Self-Service Password Resets in CyberArk

Resetting passwords and accessing your CyberArk account is a breeze. With two convenient options, you have flexibility to get back into your account quickly. For existing accounts, head to the User Management Portal to change your password. If you know your username but forgot your password, just use the" forgot password link" right on the APD Direct Login page. No matter where you are in the creation process, regaining access to your CyberArk account is simple. Just use one of these two handy methods that work for new users and experienced pros alike.

Resetting Password within the CyberArk User Portal
All users have the ability to change and update their passwords themselves any time they wish in their User Management Portal (https://apddirect.my.idaptive.app). To proceed with this password reset, the user must currently have access to their CyberArk User Portal.

1. **Sign into the User Portal with current active username and password.**
2. In the User Portal Menu (Located on the left of the screen), **Select Account.**
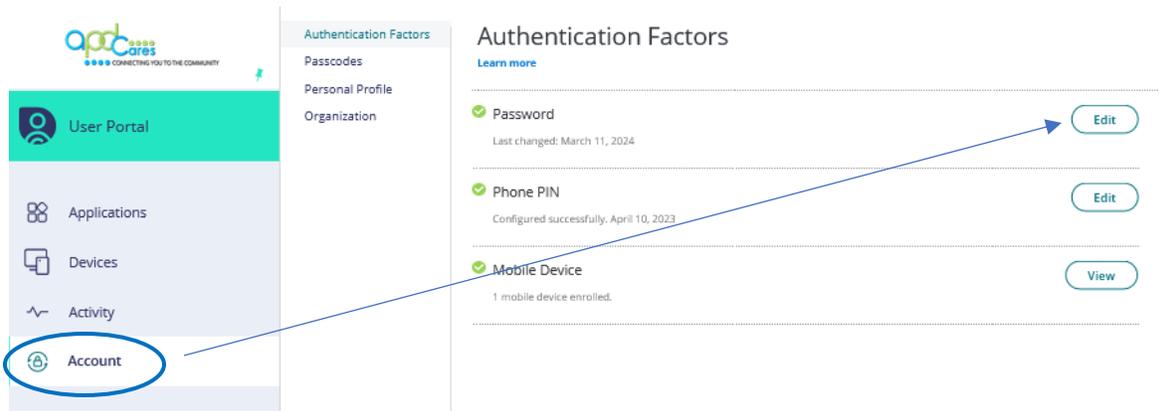
3. Next, select **Authentication Factors** and select "Edit" next to password.
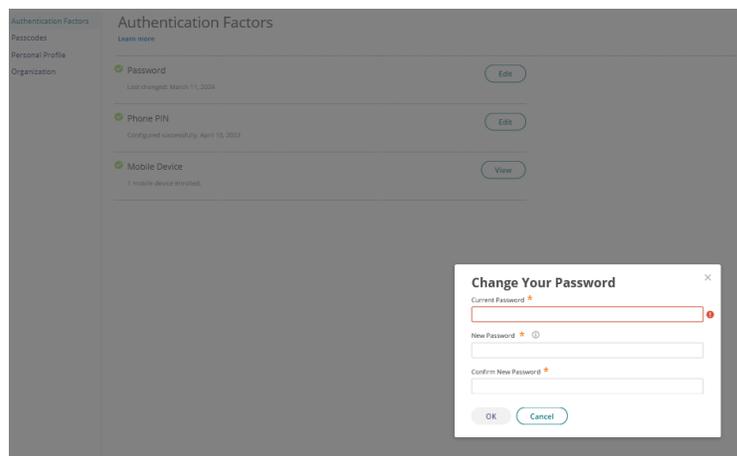
Resetting Password from Log in Screen:

Password resets are a big deal. The person who receives the password reset takes control of the user access account – whether that person is the legitimate owner of the user account or not.

The following rules prevent unauthorized takeover of a user access account through a password reset:

- 2 authentication factors are required.
- SMS text messages are not allowed.

