ART 2.0 – User Manual

Version: 1.2 | Date: 18-Sep-24

hi.
HEXAWARE

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   User Manual

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.
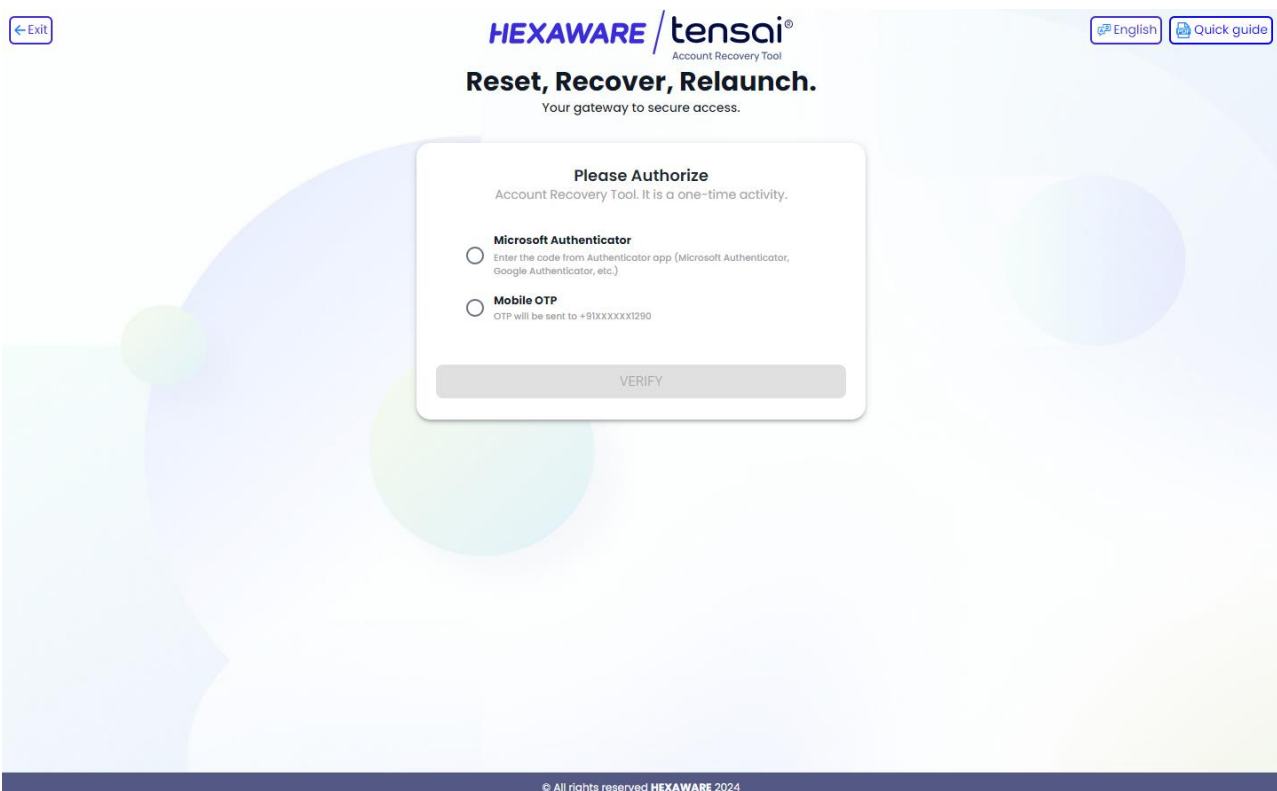

1.4   Authenticate

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 *https://art.hexaware.com*
2. Enter your employee ID, Date of Birth and Captcha to authenticate yourself.

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

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4. Upon clicking Authenticator authentication method,
   o 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.
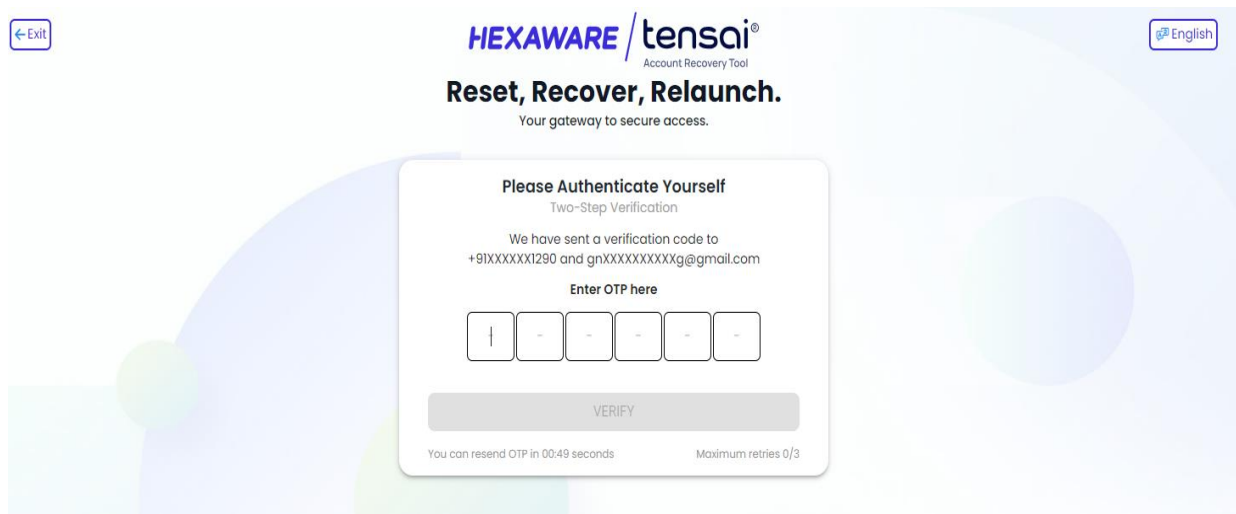

