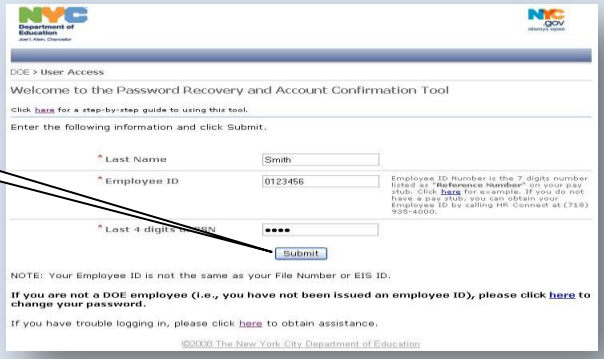
And if all else fails, we are only a phone call (718)935-5100 away

A. Accessing and confirming your Identity:

To confirm your identity, click on the following URL: https://idm.nycenet.edu/selfservice

A.1. Enter your Last Name, Employee ID number, and the last four digits of your Social Security number.

Then click Submit



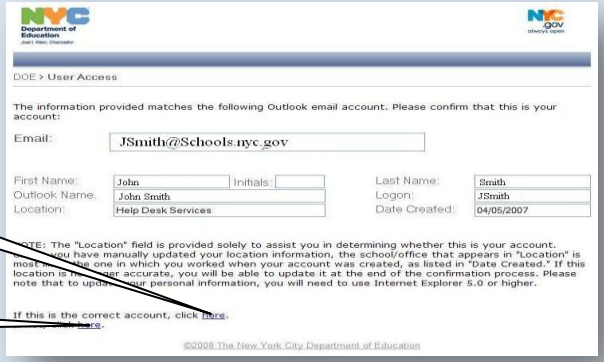
A.2. Information displayed on this screen, is based on information provided above for the DOE Outlook account associated with your Employee ID number.

If the email address is correct, and continue to step A.2.a.ii on page 2.

Click here

If this is not your email account, and continue to step A.2.b. on page 3.

Click here



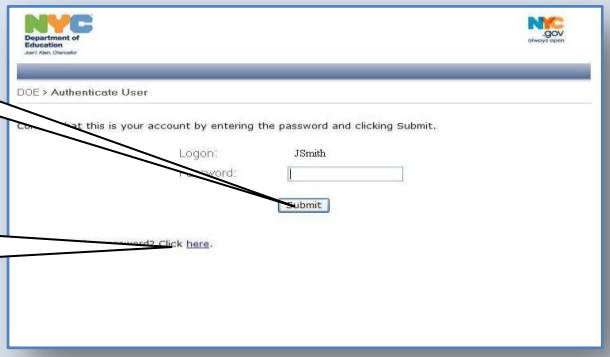
A.2.a. Email Account Information Is Correct:

A.2.a.i. Enter your DOE password and

Then click submit

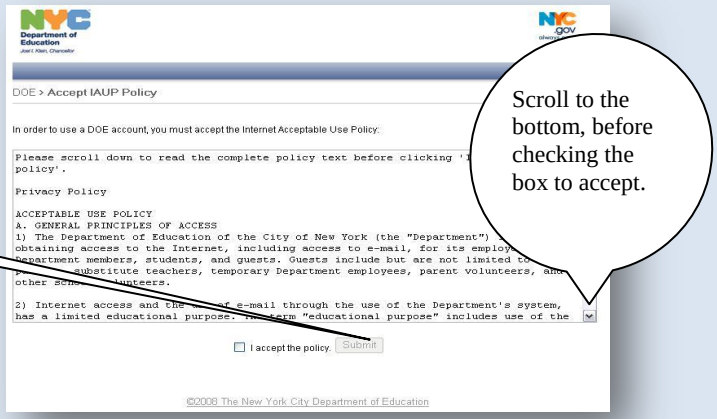
If you do not remember your DOE password, enter the required information and someone will contact you within 48 hours.

Click here to proceed to step A.2.a.iv on page 3.



A.2.a.ii. After your account has been validated, the DOE Internet Acceptable Use Policy displays. Review and accept the policy.

Then click Submit



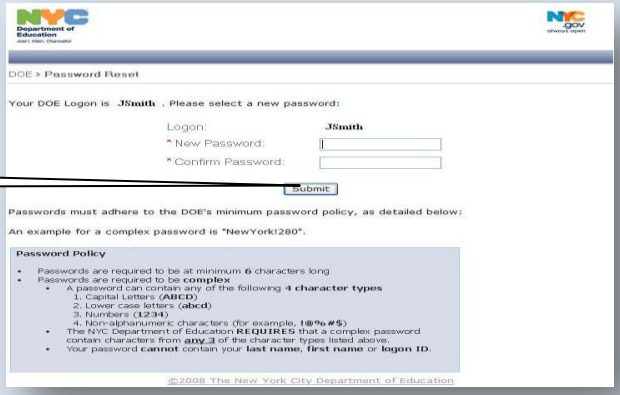
Scroll to the bottom, before checking the box to accept.

