



MEDIOBANCA

Password self-reset and unlock account Manual



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1. Introduction

The purpose of this document is to illustrate the methods by which staff can proceed independently to reset their own passwords themselves (e.g. if they have forgotten their password) when the account has been blocked or when the password has been forgotten. It also describes the procedures for restoring your account when blocked.

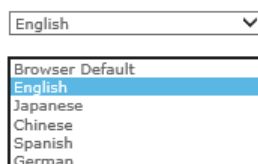
2. First access

To register, the user must access the following address:

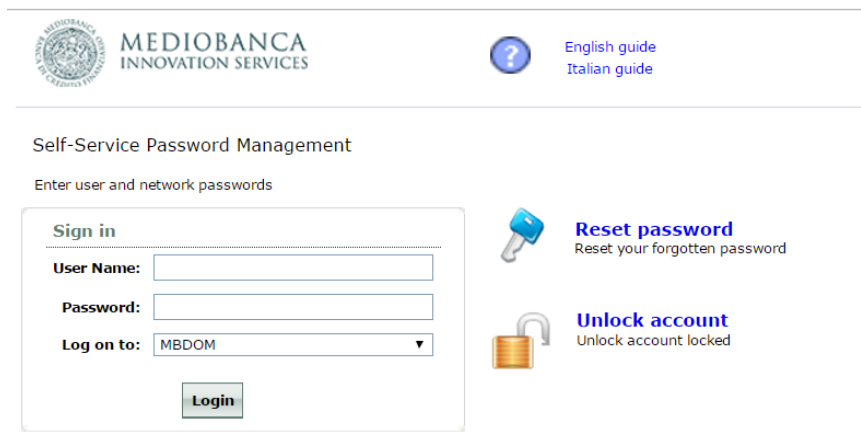
<https://adsrp.mis.mediobanca.com/showLogin.cc>

using Chrome as browser.

On the first screen, the English language must be set (if not already) using the bottom-right menu, as shown in the following picture:



Then the screen asks you to enter your user ID and domain password, then select your domain (CBMAIN for CheBanca! and MBDOM for the other Group companies) and then click the “**Login**” button, as shown in the picture below:



Once the authentication procedure has been completed, the tool shows you the page for completing the “Google Authenticator” profile and the “Security Questions” section.

2.1 Activate Google Authenticator

To register via Google Authenticator, you will need to download and install the app on your smartphone (company device or personal device).

Remember to use mobile apps only from certified sources, i.e. the “iTunes Store” for iOS devices and “Google Play” for per Android devices.

To register your Google Authenticator profile, simply select the “**Google Authenticator**” button and click on “**Next**”.



MEDIOBANCA
INNOVATION SERVICES

Enrollment

User Registration ⓘ

Please enroll for the forced verification methods enabled for your account.
Select any one of the following authenticators to proceed with enrollment

Security Questions

Google Authenticator

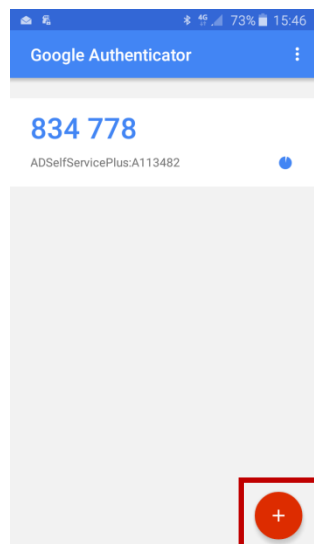
Step 1 of 2 [Next](#)

Then proceed to install the Google Authenticator app on your smartphone (company device or personal device) by searching for it in the official stores ("iTunes Store" for iOS devices and "Google Play" for Android devices).



Google Authenticator

Use the "+" button to scan a new barcode.





Perform the steps as prompted by the screenshot: point the device's camera at the barcode and wait for the app to generate the password.

Enter the password into the section 4 and click on **"Next"**.


Enrollment

User Registration ⓘ

Please enroll for the forced verification methods enabled for your account.

Google Authenticator

1. Install [Google Authenticator](#).
2. Open the app, and tap + to add an account.
3. Using the app, scan the QR code image given below.



