ART 2.0 – User Manual

Version: 1.2 | Date: 18-Sep-24



.





Document History

Version	Date	Description	Author
1.0	09-Jan-23	Initial Version	Harin kumar Gattu
1.1	24-Jul-23	Updated to include steps for new approach when authenticator option is used	Harin kumar Gattu
1.2	18-Sep-24	Updated with screenshots from the latest deployed version.	Gnanasundar Gunasekaran





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1.1 Introduction

The Account Recovery Tool is a secure and easy-to-use proprietary tool for users to set or reset their passwords, unlock their accounts, and change their passwords from any device, anywhere. This guide will provide you with the necessary information to effectively use the Account Recovery Tool and recover your account.

1.2 Accessing the self-service portal

To access the Account Recovery Tool from your device, enter the following address into your preferred browser:

https://art.hexaware.com

1.3 Pre-requisite

Mobile number with country code in proper format in D-HR/HCM is mandatory to use the ART portal.

Users should update their country code and mobile number in D-HR against "Home Mobile Phone" or "Work Mobile Phone" type to access ART portal.

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Home Mobile Phone V	9! 9:000	

1.4 Authenticate

To authenticate with the Account Recovery Tool. Please note that mobile number should be present in D-HR to access the ART portal.

- 1. Visit the URL <u>https://art.hexaware.com</u>
- 2. Enter your employee ID, Date of Birth and Captcha to authenticate yourself.

HEXAWARE / tensoi®	(@ English) 🛃 Quick g
Reset, Recover, Relaunch. Your gateway to secure access.	
Sign in to ART ART Self-Service Portal enables users to unlock their account, set their password, reset their forgotten password and change their password.	
Please enter 10 digit Employee ID	
Date Of Birth (dd/mm/yyyy)	
FDESOH Q	
SIGN IN Please reach out to GSD at +91-44-4745 1070 or +91-44-4745 1555 or GSD_STG@Hexaware.com fo	support.

- 3. Upon clicking Login, ART presents two authentication methods.
 - The Authenticator authentication method: This method needs an authenticator app, preferably Microsoft Authenticator.
 - If this method is selected, the OTP will be sent to the mobile number registered in D-HR.

←Exit	HEXAWARE / tensoi®	@ English 😡 Quick guide
	Reset, Recover, Relaunch. Your gateway to secure access.	
	Please Authorize Account Recovery Tool. It is a one-time activity.	
	Microsoft Authenticator Enter the code from Authenticator app (Microsoft Authenticator, Google Authenticator, etc.)	
	OTP will be sent to +91XXXXXX1290	
	VERIFY	
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- 4. Upon clicking Authenticator authentication method,
 - If you are accessing ART for the first-time,
 - OTP will be sent to your mobile number registered in D-HR. ART prompts the user to enter the OTP. Enter the OTP for verification and click on Verify.

(← Exit)	HEXAWARE / Lensoi [®] Account Recovery Tool Reset, Recover, Relaunch. Your gateway to secure access.	_{ଡି} ଅ English
	Please Authenticate Yourself Two-Step Verification We have sent a verification code to +\$IXXXXXX1290 and gnXXXXXXXXg@gmail.com Enter OTP here	
	VERIFY You can resend OTP in 00:49 seconds Maximum retries 0/3	

• Upon successful verification, ART then presents QR code to scan.

←Exit	HEXAWARE / Lensoi®	e ^{pa} English (OLogout)
	Reset, Recover, Relaunch. Your gateway to secure access.	
	Please Authorize Two-Step Verification	
	First time login using authenticator? Please follow the below steps:	
	 Scan the QR code using any authenticator app(Microsoft, Google). This registration is a one time process. 	
	In case you want to regenerate QR code, please contact Global Service Desk at +91-44-4745 1070	
	VERIFY	

Procedure to setup Authenticator app on your mobile

- On your mobile device, go to the app store (Google Play Store for Android or App Store for iOS
- Search for "Microsoft Authenticator" and install the app.
- Open the app and create a new account.
- Scan the QR code presented by ART (refer the screenshot above)
- Once QR code is scanned, the ART application will be available in Microsoft Authenticator.
- Once you click on the ART application, you will be presented with Time-based OTP that needs to be entered to authenticate with ART
 (Please refer the balaw erroughets for setting up authenticates on your mahility)

(Please refer the below screenshots for setting up authenticator on your mobile)





• Once the authenticator setup is done, click on Proceed. Enter OTP from authenticator app for verification and click on Verify.

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	Reset, Recover, Relaunch. Your gateway to secure access.	
	Please Authenticate Yourself Two-Step Verification	
	VERIFY Maximum attempts:: 0/3	
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- ART will prompt the user to provide the OTP from the authenticator app for the subsequent logins.
- 5. Upon clicking Mobile as authentication method, OTP will be sent to your mobile registered in D-HR. Enter the OTP for verification and click on Verify.