   ▪ Upon successful verification, ART then presents QR code to scan.

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 below screenshots for setting up authenticator on your mobile)
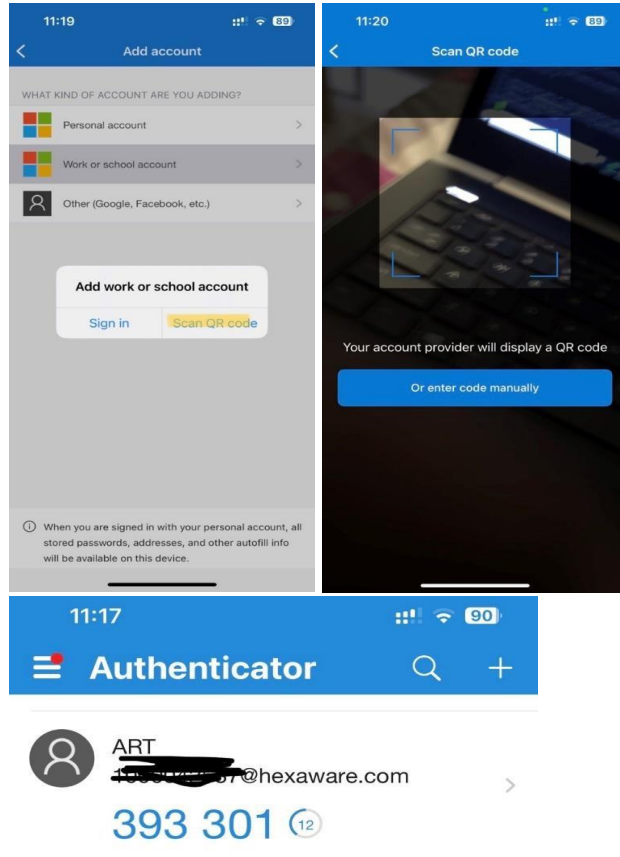
- Once the authenticator setup is done, click