SOP Reference #: SOP-IT017

Operation/Task:	Identity Verification for changing/resetting passwords			Equipment:	NA	
Owner:	Vice President of Technology	Date Created:	09/14/15	Department:	All IT Staff	
		Revision History:	See last page			

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction documents procedures for identity verification for changing/resetting passwords.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	User password reset request/change validation requires any of the following verification steps:	1. Face-to-face verification against the employee's ID badge. 2. Or call to employee's ENPOINTE-posted mobile device number for verbal verification. 3. Or call to employee's supervisor or manager for verbal verification.	
2		Once identity has been verified, ok to proceed in processing request.	• Send confirmation email to employee's ENPOINTE email address. • Document verification method in TrackIt ticket.	
3		Steps for when identity is not verified.	• Do not perform reset. • Refer individual to their supervisor or manager.	

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Frank Powell	09/14/15
Rev 2	Add ""How to" for Step 2	Frank Powell	09/21/15

Rev 3	Add additional "How to" for Step 2	Frank Powell	10/20/15
Rev 4	Made spelling correction in How to Do it, Step 2 and revised gray header titles	Frank Powell	5/15/20
Rev 5	Changed GLS references to ENPOINTE	Cristi Oakvik	3/9/21
Rev 6	Reviewed by Frank Powell, no changes made		8/31/23
Rev 7	Updated owner to Vice President of Technology	Mike Starrett	11/4/24