

Tickets.com - My Password Reset Portal

What is the My Password Reset portal? The My Password Reset “MPR” portal is a great tool that allows you to manage your Tickets.com SSL VPN account more effectively and efficiently via an easy to use web interface.

When should I use the MPR site? You will first use this site to create your password in order to get connected to the SSL VPN. You should also utilize the MPR site whenever you receive a reminder email to change your password before it expires. These reminders are emailed to you 2 weeks prior to your password expiring, so your email address should be current in order to ensure you receive these important reminders and prevent you from being unable to connect to the Tickets.com SSL VPN. You should use the MPR site if you forget your password and need to reset it. Finally, you should use the MPR site to update your contact information such as your phone number or email address when necessary to ensure you receive future communications.

*An SSL VPN connection is not required to access the site.

Any questions please contact helpdesk@tickets.com (1-800-555-3377)

How do I set my password for the first time using the MPR site?

Head to <https://mpr.tickets.com> and click “**Reset Password**”. Enter your username, select your domain from the drop down list (**TDC**), fill out the captcha, and then click “**Continue**”:

On the next page, verify the email address from the drop down box is correct. This is the email address that the verification code will be sent to. If it’s correct, click “**Continue**”.

Within a few seconds, you should receive an email with the subject “**Tickets.com Password Reset Confirmation**” containing your verification code sent to the email address shown on the previous page.

Simply copy this code into the code box as seen below and click “**Continue**”:

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Finally you will be presented with a new page where you can create and enter your new password (you must enter it twice) and then hit **“Reset Password”**:

Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 400
- The minimum password length is 8
- No. of Password Remembered is 18
- The password complexity property is Enabled

Reset Password

New Password:

Confirm New Password:

Verify the password has been successfully changed.

NOTE: *PASSWORDS MUST MEET COMPLEXITY REQUIREMENTS*****

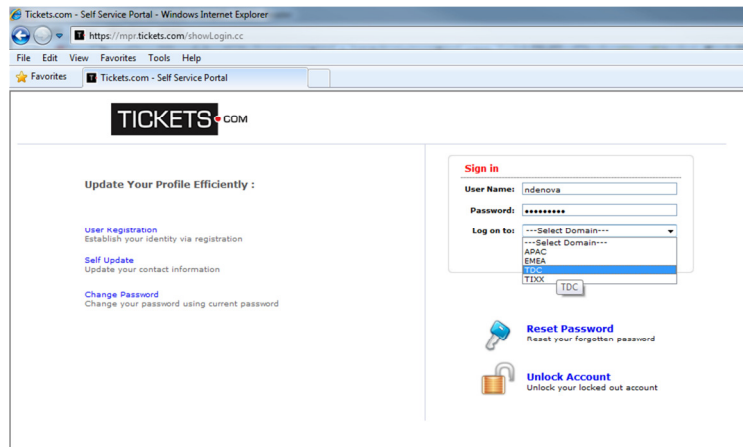
- ❖ *You may change your password once every 30 days*
- ❖ *You may not use prior passwords*
- ❖ *Your password must be more than 8 characters*
- ❖ *Must contain at least 3 of the 4 following requirements:*
 - *Uppercase letter*
 - *Lowercase letter*
 - *Number*
 - *Special character*

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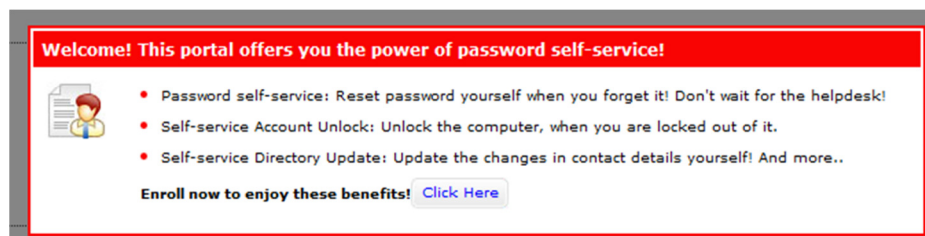
How do I enroll with the MPR site?

