



Jeep

MyUsers handbook for PUK self reset per user admin 1.0

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CCNM-MyUsers
Competence Center Network Management



System description



MyUsers is the tool for the integrated management of the utilities of FGA and it also manages the utilities to implement Link.eEntry, Link.eSales and Link.eService systems.

MyUsers is the centralized system that supervises users access to several FGA applications.

MyUsers system considers a UserID as a couple of Username/Password through which it is possible to access to one or more Applications.

System manages access grants for internal and external users, also allowing Dealers to autonomously define new UserID and to update related grants for their staff.

The deployment of MyUsers system give to users the facility to access integrated applications using same UserID and password (SSO).

System is designed to fulfill European Law 196 for privacy and to ensure necessary security level for the UserID management (passwords are totally hidden also for system administrators).

Any access to FGA application must be executed by identified persons (not anonymous).

For internal security policies each UserID must be assigned to a physical person univocally identified by his name and surname.

This means that all managed UserID must be ascribed to physical persons and their name and surname specification are mandatory.

System description



MyUsers let administrators decide how to manage the passwords of dealer personnel.

First option is to centralize this function, then all dealer personnel will have to refer to dealer administrator when they forget password or when it expires after six months without accessing systems.

If the administrators want to change their password needs UserID and PUK. If they forgotten their PUK could use a specific MyUsers Tool to re-generate a new one.

PUK self reset for user admin is a tool that allows you to reset by yourself your PUK. To auto reset your PUK you could follow 3 simple and easy step shown on the next slide.

This tool needs only the following information:

- UserID
- Reset email

Password Self Reset for Administrator



The screenshot shows the 'Forgot Password!' section of the MyUsers application. On the left, there is a language selection menu with options: Italiano, English, Français, Deutsch, Español, Nederlands, Dansk, Türkçe, 中文, Português, ελληνική, Polski, Český, Slovenský, and Português. The main form area has a title bar 'Forgot Password!' with a home icon and a dropdown arrow. Below this is the 'myUsers' logo and a link 'Have you forgotten your password?'. The main content area is titled 'If you are an Admin user, insert UserName and PUK to have a new password'. It contains fields for 'User Name', 'Password', and 'Type' (set to 'Dealer'). Below these are four 'PUK' input fields and a link 'Click here if you have forgotten your PUK'. A 'Submit' button is at the bottom right. A 'Close' link is at the very bottom. Three callout boxes provide instructions: 1. 'From MyUsers home page, click here to obtain a new password if forgotten.' (points to the 'Have you forgotten your password?' link). 2. 'Insert your UserID and your PUK code to obtain a new password.' (points to the 'Forgot Password!' title bar). 3. 'Click here if you have forgotten your PUK' (points to the 'Click here if you have forgotten your PUK' link).

Information panel

How to self reset PUK Code



The screenshot shows the 'myUsers' PUK Reset Tool interface. At the top left is the 'myUsers' logo. The main content area is titled 'PUK Reset Tool' and contains the following elements:

- A heading: 'PUK Reset Tool'
- Instructional text: 'If you have an Admin profile, please, insert Username, and reset eMail to re-generate your PUK'
- Form fields:
 - 'UserName' with the value '0011111.admin' and a help icon.
 - 'Reset eMail' with the value 'xxx@xxx.com' and a help icon.
 - A captcha image showing the number '311467'.
 - An input field containing '311467' and a 'Submit' button.
- Footnote: '(Note: If you cannot read the numbers in the above image, reload the page to generate a new one.)'

Four callout boxes with hand icons point to specific parts of the form:

- 'Insert here your user admin' points to the Username field.
- 'Insert here Reset eMail' points to the Reset eMail field.
- 'Captcha' points to the captcha image.
- 'Insert here the captcha and then click "Submit"' points to the input field and the Submit button.

At the bottom left, there is a 'Manuals' icon (a stack of books) and a callout box that says 'Click here if you need more support or info' pointing to the Manuals icon.

Confirmation page

Page where tool confirmed to you that self reset was done and an eMail was sent.



AutoGeneration PUK eMail sender

If you have an Admin profile, please insert Username and reset eMail to re-generate your PUK

UserName

eMail



Enter the code shown above

(Note: If you cannot read the numbers in the above image, reload the page to generate a new one.)

You will receive an Email for confirm this request

Confirmation email

Confirmation self reset by email

Corso Agnelli 200
10100 TORINO
ITALIA

**Fiat Group Automobiles
S.P.A.**

MyUsers

To: Name Surname **From:** Fiat Group Automobiles I.C.T.
Fax: **Date:** Date
Re: Link to PUK self reset

FAO: MyUsers administrator, USER and Dealership or Workshop Manager.

In case of trouble contact your tech support.

IMPORTANT: contains information useful to reset PUK code and to re-generate a new to.

Dear Name Surname
 C/O
 Company

Torino, date

Dear User as you requested, using the "PUK self-reset tool" of MyUsers application, we are sending you a link to create a new PUK. To re-generate it, please, click on the link above; a new PUK will be showed up. WE suggest you keep this in a safe place.

[Reset](#)

This is an automatic mail message, please do not reply

Click Here

This is your new PUK