[Can't scan the image?](#)

4. Enter the code generated by your authenticator app

Step 2 of 2 [Next](#)

2.2 Complete "Security Questions" section

In order to register with Security and Questions, select the **"Security Questions"** button and click on **"Next"**.

Enrollment

User Registration ⓘ

Please enroll for the forced verification methods enabled for your account.

Select any one of the following authenticators to proceed with enrollment

Security Questions

Google Authenticator

Step 1 of 2 [Next](#)



Here you can choose five security questions (among those suggested ones) from each drop-down menu, and enter your answers; when done, click on **"Next"**.

We would recommend using simple answers, avoiding adding elements that can lead to errors, such as symbols, capital letters in the middle of a sentence, etc.

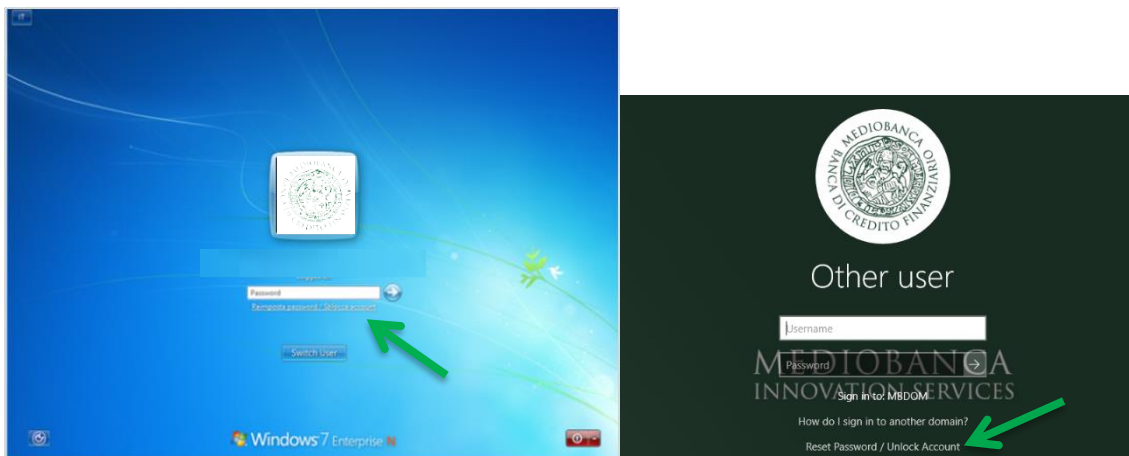
3. Reset password

To recover your domain password, if you have forgotten it, you can access the tool from the Windows login screen, via the mobile application or via a web link.

3.1 Via access to Windows

From the Windows login screen, begin by selecting **"Reset password/Unlock account"**¹:

¹ If the **"Reset password/Unlock account"** option does not appear in the initial screenshot, contact the Service Desk to ask for the software to be installed.



You will be redirected to the main page from which you can choose the **“Reset Password/Unlock Account”** option.



You will have five attempts to reset your password, after which the system will block any further attempts for 30 minutes.

At this point you can enter your user domain ID, select the domain you wish to access (CBMAIN for CheBanca! and MBDOM for the other Group companies) and enter the captcha (not case-sensitive), then click on **“Continue”** to access the password recovery service.




Forgot your password?
To reset your password, start by entering your domain username and selecting your domain.

* Enter Username (Example : jsmith)

Select Domain

Type the characters you see in the picture below.



The authentication procedure is completed by answering three of the security questions configured previously (see section 2.1.2) or via Google Authenticator. The entire procedure should take no more than 5 minutes.

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

- Security Questions
- Google Authenticator

By selecting the first option, you will be redirected to the following screen.



Please answer the following question(s) to reset your password

Question: What is your favourite colour ?

Question: What is the first name of your eldest nephew/ niece ?

Question: What is the name of your first school?

After typing in the three answers, select **“Continue”**.

Selecting the second option, **“Google authenticator”**, the following screen allows the user to enter the code generated using the Google Authenticator app on the smartphone.

Please check your Google Authenticator App

Enter the code that appears on your app

After entering the code, select **“Continue”**.