In order to be able to log in and use the new My Password Reset portal, please follow the instructions below:

1. Open a web browser to the address <https://mpr.tickets.com>
2. To login, enter your current credentials in the format of **Username** and your current **Password** and choose **TDC** from the drop down menu for the domain.
 - a. Username
 - b. Password
 - c. TDC

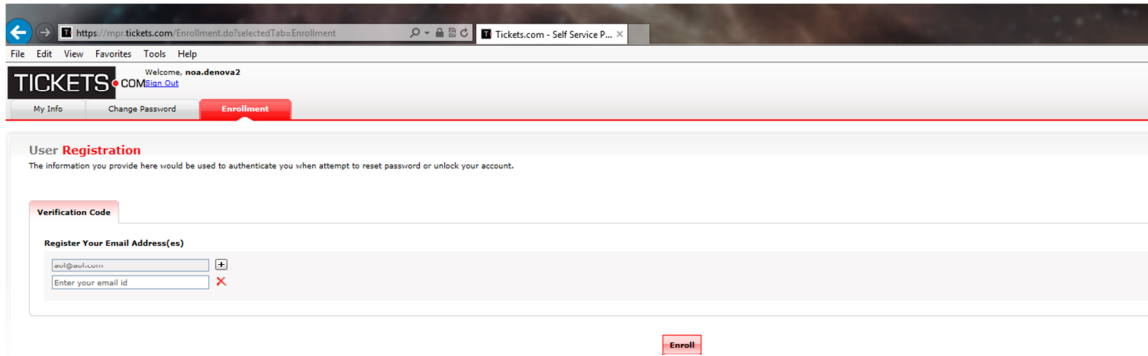


If this is your first time signing in, you will be greeted with the enrollment prompt which you must complete before proceeding:
(If you have already enrolled, you will be taken straight to the “My Info” tab described below)

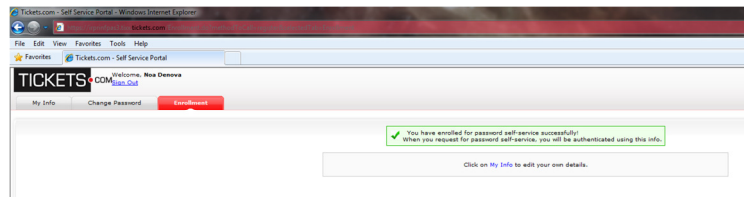


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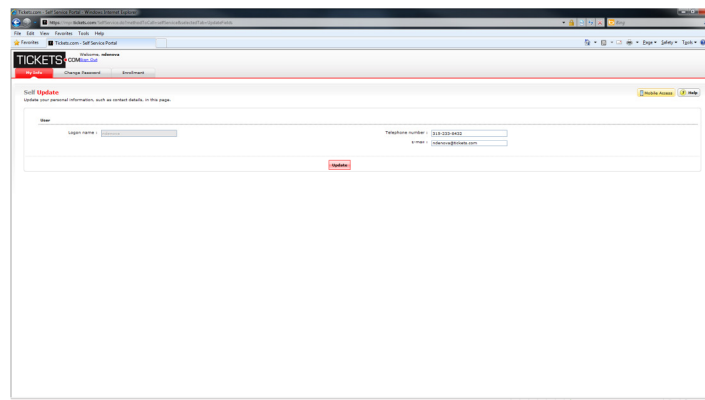
3. Next you will need to verify your email address is correct, then click **“Enroll”**:



Success!



After enrolling successfully, you will be able to update your information from the **“My Info”** tab:

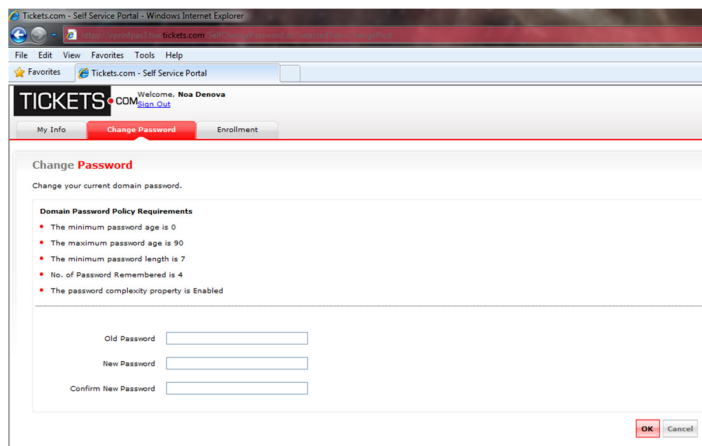


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How do I change my password using the MPR site?

