

# Procentrix Password Management for (Sub-Contractors)

## Overview:

Procentrix domain policy states that every user will need to change their password every 90 days (3 months). This document outlines the available options to manage the password for subcontractors:

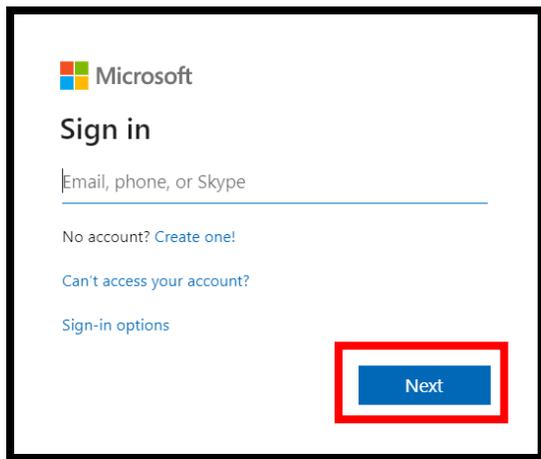
### 1. Password management through Office 365 portal

Use this option to change or reset your password if you are remote such as working from home, client location or away from Procentrix Herndon office.

Please go to:

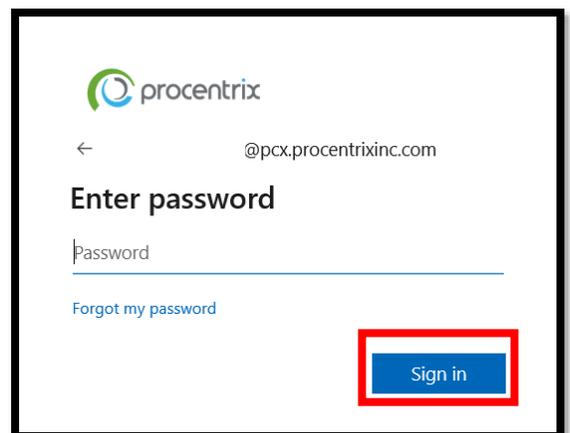
<https://portal.office.com>

Enter your username: [User@pcx.procentrixinc.com](mailto:User@pcx.procentrixinc.com) click [Next](#).



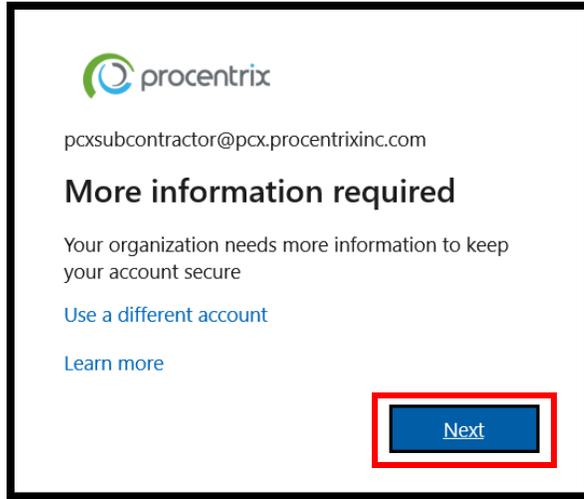
Microsoft  
Sign in  
Email, phone, or Skype  
No account? [Create one!](#)  
Can't access your account?  
[Sign-in options](#)  
Next

Please enter your password for your Procentrix account and then [Sign in](#).