on Proceed. Enter OTP from authenticator app for verification and click on Verify.
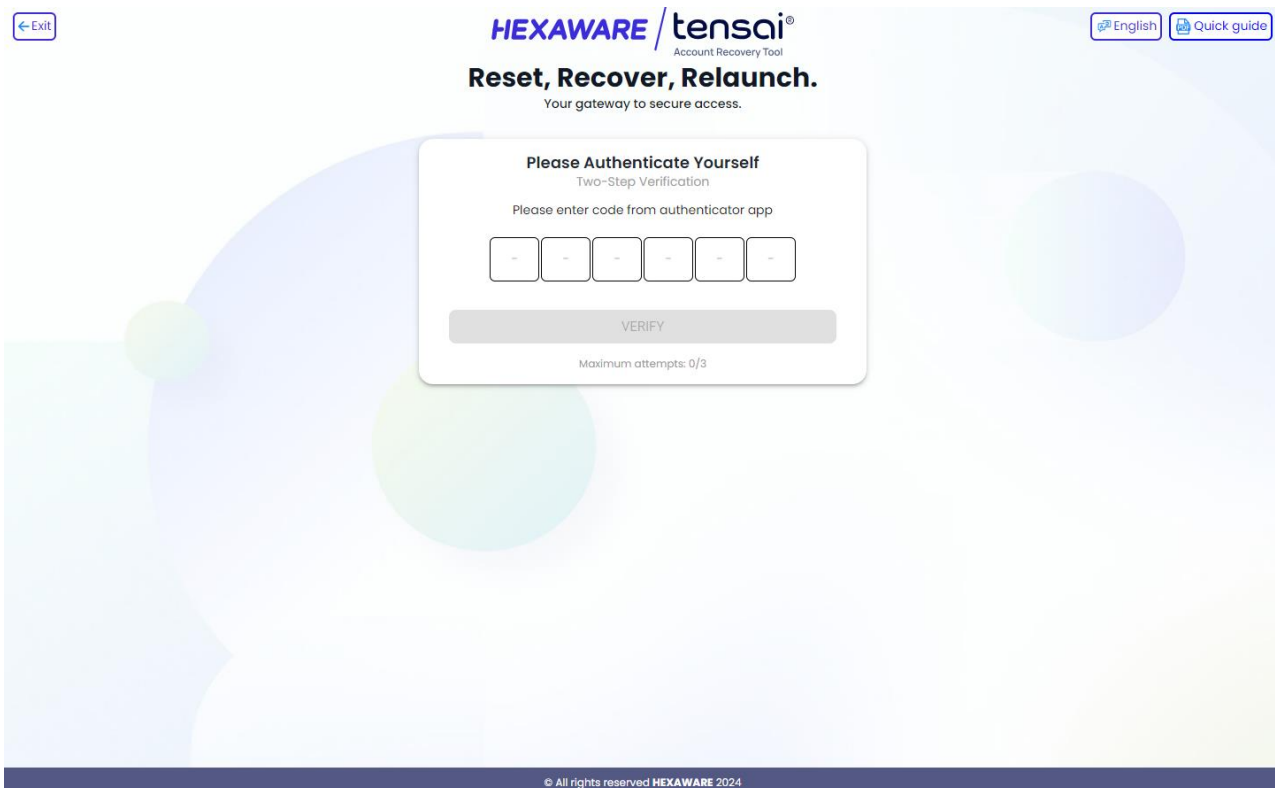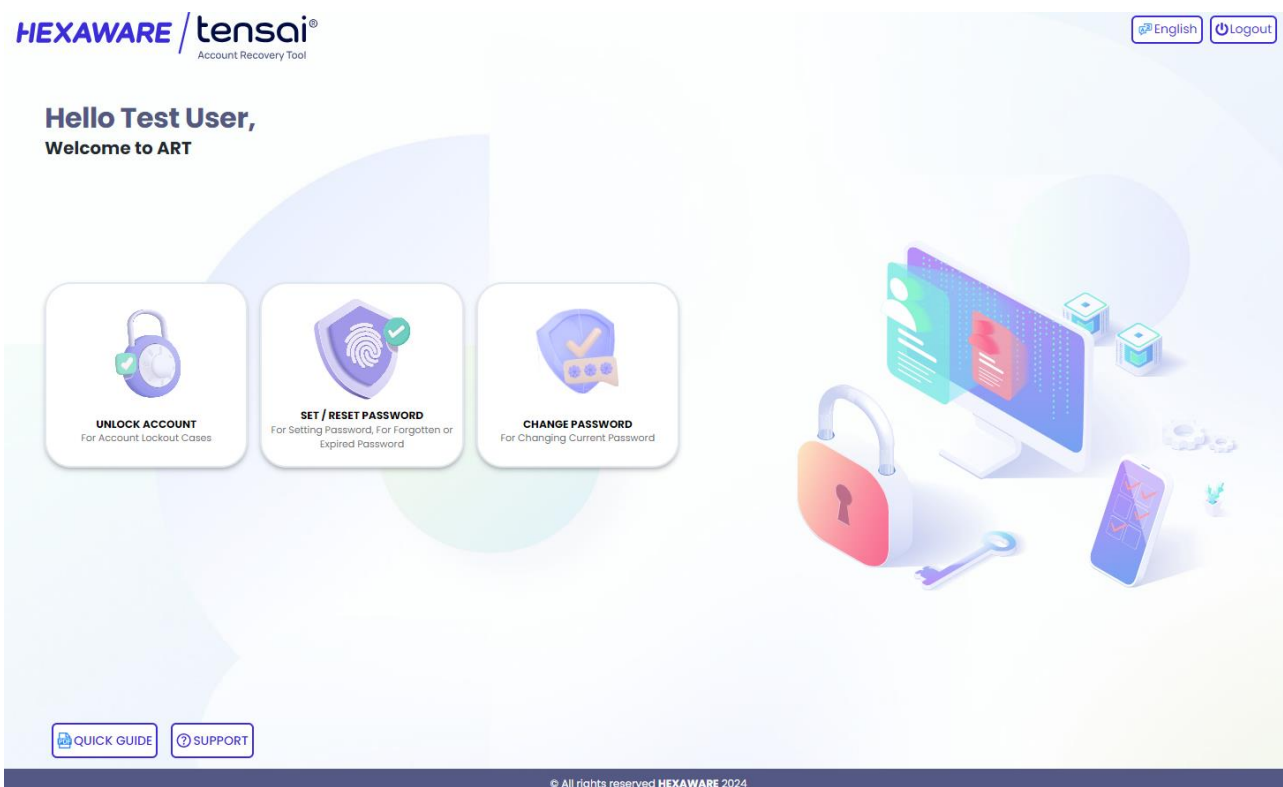
- ART will prompt the user to provide the OTP from the authenticator app for the subsequent logins.

