AVATAR SYSTEMS

User Account Management Guide


TABLE OF CONTENTS

Enroll my device.

Enrollment of your mobile device will allow you to receive Multi-Factor Authentication (MFA) codes directly on your device for use in the login process. These codes are also used for changing your password or unlocking a locked account.

1. Download the "Microsoft Authenticator" app from your mobile device app store. If already installed, you should skip this step.
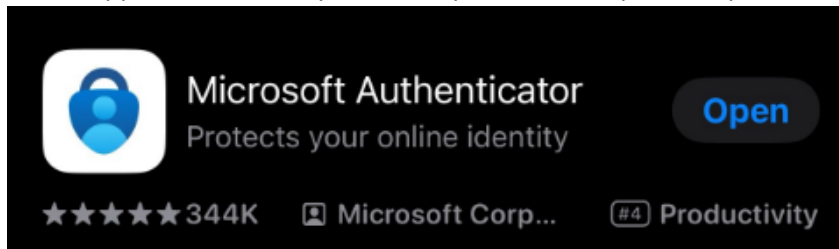
2. Access the Account Management page on your PC at https://login.avatarcloud.net:8889

3. Login using your username (<your username>@avatarcloud.net) and password. I.E. JDoe@avatarcloud.net
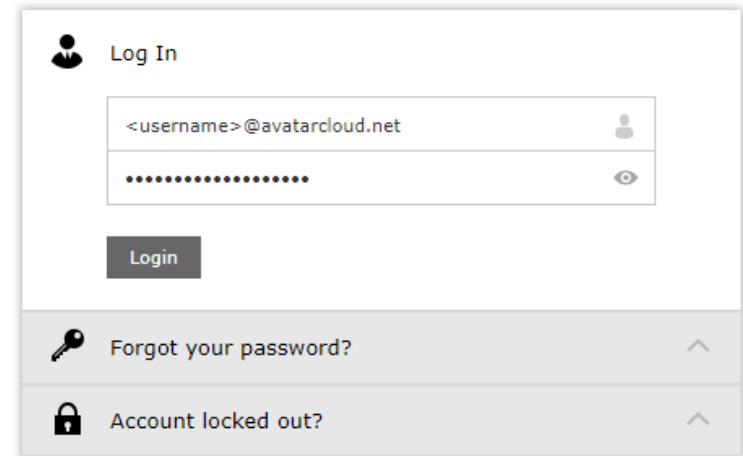
4. You may be greeted with a quick splash pag

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.

Enroll now to enjoy these benefits!   Click here

5. Follow the displayed instructions for configuring the authentication application. Once the steps have been followed and you are provided with a code, enter that code and click "Next".

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

Microsoft Authenticator

1. Download/Install Microsoft Authenticator. (Not required if previously downloaded/installed)

2. Go to the Microsoft Authenticator app.
   Select Add account (Plus symbol in the upper right corner of the app).
   Click on Other (Google, Facebook, etc.).

3. Scan the displayed QR code. A one-time-passcode is generated in the app.
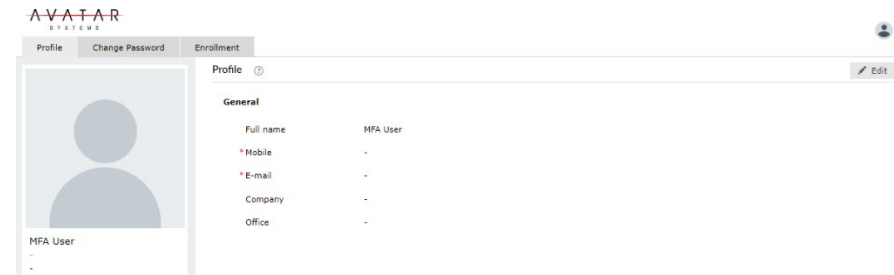
Can't scan the QR code?

