



## **APS Password Reset Process**

### **New verification process for Service Desk-assisted password resets starts June 3, 2024**

To help protect the lab against cyberattacks, and to provide secure and reliable services, APS / ANL is enhancing the verification process for password resets that require Argonne Service Desk assistance. Starting Monday, June 3, 2024, if you contact the Service Desk for password reset assistance, you will be asked to join a Teams or Zoom call, with your camera on, and display a current government-issued photo identification document (ID). Examples of acceptable IDs include a driver's license or government badge. This is a brief visual check, and no information will be recorded. In cases where someone cannot or chooses not to provide a visual ID, the Service Desk will contact the person's supervisor or sponsor.

Security incidents at universities and other U.S. Department of Energy laboratories, and in broader industry, have been caused by weak password reset practices. The remote or in-person visual verification of ID will provide us with additional assurance that the person requesting the password reset is, in fact, the account owner.

APS / ANL understand the new requirement may cause an inconvenience during the password reset process. However, it will help ensure that the privacy and security of your account is maintained and will reduce the risk of fraudulent activities and unauthorized access..

APS / ANL appreciate your cooperation with this new change. If you have questions or concerns, contact the Service Desk at 1 630-252-9999, option 2.