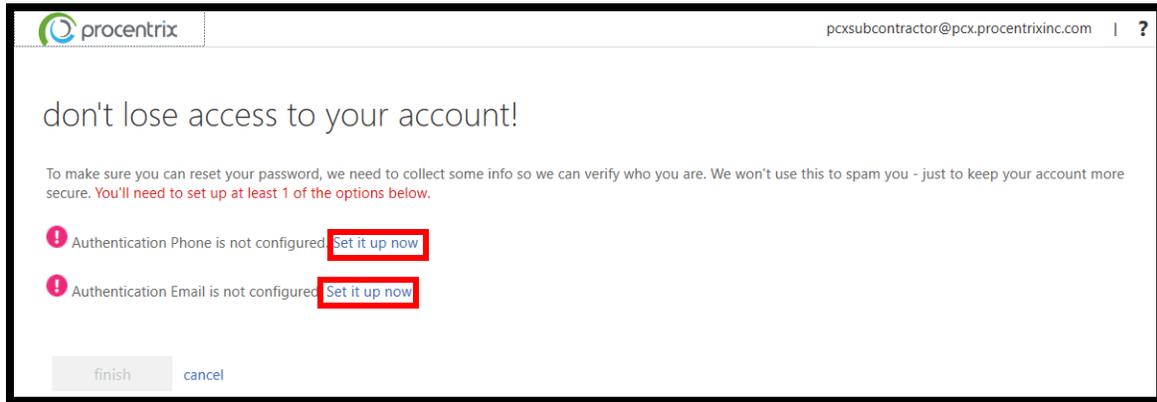


procentrix  
← @pcx.procentrixinc.com  
Enter password  
Password  
[Forgot my password](#)  
Sign in

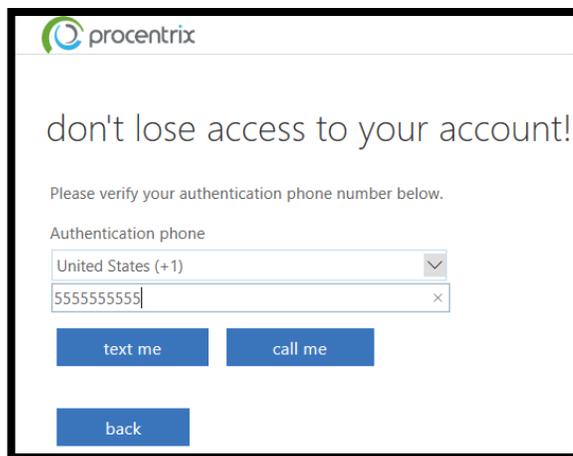
This next screen will prompt you that more information is required (Multi-Factor Authentication account set up.) Click [Next](#).



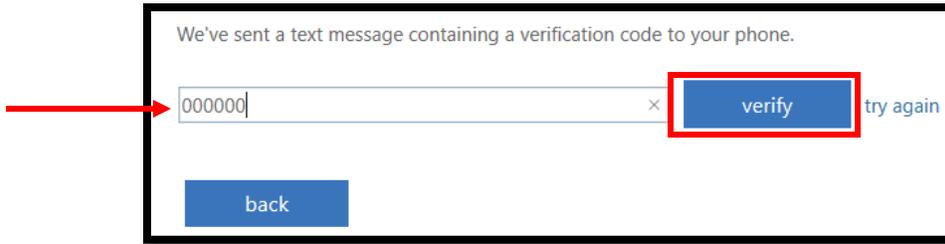
Procentrix Protocol requires that ALL users must enable at least **2 ways** of authentication.



For the phone authentication Please click [Set it up now](#) and you will be prompted by the following screen. Please select your region and enter your phone number, then choose a method to contact you. ([Text me](#) or [Call me](#))



If you picked [Text me](#), then you will receive a 6 digit code via text, please enter the code and click [verify](#).

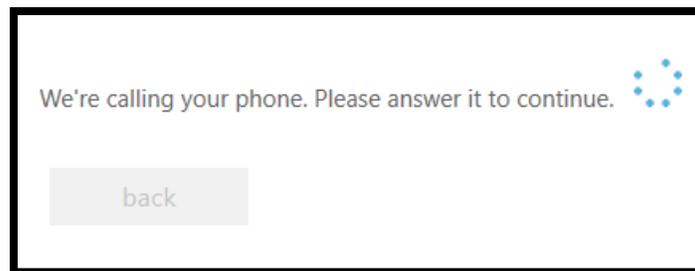


We've sent a text message containing a verification code to your phone.