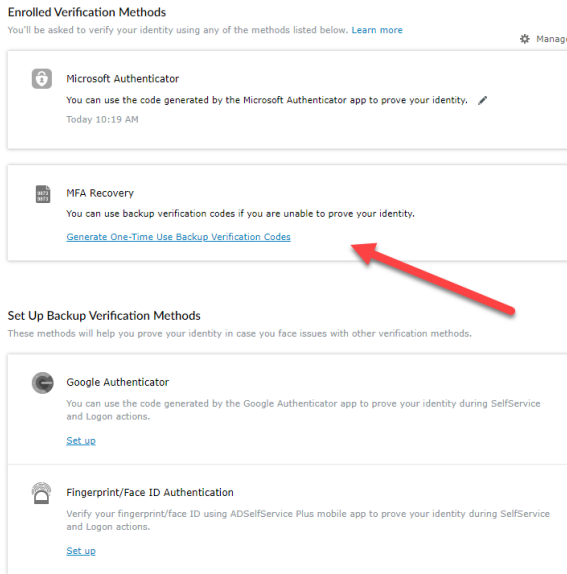4. Enter the code generated by the Microsoft Authenticator app

Step 1 of 1   Next

6. Your enrollment is complete, and you are configured for normal access to the Avatar cloud network. You may complete optional steps 7 and 8 if desired.

7. *Optional*: you may want to update your profile info in our system. This allows us to stay in better contact with you. I.E. If you add your email address, you'll receive auto notifications when your password is going to expire, or your account has been locked out. It will also provide you with instructions on how to correct these issues.

AVATAR
SYSTEMS

Profile   Change Password   Enrollment

Profile   Edit

General

Full name	MFA User
*Mobile	-
*E-mail	-
Company	-
Office	-

MFA User
-
-

8. *Optional*: You may create one-time use recovery codes. These are useful if you cannot verify your identity or do not have access to your mobile device.

Log into the Avatar Cloud.

1. Access your server by your normal means or via the web portal at https://Gateway.AvatarCloud.net.

2. Log into your server with your current username and password.

3. You will be prompted to enter the code that appears on your authentication app. Enter the code in the field provided. You may also be prompted for CAPTCHA verification as well. If so, enter this info in its related field. Click "Continue" to finish the login process.
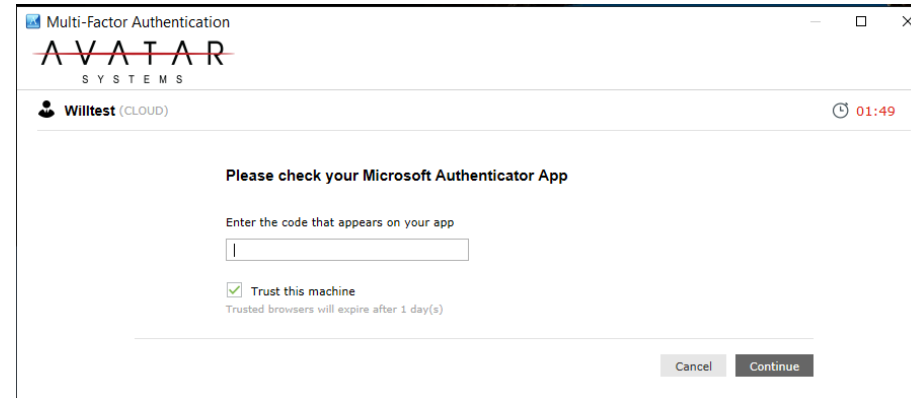
4. If unable to provide your authenticator code, and you previously created one-time use backups code, you may click "Use backup code" at the bottom of the screen to enter that code.
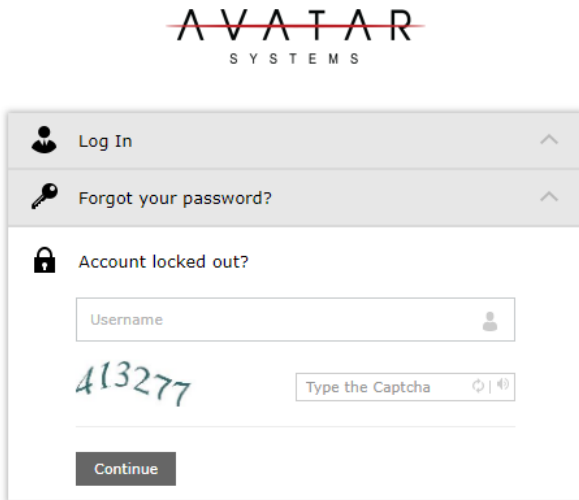
Unlock my account.