←Exit	HEXAWARE / tensoi®	(B English)
	Account Recovery Tool Reset, Recover, Relaunch. Your gateway to secure access.	
	Please Authenticate Yourself Two-Step Verification	
	We have sent a verification code to +91XXXXXI290	
	Enter OTP here	
	VERIFY	
	You can resend OTP in 00:46 seconds Maximum retries 0/3	
	All rights reserved HEXAWARE 2024	

6. Upon successful verification, you will be presented with the ART home page.







1.5 Unlock Account

Select Unlock Account from the home page.

 A pop up window will appear on the screen.



Account owners should select their service account from the drop-down menu in the pop-up window.
 (Note: If the user is an account owner, they will see a list of Generic/Service accounts owned by them.)



• Your account will be unlocked if it is locked else, will display message saying that your account is not locked.





• The account is not locked.



 \circ ~ The account has been unlocked successfully by ART.







1.6 Change Password

- Select Change Password from the home page.
 Users can enter their current password, new password, confirm new password, and press Change.
- Password policy:
 - o Minimum 12 characters in length
 - Should have all the following:
 - One uppercase letter
 - One lowercase letter
 - One numeric (0 through 9)
 - One non-alphanumeric characters (special characters): (~!@#\$%^&*_-+=`|\(){}[]:;"',.?/)
 - The minimum password age is 0 day.
 - Should not have been used the last 6 times.
 - Should not contain your employee id or the phrase password, pass, Hexaware, hex etc.
 - o The new password should not contain a part of the old password.

HEXAWARE / Lensoi®	(@English) (❹Logout
Change Password	
100000000	
Current Password	
New Password	
Confirm New Password	
CHANGE	
Information Minimum 12 characters and Maximum 127 characters long Should have all of the below- "One capital letter "One small letter "One numeric "One special character Minimum password age is 0 day Should not have been used 8 times Should not contain your employee ID or phrase password, pass, company name etc.	w (scopt-~[])
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• Account owners have options to select their service account from the drop-down menu in the change password page. (Note: If the user is an account owner, they will see a list of Generic/Service accounts owned by them.)





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Svc_test2	0		
Confirm New Password	•		
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• Users can select the service account, enter the current password, new password, confirm new password, and press Change.

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Cł	nange Password	
	Current Password	
	New Password	
	Confirm New Password	Password changed successfully.
	CHANGE	Ok .
inf + Mir + Mir + Mir + Shu	Ormation Winum 12 characters and Maximum 127 characters long auld have all all the below - "one capital letter "One small letter "One numeric "One special character (winum possesce age is 0 day add ont have been wald 0 litme.	
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1.7 Set/Reset Password

- Select Set/Reset Password from the home page. Users can enter their new password, confirm new password, and click Reset Password
- Password policy:
 - Minimum 12 characters in length
 - Should have all the following:
 - One uppercase letter
 - One lowercase letter
 - One numeric (0 through 9)
 - One non-alphanumeric characters (special characters): (~!@#\$%^&*_-+=`|\(){}[];;"',.?/)
 - The minimum password age is 0 day.
 - \circ $\;$ Should not have been used the last 6 times.
 - Should not contain your employee id or the phrase password, pass, Hexaware, hex etc.

The new password should not contain a part of the old password.

HEXAWARE / Lensoi®	^{ଡ୍ଆ} English) (∯Logout)
Reset Password	
100000000 -	
New Password	
Confirm New Password	
CANCEL CANCEL CANCEL CANCEL Subject PASSWORD CANCEL Subject PASSWORD Subject PASSWORD Subject PASSWORD Subject PASSWORD Subject PASSWORD Subject PASSWORD CANCEL C	
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Account owners have options to select their service account from the drop-down menu in the reset
password page. (Note: If the user is an account owner, they will see a list of Generic/Service accounts
owned by them.)





HEXAWARE / tensoi®	(∉¤English) (❹Logout
Reset Password	
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100000000	
Svc_test1	
Svc_test2	
RESET PASSWORD CANCEL	
Information	
Minimum 12 characters and Maximum 127 characters long Should have all of the below- "One capital letter "One small letter "One numeric "One special charac Minimum password age is 0 day Should not have been used is fumes Should not contain your employee ID or phrase password, pass, company name etc	ter (Except-∵[])
QUICK GUIDE SUPPORT	
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• Users can select the service account, enter the new password, confirm new password, and press Reset Password.

HEXAWARE / tensoi® Account Recovery Tool	(#English) (Ologout)
Reset Password	
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Annuals not row exercised a create Annuals not row exercised a create Should not certain you in implyyee to a phrase password, pass, company name etc.	
QUICK GUIDE OSUPPORT	
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• An error message will pop up if the password change, reset, or account unlock process is unsuccessful.



1.8 Contact Information

If you need further assistance or have any questions, please contact our support team:

Email: <u>GSD_STG@hexaware.com</u> Phone: +91-44-4745 1070 or +91-44-4745 1555