 × [verify](#) [try again](#)

[back](#)

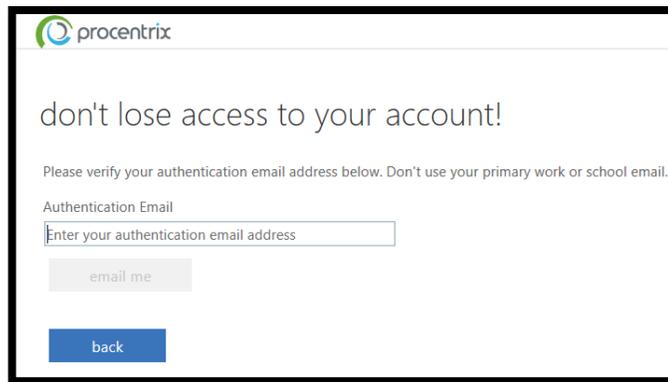
If you picked [Call me](#), then you will receive a phone call, please press # to verify the call once you answer.



We're calling your phone. Please answer it to continue.

[back](#)

For email verification please click [Set it up now](#), please enter an alternate email and click [Email me](#).



procentrix

### don't lose access to your account!

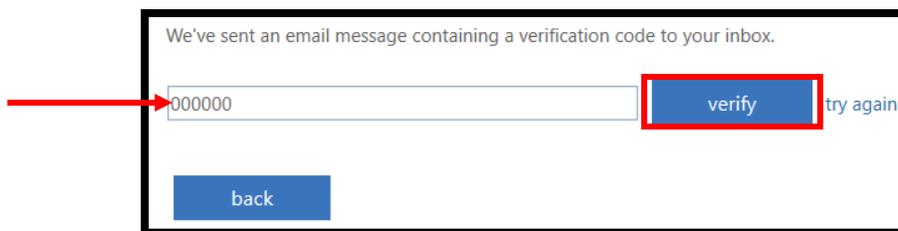
Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

[email me](#)

[back](#)

Check your email and enter the verification code sent. Once entered click [Verify](#).



We've sent an email message containing a verification code to your inbox.

 × [verify](#) [try again](#)

[back](#)

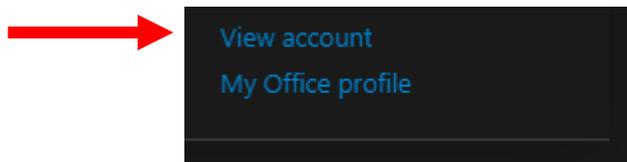
You are now finished with the verification process. You may choose to stay signed in or not.



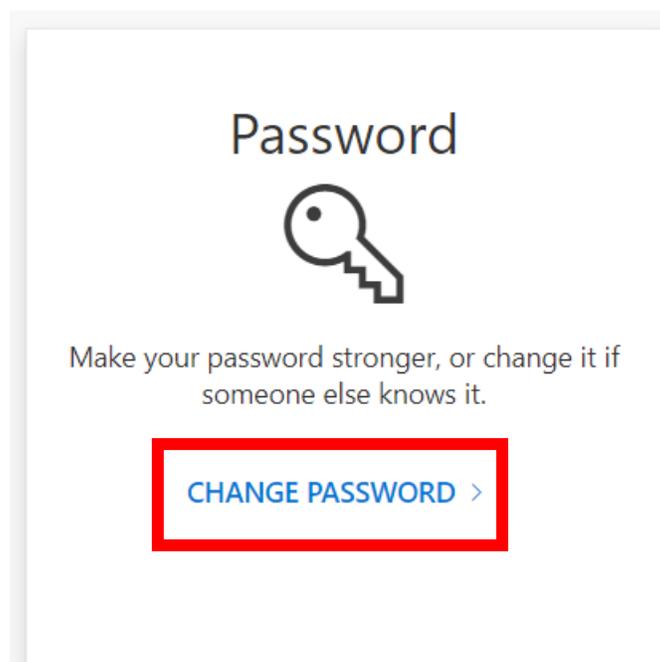
The image shows a dialog box from Procentrix. At the top left is the Procentrix logo. Below it is the email address pcxsubcontractor@pcx.procentrixinc.com. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom right, there are two buttons: a grey "No" button and a blue "Yes" button.