If for any reason your account gets locked out, normally after repeated login attempts with an incorrect password, you may unlock your account yourself without contacting Avatar support.

1. Access the Account Management page at
   https://login.avatarcloud.net:8889

2. Click on "Account locked out?"

3. Enter your username (<your username>@avatarcloud.net), and the CAPTCHA code if prompted. Then click "Continue"

4. Enter your authenticator code from your authenticator app, your CAPTCHA code if prompted, and click "Continue".

5. When your identity has been verified, click "Unlock Account" to unlock your account.

6. When successful, a confirmation of success message will be displayed.
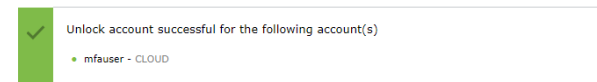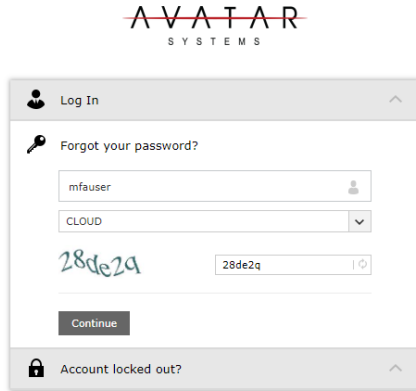
Reset my password.

You may easily reset your login password even if you do not remember your current password.

1. Access the Account Management page at https://login.avatarcloud.net:8889

2. Click on "Forgot your password?"

3. Enter your username (<your username>@avatarcloud.net), and the CAPTCHA code if prompted. Then click "Continue"

4. Enter your new password. Your password requirements are listed below. As each requirement is satisfied, a green checkmark will be added.

Your password policy will have an option for an extremely long password. This requirement is optional. If using this long password, you are not required to satisfy the other requirements. I.E. If I used "Mary had a little lamb, its fleece was white as snow" That would satisfy the long password requirement. I would not be required to incorporate numbers, symbols, or any of the other requirements in this case.

Reset Password

*New Password

*Confirm New Password

— Minimum length should be at least 10
— Number of special characters to include 1
— Must start with an uppercase alphabet or a lowercase alphabet or a number
— Must contain at least 1 upper case character(s)
— Number of numerals to include 1
— Must not be a palindrome
— Must not contain any character more than 2 times consecutively
— Must not have 5 consecutive character(s) from username
— Must not contain restricted patterns List
— You can ignore complexity rules if password length is at least 20
— Must not contain any digit as last character
— Must contain at least 1 lower case character(s)

Cancel   Reset Password

5. When all requirements are checked, you may click "Reset Password."

Reset Password

*New Password

*Confirm New Password

✔ Minimum length should be at least 10
✔ Number of special characters to include 1
✔ Must start with an uppercase alphabet or a lowercase alphabet or a number
✔ Must contain at least 1 upper case character(s)
✔ Number of numerals to include 1
✔ Must not be a palindrome
✔ Must not contain any character more than 2 times consecutively
✔ Must not have 5 consecutive character(s) from username
✔ Must not contain restricted patterns List
— You can ignore complexity rules if password length is at least 20
✔ Must not contain any digit as last character
✔ Must contain at least 1 lower case character(s)

Cancel   Reset Password

6. When successful you will be displayed a confirmation of the success.

✔ Password reset successful for the following account(s)
   ● mfauser - CLOUD

Back to home

AVATAR SYSTEMS

User Account Management Guide

Contact Avatar technical support.

Main Avatar Support	972-720-1800 or 1-800-490-0055
Account Admin Support	AccountAdmin@avatarcloud.net
IT/Server/Networking Support	Support@avatarcloud.net
Integra Support	IntegraSupport@avatarcloud.net
Petroware Support	PetrowareSupport@avatarcloud.net
OGAS Support	OGASSupport@avatarcloud.net