This means you have 2 choices for password reset authentication:

- Enter your pre-chosen PIN in 2 separate voice authentication Phone Calls (2 separate phone numbers).
- Use the Mobile Authenticator App (using your fingerprint or face recognition) for one authentication factor and enter your PIN in a voice authentication Phone Call for the second factor.

How Does it work?

1. To begin, start by navigating to APD Direct at https://apddirect.my.idaptive.app/my and enter in your username.
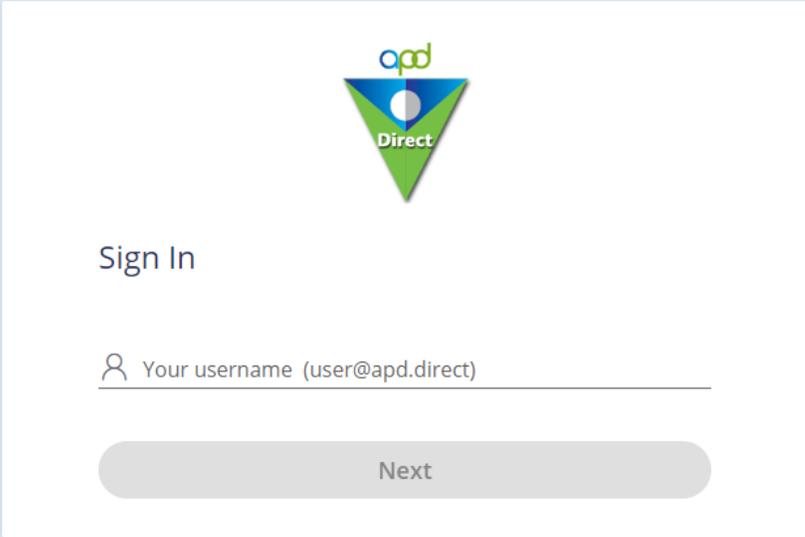
2. After entering in your username, you will be prompted to enter your password. Below that you will find the "**forgot password?**" option.
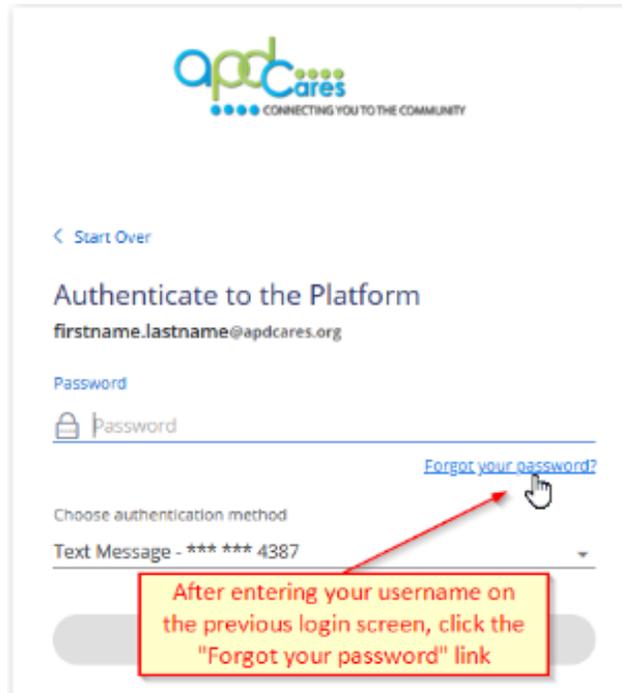
3. Follow the prompts as instructed. You will be asked **two times** to choose an authentication method (**Phone** or **Mobile Authenticator**). Simply choose how you want to authenticate, and then follow the instructions. You will do this **twice**, and then you will be presented a form to choose a new password.

If you have any issues with updating the password in the User Management Portal as described above, you will need to call the Helpdesk at 1-833-400-3420.