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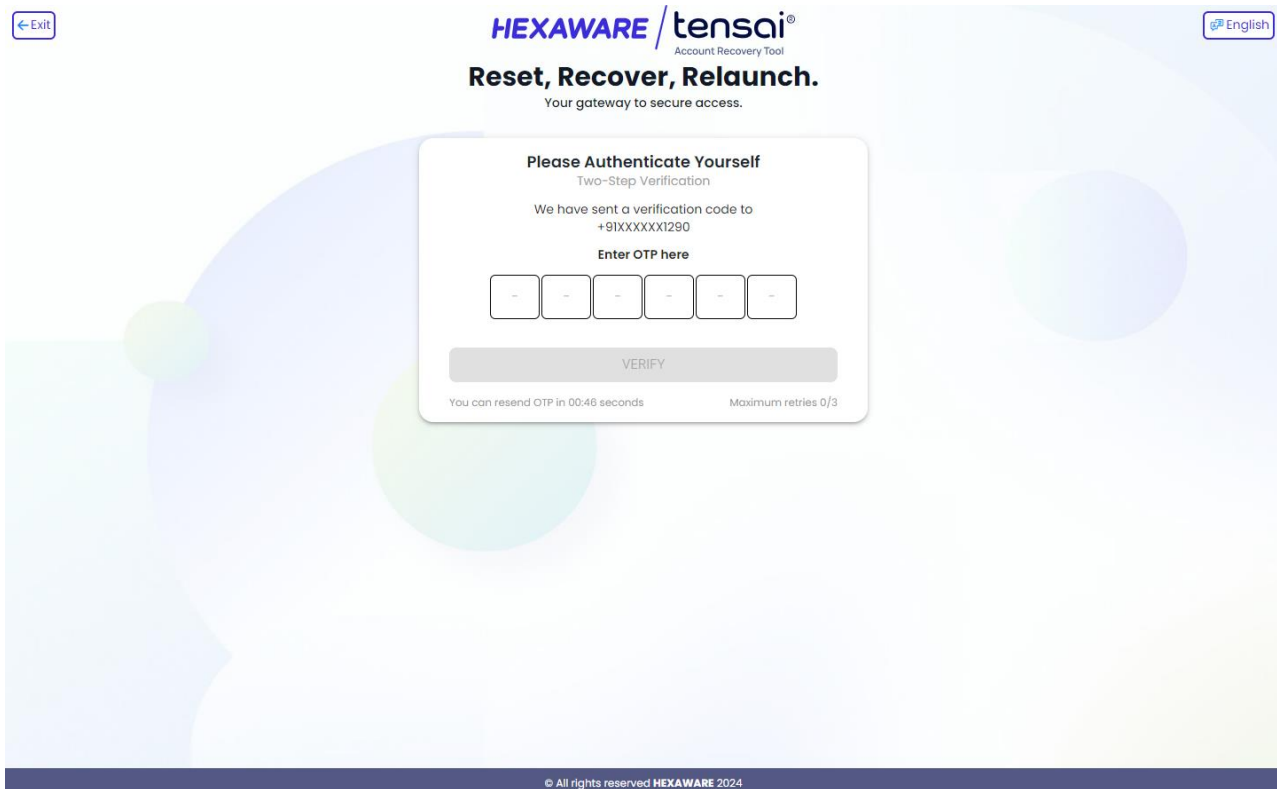
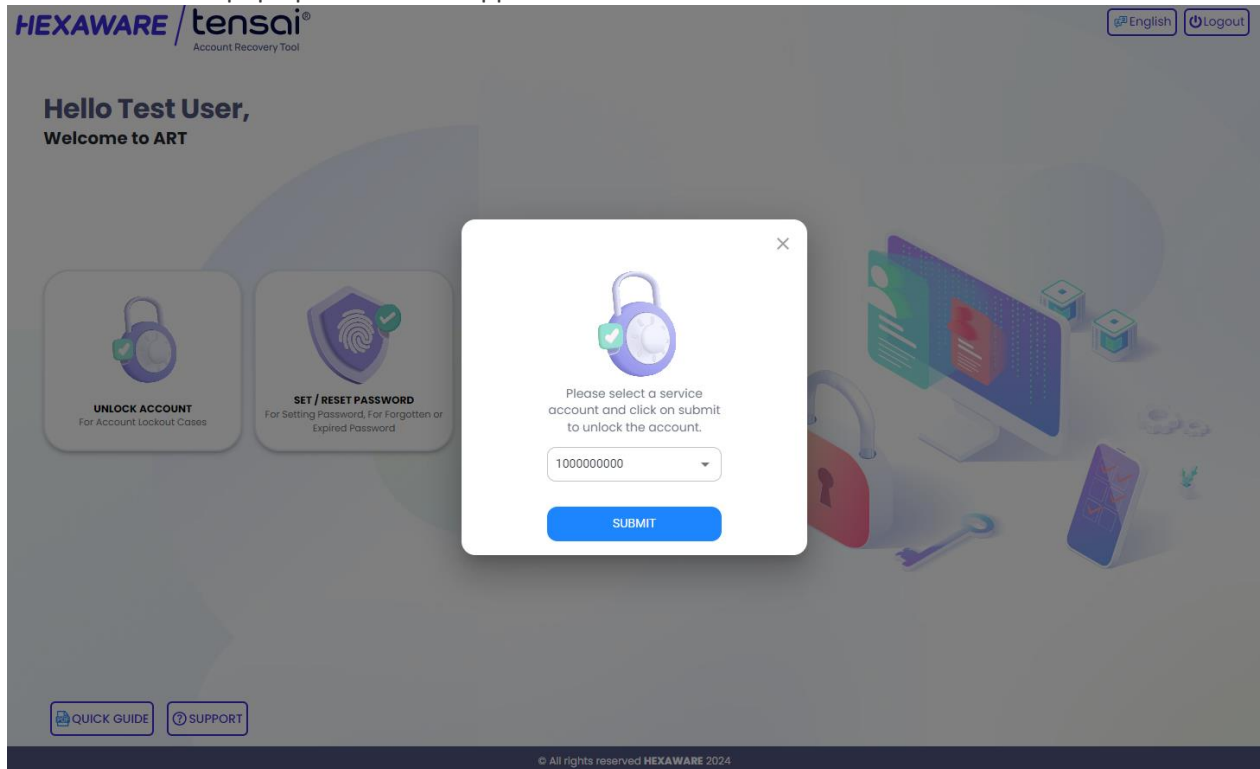6. Upon successful verification, you will be presented with the ART home page.