From the “**Change Password**” tab:

- a. Enter your old password
- b. Enter your new password
- c. Confirm your new password (retype your new password to confirm)

A screenshot of a web browser window displaying the Tickets.com Self Service Portal. The browser's address bar shows 'tickets.com'. The page has a navigation bar with 'My Info', 'Change Password', and 'Enrollment' tabs. The 'Change Password' tab is active. Below the navigation bar, the page title is 'Change Password' and the instruction is 'Change your current domain password.' A section titled 'Domain Password Policy Requirements' lists several rules: 'The minimum password age is 0', 'The maximum password age is 90', 'The minimum password length is 7', 'No. of Password Remembered is 4', and 'The password complexity property is Enabled'. Below these requirements are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right of the form are 'OK' and 'Cancel' buttons.

Verify the password has been successfully changed.

Close your web browser.

***If you are connected to the Tickets.com SSL VPN, please disconnect and reconnect using your new password to ensure all is working correctly.**

NOTE: *PASSWORDS MUST MEET COMPLEXITY REQUIREMENTS*****

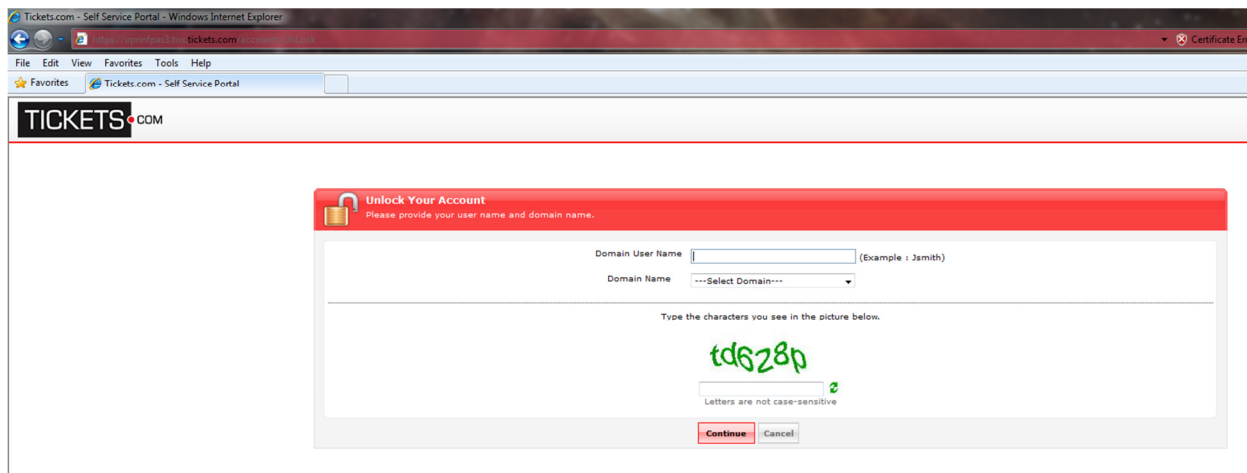
- ❖ *You may change your password once every 30 days*
- ❖ *You may not use prior passwords*
- ❖ *Your password must be more than 8 characters*
- ❖ *Must contain at least 3 of the 4 following requirements:*
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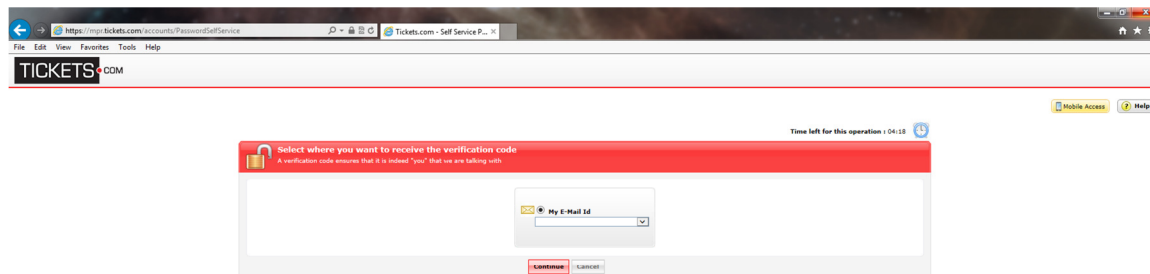
How do I unlock my account using the MPR site?

If you find yourself locked out of your account, you can unlock it without logging in.