## 2. To change your password

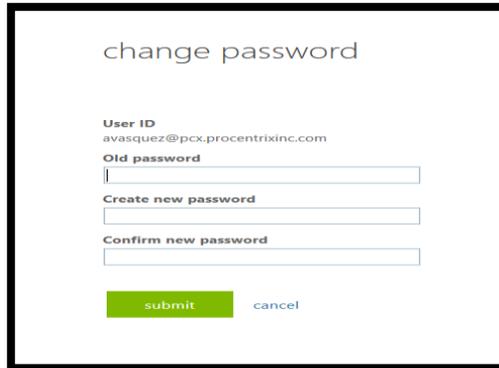
please go to the top right corner and click on your user icon and then click on "[View Account](#)"



Next you will see the "[My Account](#)" Home Page, please click on "Change Password" Under Password.

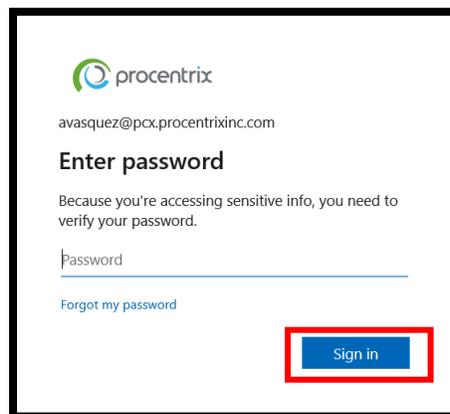


You will be directed to another web page where you can enter a new password. Please enter your old password and create a new password that you have not used before. The requirements for your new password are: Minimum of 12 characters and must contain (1-Uppercase, 1-lowercase, 1-number and 1-special symbol (!@#\$%)) Once you choose a password Click **“Submit”**



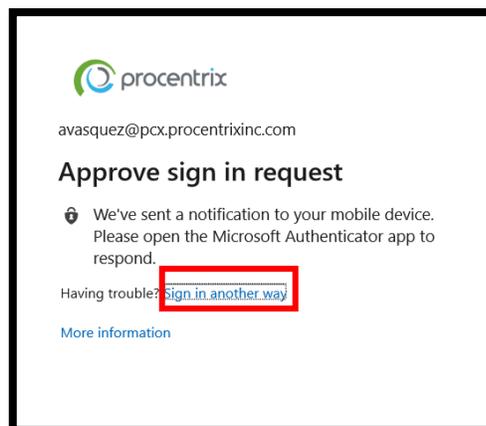
The screenshot shows a web form titled "change password". At the top, it displays the user ID "avasquez@pcx.procentrixinc.com". Below this are four input fields: "Old password", "Create new password", and "Confirm new password". At the bottom of the form, there are two buttons: a green "submit" button and a grey "cancel" button.

The Next screen will ask you to verify your new password you submitted, please enter the new password and click **“Sign in”**



The screenshot shows a verification screen with the Procentrix logo and the user email "avasquez@pcx.procentrixinc.com". The heading is "Enter password". Below the heading, it says "Because you're accessing sensitive info, you need to verify your password." There is a "Password" input field. A link "Forgot my password" is visible. A blue "Sign in" button is highlighted with a red box.

After you click “Sign in” you will be prompted to confirm your MFA, based on your MFA settings you will be asked to **“Approve Sign In Request from the Microsoft Authenticator app”** if you are using this method please approve the sign-in request follow the other directions on the screen to verify your account and sign-in.



The screenshot shows a screen titled "Approve sign in request" with the Procentrix logo and user email "avasquez@pcx.procentrixinc.com". It contains a lock icon and the text: "We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond." Below this is a link "Having trouble? Sign in another way" which is highlighted with a red box. At the bottom, there is a link "More information".

**NOTE: ALL EMPLOYEES –**

\*If you change or reset your password through Office 365 portal, the same password will sync back to our on-prem Active Directory. If you have a Procentrix issued laptop then you have to login to laptop with old password and then connect to the Cisco AnyConnect VPN with new password. Once you are connected to Cisco VPN, lock your computer and unlock it with new password while it is connected to VPN, this will cache your new password on the device.

When connected to the LAN or Wireless (*FastClick6*) network inside HQ, users will be able to change their password anytime by hitting **Ctrl+ Alt + Del**.

Outside of HQ users who have Procentrix issued laptops connected to the VPN will be able to change the password anytime by hitting **Ctrl+ Alt + Del**.