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.)
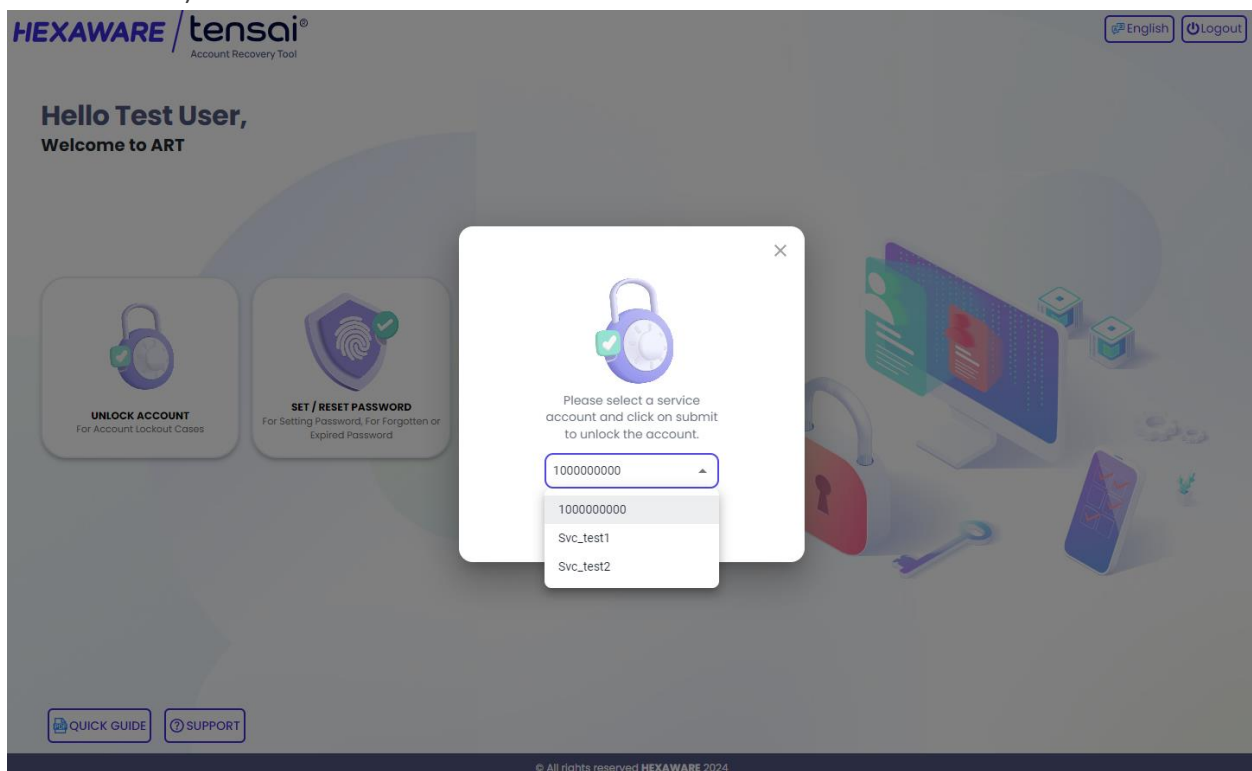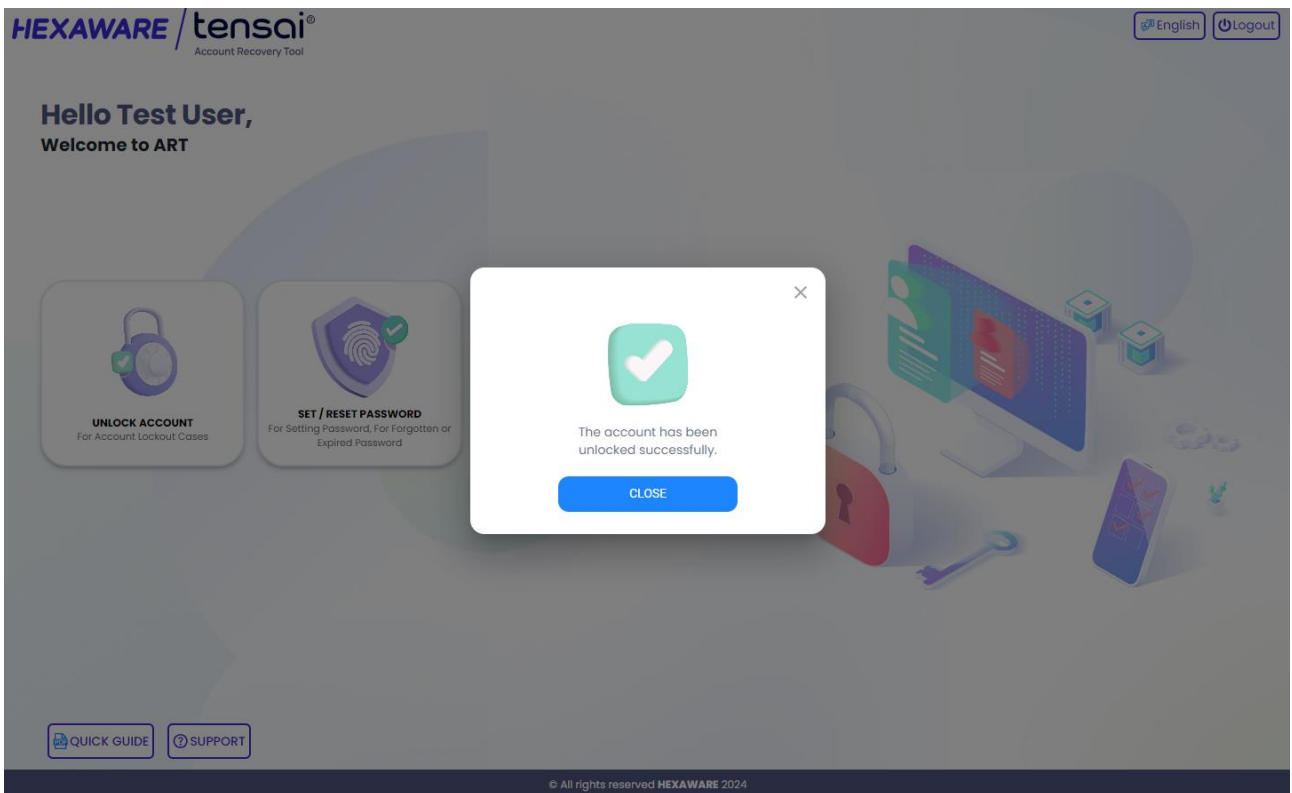