At the end of both these processes, it is possible to enter (and confirm) the new password or unlock the account.

Reset Password

* New Password

* Confirm New Password

- Minimum length should be at least 10
- Number of special characters to include 2
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not contain any character more than 2 times consecutively
- Must not have 5 consecutive character(s) from username
- Must contain at least 1 lower case character(s)



At the end of the procedure, you will receive an email from [PasswordManager@mis.mediobanca.com](mailto>PasswordManager@mis.mediobanca.com) confirming the results of the operation.

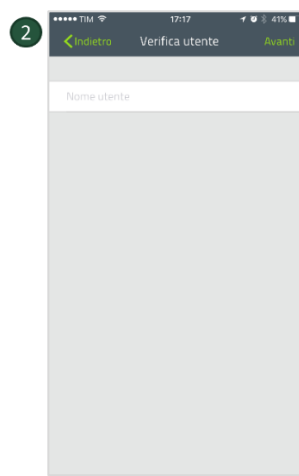
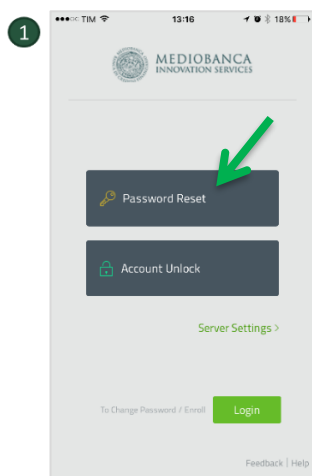
3.2 Via mobile application

On your company device, download the “ADSelfService Plus” application.

Configure the app using the following parameters:

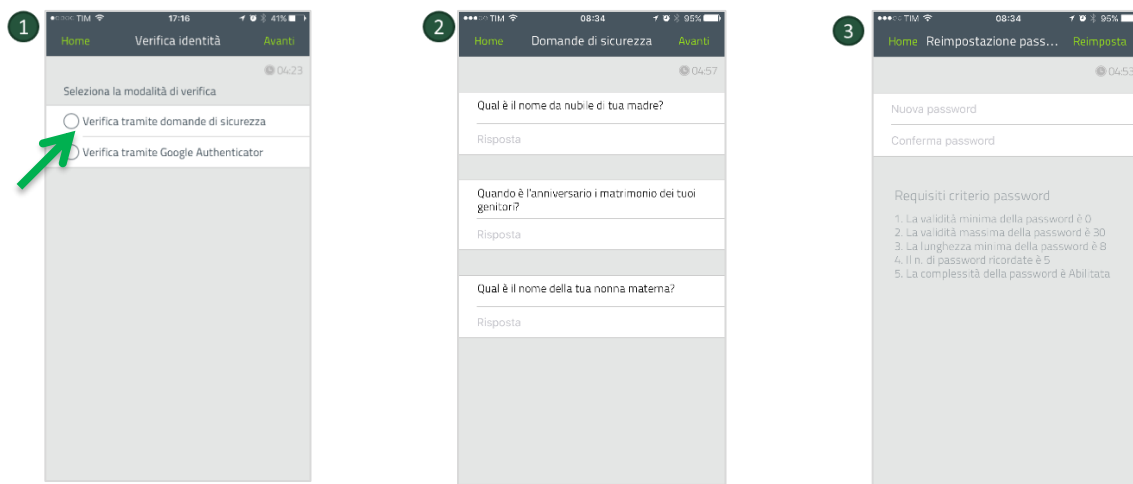
- Server name: **adsrp.mis.mediobanca.com/adssp**
- Port: **443**
- Protocol: **https**

On the main screen select the “**Password Reset**” option and on the following page enter your user name (e.g. BU1234) and the domain (“CBMAIN” for CheBanca! users, “MBDOM” for all other users).