A.2.a.iii. Finish confirming your account by selecting a new password that meets the DOE requirements for length and character use. Example @Hello.55.

Enter a new password twice once in each field.

Then click submit

The new password you select will now be your password for Web Applications such as ARIS, DOE Email etc…

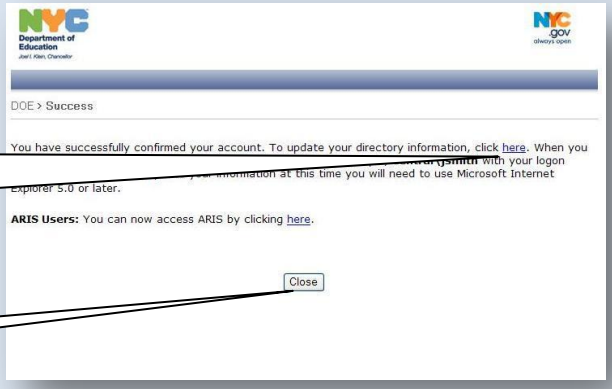


Success!

This completes the Account Confirmation Process. Please allow 15 minutes before using your new password.

In the meantime, you can click here to update your directory information, such as your phone number, Title, etc…

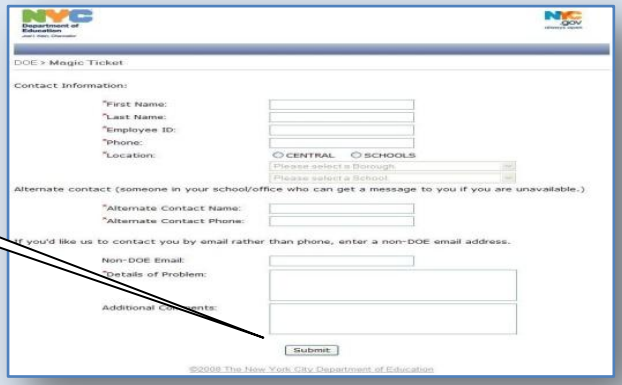
Then click close



A.2.a.iv. If you do not know your password, simply complete this form and an associate with our Security Identity Management team will contact you within 48 hrs of receipt.

Note: Once you click on submit, an incident number will be created and emailed to you via the email address you provided.

*An incident number is a number associated with all requests for assistance.



Submit

A.2.b. Account Information is Not Correct:

A.2.b.i. If you indicated in step A.2. that your account information is incorrect, you will be taken to a screen that allows you to search for your correct account.

You now have a choice to search by your DOE Outlook Logon or your last and first names where prompted.

DOE Outlook Logon

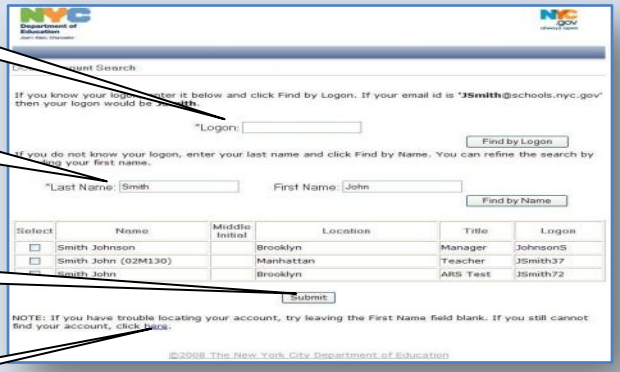
Last and First Name

A.2.b.ii. If you entered your Outlook logon, click Find by Logon.

If you entered your name, click Find by Name.

The system shows a list of accounts matching your search criteria. Select the account you believe to be yours and click Submit.

If your account is not in the list, click here where directed and go back to step A.2.a.iv.



Find by Logon

Find by Name

Submit

Click Here

A.2.b.iii. Verify the account information that displays:

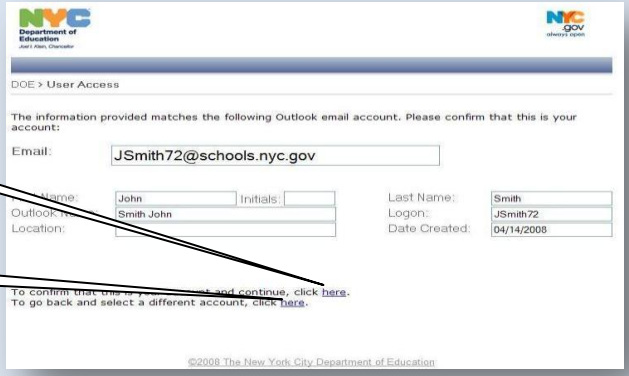
If the email address is correct, click here and go back to step A.2.a. on page 1.

Click Here

If this is not your email account, click here where directed and go back to step A.2.b.i. to continue.

Click Here

After you complete the process of locating your account, again, there is a waiting period for your account to synchronize, typically 24 hours.



B. Accessing and changing your password:
Once you have confirmed your identity, you may return to this link https://idm.nycenet.edu/selfservice at any time to reset your password.
Note: You may want to add this link to your favorites for quick access as needed.