Click “**Unlock Account**” from the log in page. Enter your username, select your domain from the drop down list (**TDC**), fill out the captcha, and then click “**Continue**”:



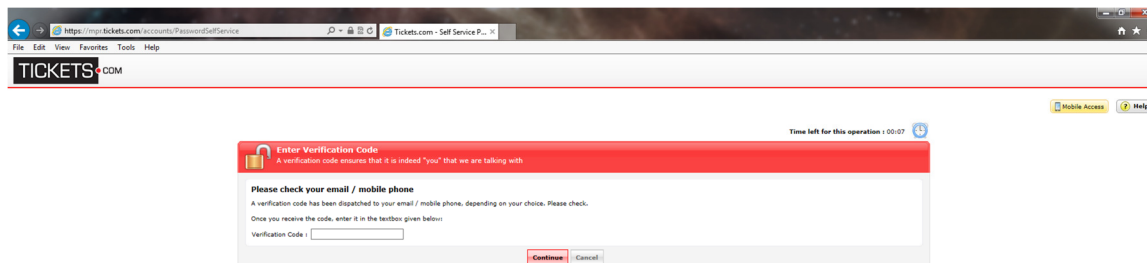
Then select the email address from the drop down box that you would like the verification code sent to:



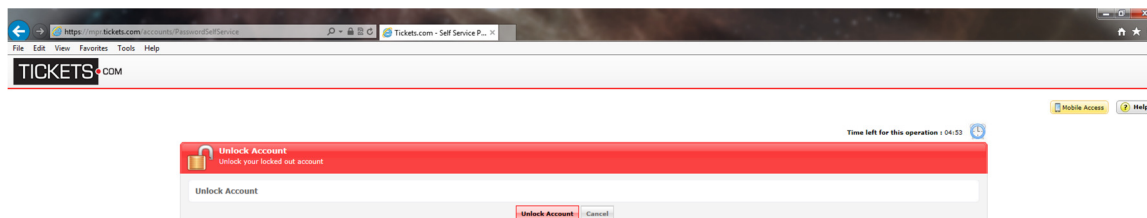
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Within a few seconds, you should receive an email with the subject “**Tickets.com Password Reset Confirmation**” containing your verification code sent to the email address you have entered in the MPR site.

Simply copy this code into the code box as seen below and click “**Continue**”:



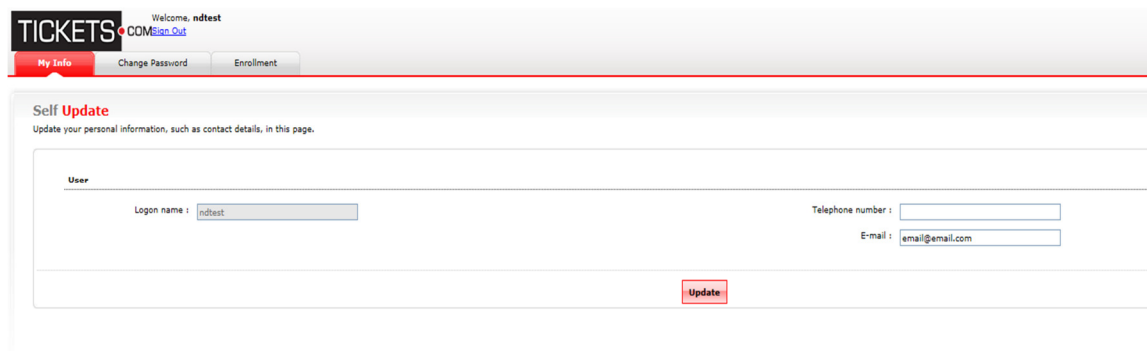
Then on the next page, click “**Unlock Account**”:



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How do I update my contact information using the MPR site?

If you need to update your phone number or email address, simply log into the MPR site and you will be taken to the “**My Info**” tab where you can modify your phone number and email address and click “**Save**” to save the changes.



The screenshot shows the 'Self Update' page on the Tickets.com website. At the top, there is a navigation bar with the Tickets.com logo, a 'Welcome, ndtest' message, and a 'Sign Out' link. Below this, there are three tabs: 'My Info' (which is highlighted in red), 'Change Password', and 'Enrollment'. The main content area is titled 'Self Update' and contains the instruction: 'Update your personal information, such as contact details, in this page.' Underneath, there is a form with the following fields: 'Logon name' (containing 'ndtest'), 'Telephone number' (empty), and 'E-mail' (containing 'email@email.com'). A red 'Update' button is located at the bottom right of the form.

What if I have problems using the MPR site?

If you have any questions or concerns, please contact the Tickets.com Helpdesk at:
1-800-555-3377

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