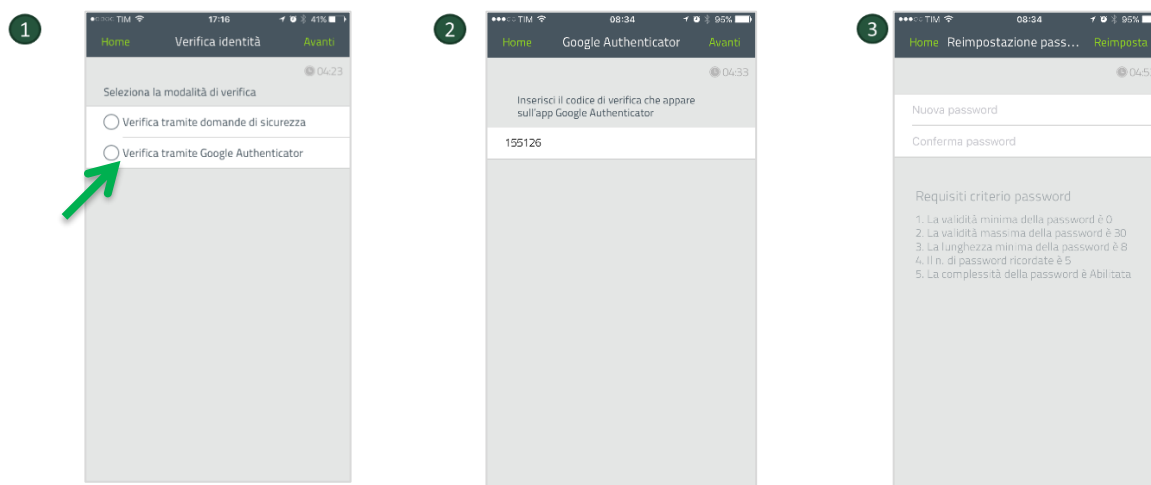
Here you can select your preferred method of authentication to proceed with resetting your password.

If you select the first option, “**Verify using security questions**”, you will see a menu from which you can select the security questions and enter the answers, as shown below:



Once the answers have been provided you will be able to enter (and confirm) the new password.

If the “**Verify by Google Authenticator**” option is selected, all you have to do is enter the generated code.



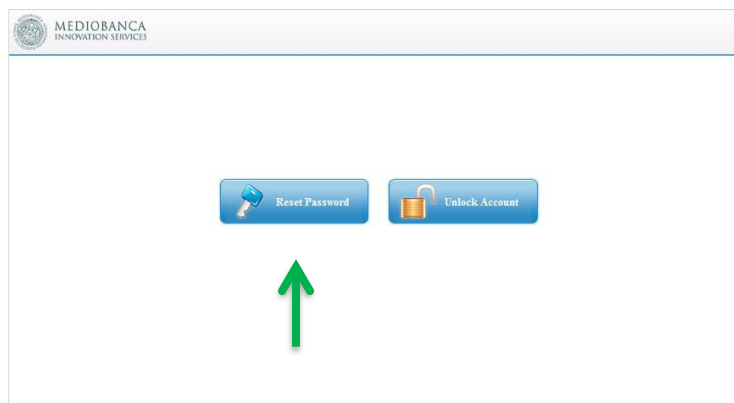
Here too, once the temporary code has been entered you will be able to enter and confirm your new password.

3.3 Via access from external network

After launching your web browser, type the following address in your address bar:

<https://adsrp.mis.medioBANCA.com/adssp/html/ResetUnlock.html>.

You will be redirected to the service's home page, from where you will be able to select “**Reset Password**”.



You will have five attempts to reset your password, after which the system will block any further attempts for 30 minutes.

To restore your password, simply follow the procedure shown on page 6.

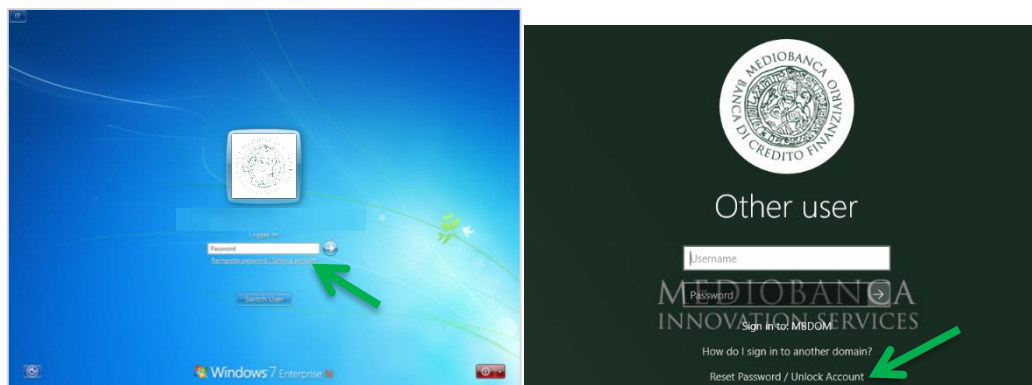


4. Unlock account

To unlock your domain account, you can access the tool from the Windows login screen, via the mobile application or via a web link.

