Viterbi IT Password Manager (aka Viterbi Self Service Password Reset / Change)

After setting up your account, you will be able to:

1. Change your password to something new if you remember your current password.
2. Change your password to something new but forgot your current password. You will need to answer the challenge questions that you set up.
3. Change your password at any time of day or any day of the week. You won’t need to wait until Viterbi IT’s normal business hours to have someone manually reset the password for you.

I. To get started, please go to: http://viterbi.usc.edu/vsoepassword. You will be taken to the following landing page. Please click “CLICK HERE TO ENTER VSOE SELF-SERVICE PASSWORD MANAGEMENT SYSTEM” to continue.
II. You will see the following screen.

1. Please enter your username only.
2. Enter the characters you see. If you are unable to make out the characters, click “GET NEW IMAGE” to generate a new set of characters.
3. Click OK.

III. You will see the following screen. Click on the icon next to My Questions and Answers Profile.
IV. Please type in the characters in the image and click NEXT.

My Questions and Answers Profile (Tommy Trojan)

Enter the characters you see on the picture.

AAXE G

Get new image

V. Enter your Viterbi password and click NEXT to continue.

My Questions and Answers Profile (Tommy Trojan)

To proceed, enter your password.

Password:
VI. This page is where you will set up your challenge questions. Please read the instructions carefully. You will have to answer 3 questions. Click NEXT to continue.

My Questions and Answers Profile (Tommy Trojan)

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Your answers must comply with the policy requirements.
- The minimum length of an answer must be 2 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English (United States)

Select a question:
What was your childhood nickname?
Answer: 

Select a question:
What school did you attend for sixth grade?
Answer: 

Question: What is your mother’s middle name?
Answer: 

Next Cancel
VII. If there are no errors, you will receive the following confirmation page. Click “Go to home page” to continue.

My Questions and Answers Profile (Tommy Trojan)

Questions and Answers profile was successfully created

Go to home page

Details
- Your Questions and Answers profile was successfully created.
- Notification was sent to your email.

VIII. This is your homepage. When you log back in to the service, this is the first page you will see. You will be able to change your questions and answers profile and change your password if you remember or forget what it was.

Welcome, Tommy Trojan. If you are not Tommy Trojan, click here. Configure your Questions and Answers profile and manage your passwords by using the tasks below.

- **My Questions and Answers Profile**
  Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.

- **Forgot My Password**
  Set your new password by answering a series of private questions.

- **Manage My Passwords**
  If you know your current passwords, you can securely change all your passwords.

- **Disabled Tasks**
Please note that passwords have a complexity requirement:

Your new password should be minimum 7 characters long. It should contain at least one non-alphabetic character and one capitalized alphabetic character in addition to any other alpha-numeric characters.

The password should not be a word found in any dictionary or language. It should not be derived from any publicly available information about you, such as your name or some permutation of it. The longer the password, the harder it will be to hack.