- Your account will be unlocked if it is locked else, will display message saying that your account is not locked.

o   The account is not locked.
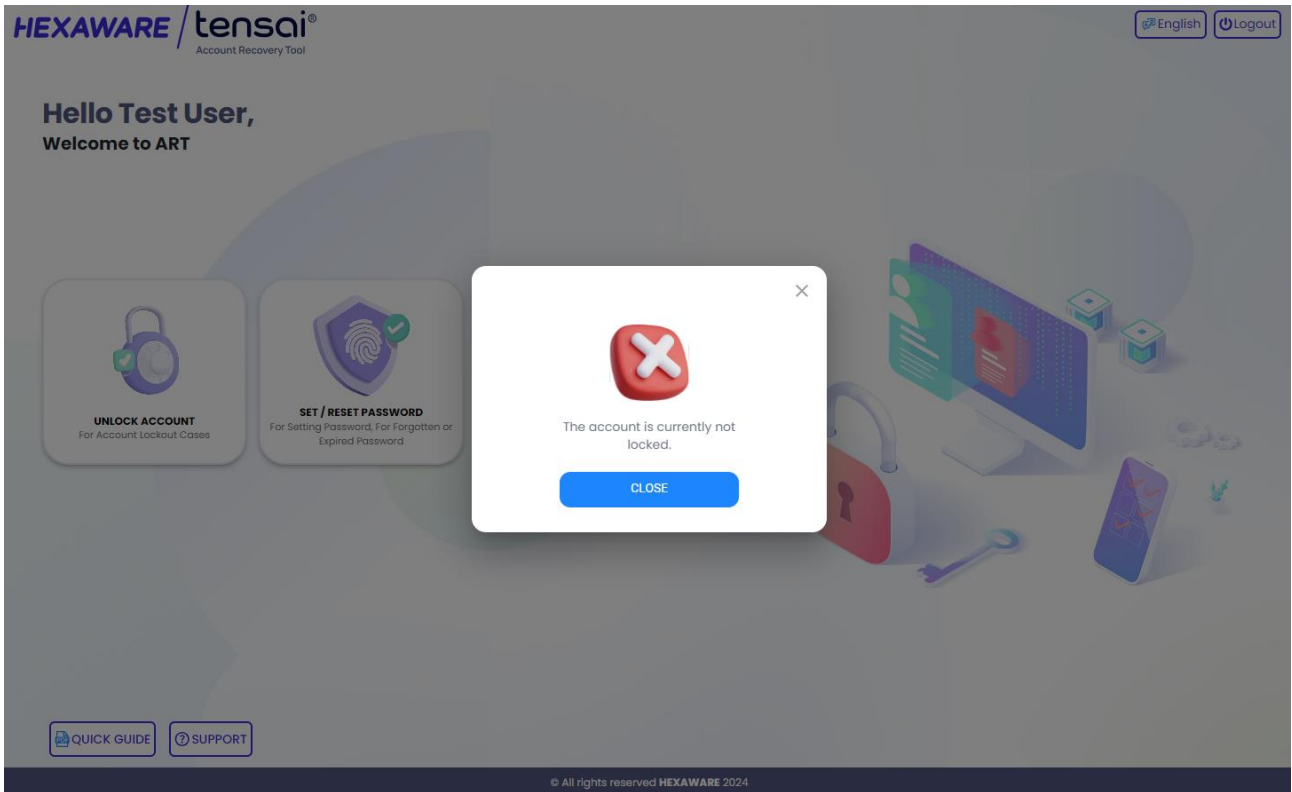
o   The account has been unlocked successfully by ART.

