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Have you forgotten your Password?

Every website that uses username & password have a "forget password" functionality to retrieve users passwords, and same thing also in the Oracle E-Business Suite.

This is a very useful functionality since it reduces the number of SR's opened to the helpdesk team regarding login problems and moreover satisfying the customers which can get a new password in a very short time with no helpdesk intervention.

The implementation of this functionality is very simple.

➤ To enable it we should do the following:

Step 1 : Set the profile "Local Login Mask" to the current value plus 8 (e.g. current value is 32 -> set value to 40).

Step 2 : Bounce Apache.

The "Local Login Mask" profile used to customize some attributes of the login page (AppsLocalLogin.jsp), one of them is the "forgot your password" link.

We should set the value of this profile to the sum of all attribute's mask values we are interested in.

Attribute	Mask Value	Binary value
Hint for Username	01	00000001
Hint for Password	02	00000010
Cancel button	04	00000100
Forgot Password link	08	00001000
Registration link	16	00010000
Language Images	32	00100000
Corporate Policy Message	64	01000000

If we set the Forgot Password link mask value, it will add the following TIP to the login page.

Username

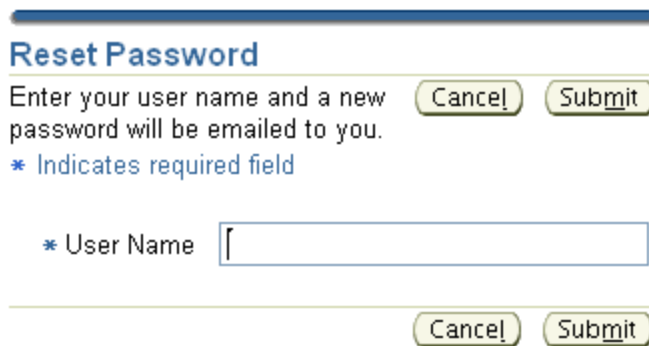
Password

TIP [Forgot your password?](#)

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➤ **The reset password process:**

Step 1: Click on "Forgot your password?" link will ask for a username for which, we need to reset the password.



Reset Password

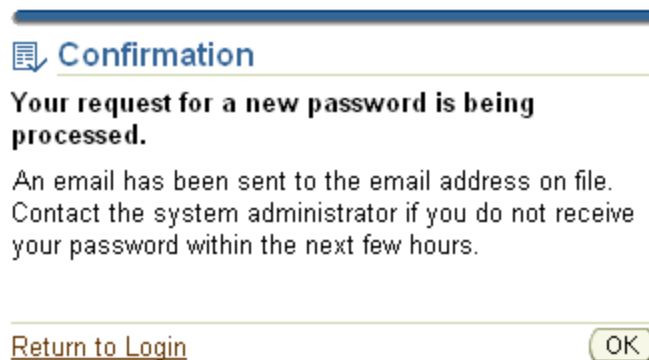
Enter your user name and a new password will be emailed to you.

* Indicates required field

* User Name

Cancel Submit

Step 2 : After typing the username and click OK, a new workflow process is started (Item type UMXUPWD) and we'll get this confirmation message ,as shown below:



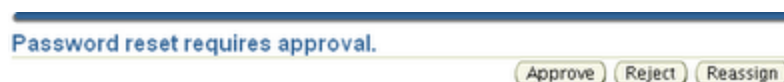
Confirmation

Your request for a new password is being processed.

An email has been sent to the email address on file.
Contact the system administrator if you do not receive your password within the next few hours.

[Return to Login](#) OK

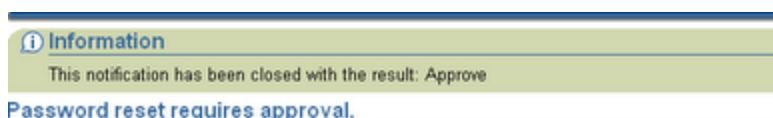
Step 3 : We'll get this below email - "Password reset required approval".



Password reset requires approval.

Approve Reject Reassign

Step 4 : Click on "Approve" to confirm you are interested in a new password.



Information

This notification has been closed with the result: Approve

[Password reset requires approval.](#)

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Step 5: We'll get an email with a temporary password which we have to change on first login.

i Information

This notification has been closed and did not require a response.

Your password has been reset.