4.1 Via access to Windows

From the Windows login screen, begin by selecting **"Reset password/Unlock account"**.



You will be redirected to the main page from which you can choose the **"Reset Password/Unlock Account"** option:



You will have five attempts to reset your password, after which the system will block any further attempts for 30 minutes.

At this point you can enter your user domain ID, select the domain you wish to access (CBMAIN for CheBanca! and MBDOM for the other Group companies) and enter the captcha (not case-sensitive), then click on **"Continue"** to access the password recovery service.



Forgot your password?
To reset your password, start by entering your domain username and selecting your domain.

* Enter Username (Example : jsmith)

Select Domain

Type the characters you see in the picture below.

Letters are not case-sensitive

English

The authentication procedure is completed by answering three of the security questions configured previously (see section 2.1.2) or via Google Authenticator. The entire procedure should take no more than 5 minutes.

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

- Security Questions
- Google Authenticator

By selecting the first option, you will be redirected to the following screen



Please answer the following question(s) to reset your password

Question: What is your favourite colour ?

Question: What is the first name of your eldest nephew/ niece ?

Question: What is the name of your first school?

After typing in the three answers, select **“Continue”**.

Selecting the second option, **“Google authenticator”**, the following screen allows the user to enter the code generated using the Google Authenticator app on the smartphone.

Please check your Google Authenticator App

Enter the code that appears on your app

After entering the code, select **“Continue”**.

At the end of both these processes, it is possible to click on **“Unlock account”**.

Unlock Account

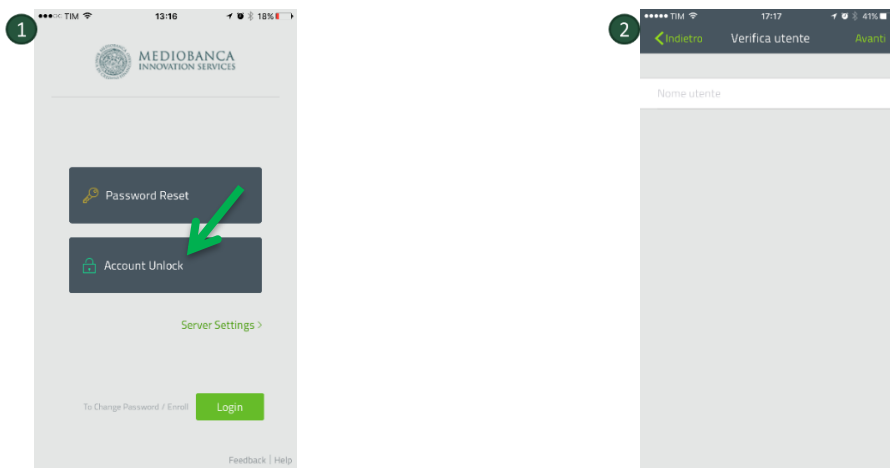
Your identity has been verified successfully. Please proceed with the self service action.

At the end of the procedure you will receive an email to confirm that the account has been unblocked.