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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:
  - 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.
  - The new password should not contain a part of the old password.
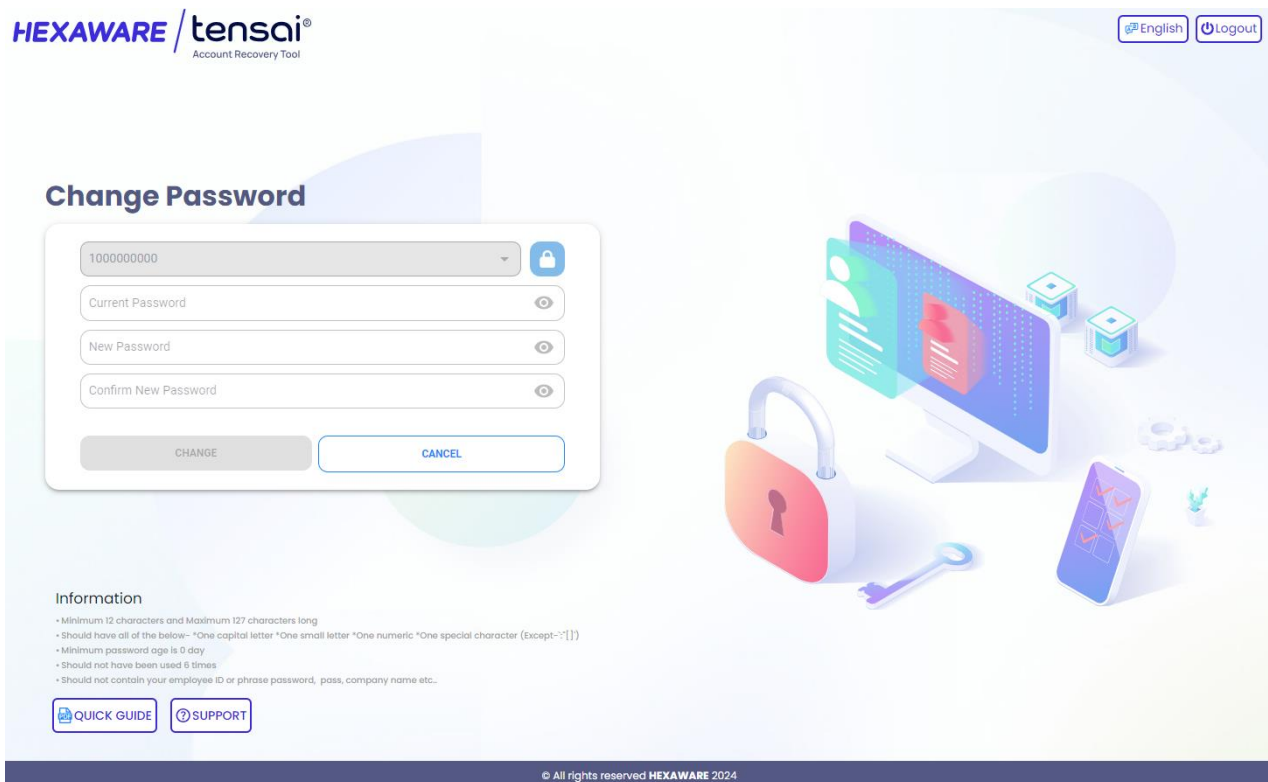
- Account owners have options to select their service account from the drop-down menu in the change password page. (**Note:** If the user is an account owner, they will see a list of Generic/Service accounts owned by them.)