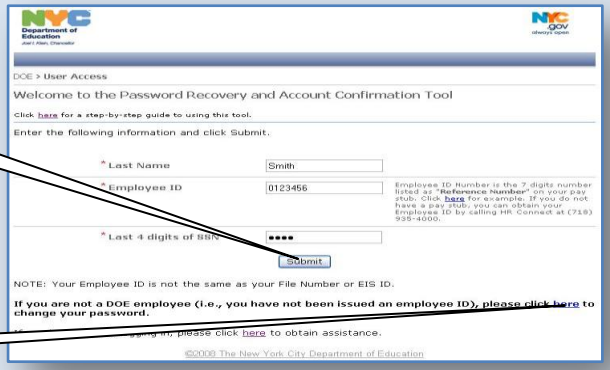
B.1. If you are a DOE employee, enter your Last Name, Employee ID number, and the last four digits of your Social Security number.

Then click Submit

Continue to the next step.

If you are not a DOE employee (i.e., you have not been issued an employee ID) , and continue to step B.2.b.i on page 5.

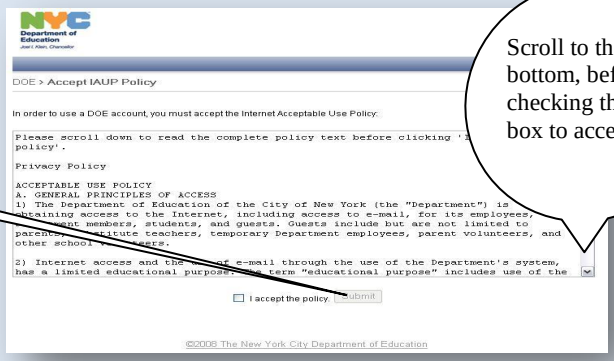
Click here



B.2. After your account has been validated, the DOE Internet Acceptable Use Policy displays. Review and accept the policy.

Then click Submit

Scroll to the bottom, before checking the box to accept.

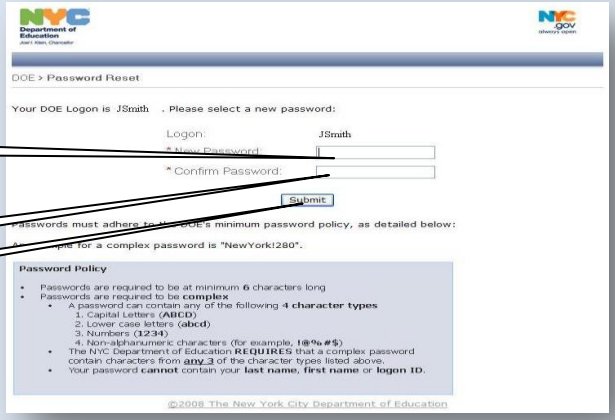


B.2.a.i Complete the process by selecting a new password that meets the DOE requirements for length and character use. Example @Hello.55.

First enter a new password in the new password field.

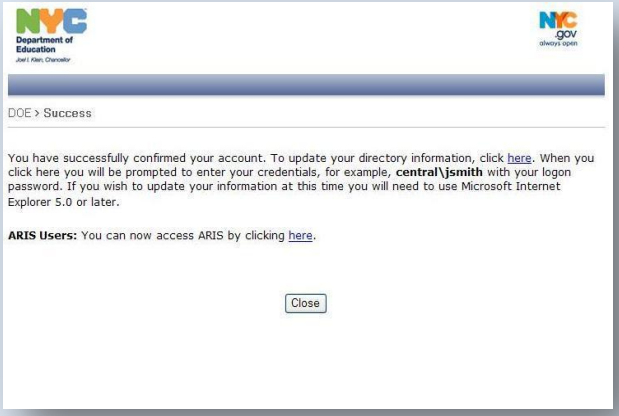
Re-enter the password in the confirm password field.

The new password you select will now be your password for Web Applications such as ARIS, DOE Email etc…

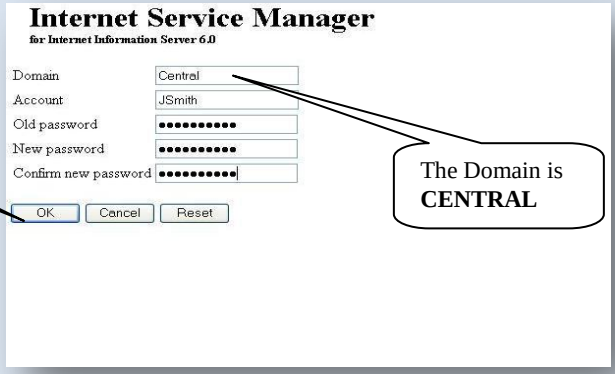


Success!

This completes the Account Confirmation Process. Please allow 15 minutes before using your new password.



B.2.b.i Enter the domain, account, old and new password, and confirm the new password.



Success! This completes the Account Confirmation Process. Please allow 15 minutes before using your new password.	