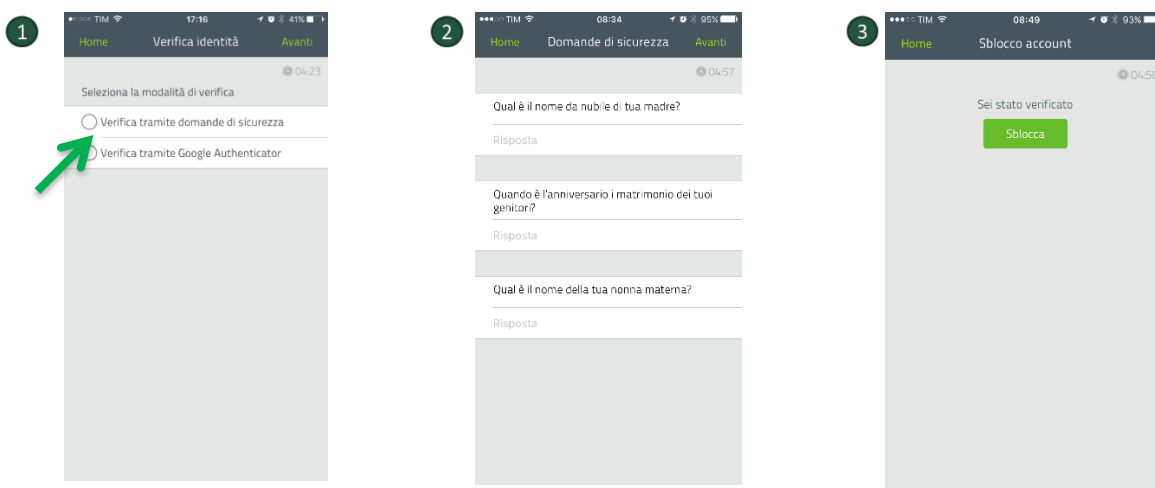
4.2 Via mobile application

Open the “ADSelfService Plus” application, select “**Unlock account**”, and on the following page enter your user name (e.g. BU1234).



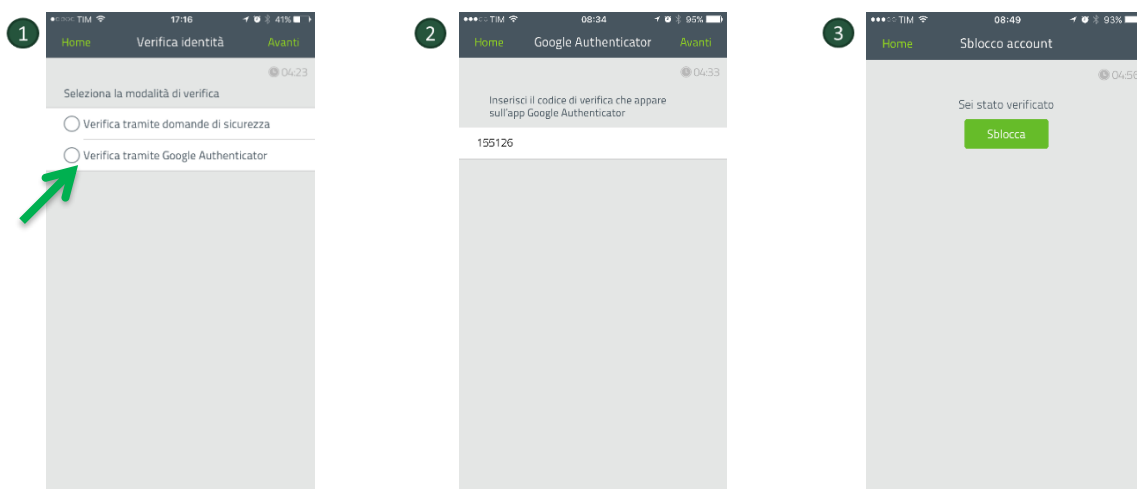
Here you can select your preferred method of authentication to proceed with resetting your password.

If you select the first option, “**Verify using security questions**”, you will see a menu from which you can select the security questions and enter the answers, as shown below:



Once the answers have been provided you will be able to unlock your account.

If the “**Verify by Google Authenticator**” option is selected, all you have to do is enter the generated code:



Here too, once the temporary code has been entered you will be able to unlock your account.

4.3 Via access from external network

After launching your web browser, type the following address in your address bar:

<https://adsrp.mis.mediobanca.com/adssp/html/ResetUnlock.html>

You will be redirected to the service's home page, from where you will be able to select **"Unlock account"**:



You will have five attempts to unlock your account, after which the system will block any further attempts for 30 minutes.

To unlock your account, simply follow the procedure shown on page 12.