- Users can select the service account, enter the current password, new password, confirm new password, and press Change.

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.
  - 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.
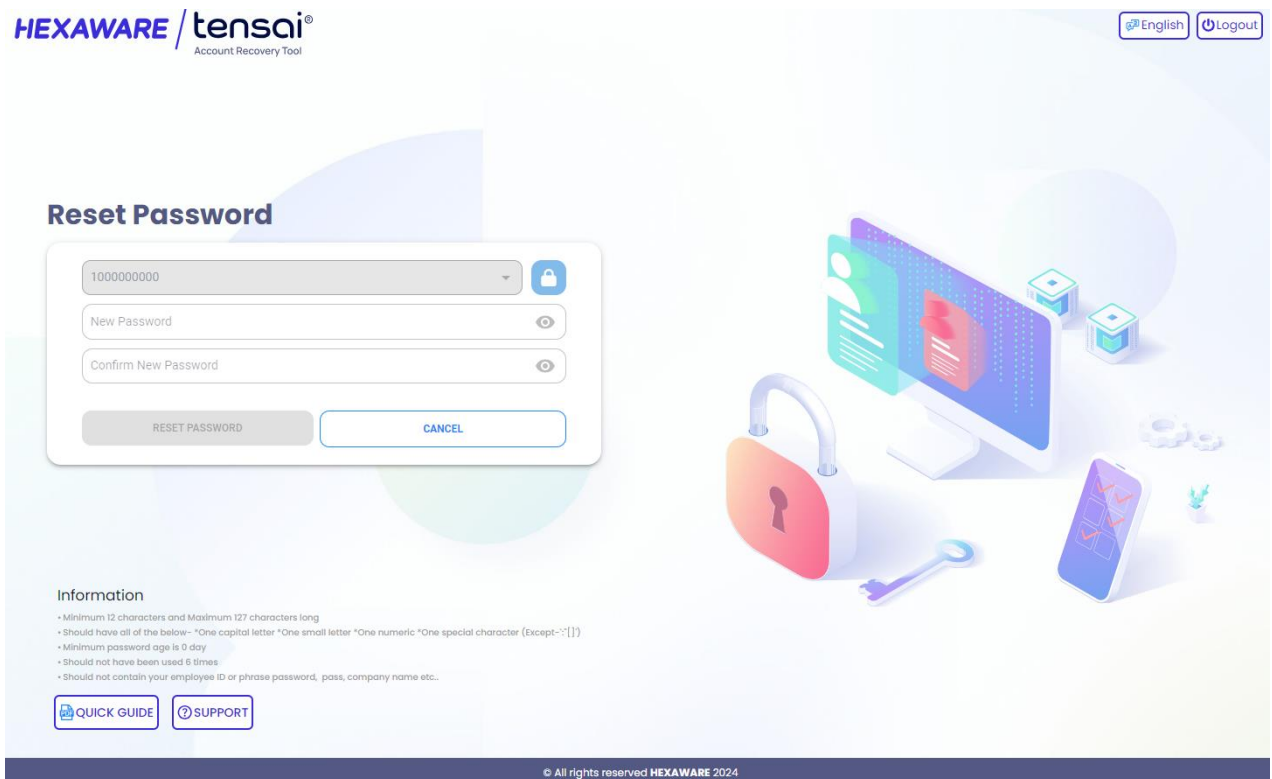
- Account owners have options to select their service account from the drop-down menu in the reset password page. (**Note:** If the user is an account owner, they will see a list of Generic/Service accounts owned by them.)

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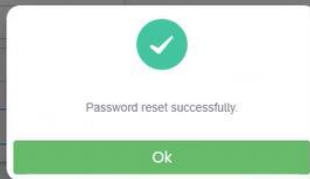- Users can select the service account, enter the new password, confirm new password, and press Reset Password.

- An error message will pop up if the password change, reset, or account unlock process is unsuccessful.
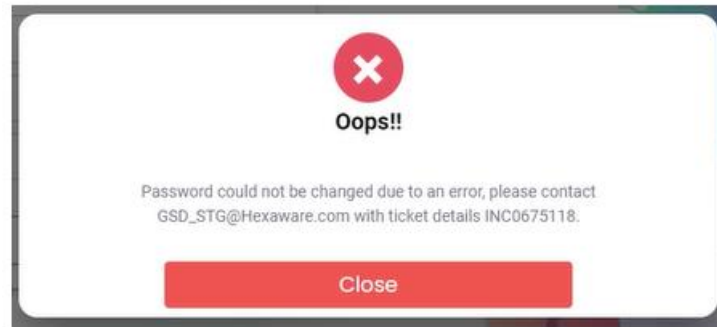
1.8 Contact Information

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

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