

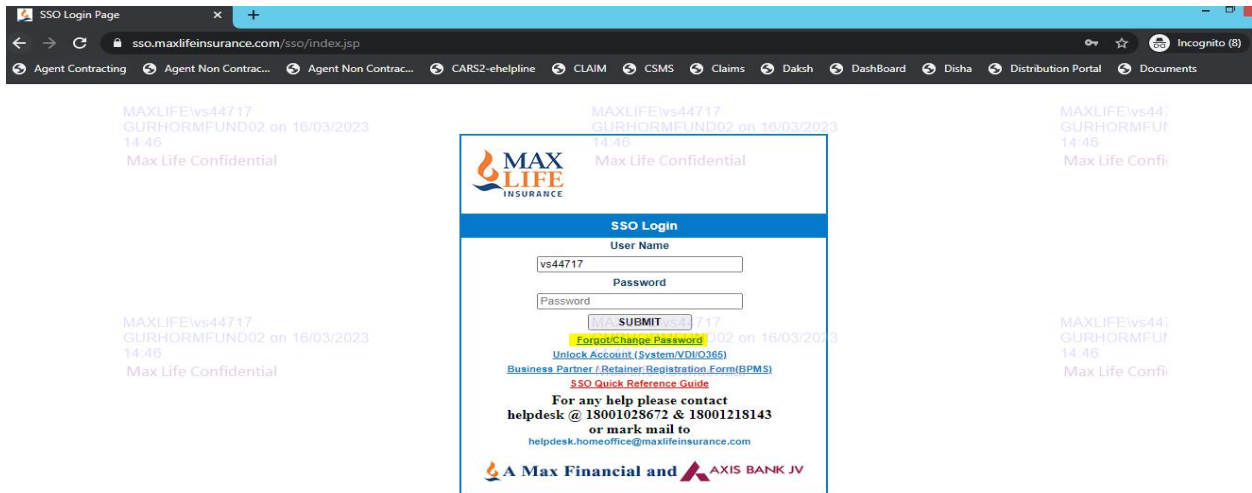


# Account Unlock and Password Reset Help Manual



## Employees/ Business Partners/ Agents Password reset procedure.

**Step 1:** Open portal <https://sso.maxlifeinsurance.com> , type in SSO ID on User Name and click on 'Forgot/Change Password'



## Step 2:

- Select One time password (OTP) via SMS or Select Question and Answers
- Solve the equation displayed and click on submit.

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The screenshot shows a web browser window with the URL `sso.maxlifeinsurance.com/ComplianceFlag/sso/passOption.jsp`. The browser's address bar and tabs are visible at the top. The page header features the Max Life Insurance logo. The main content area displays a personalized greeting: "Hi VS44717,". Below this, a heading reads "Choose a password reset option for your SSO account". There are two radio button options: "One Time Password(OTP) via SMS" and "Secret Questions And Answers". A CAPTCHA instruction follows: "Prove that you are not a robot by solving the equation below. Solve the equation 0+6". A text input field contains the number "6", and a blue "Submit" button is positioned below it.

### Step 3:

- If one time password (OTP) via SMS is selected, then enter OTP and it will get the delivered on the phone number updated in SSO

The screenshot shows a form for entering a One-Time Password (OTP). It features a label "Enter OTP :" followed by a text input field. Below the input field is a blue "Submit" button. Underneath the button is a link that says "Click here, to regenerate". At the bottom, there is a "NOTE" section with the following text: "NOTE : To update your mobile no in SSO Employee : Please connect to HR Business Partner : Update information on Self-Service".

- If you have selected Question and Answers, then answer the mentioned questions and click on submit, as shown below

The screenshot shows a form for answering secret questions. It contains two questions, each with a corresponding text input field: "What is your date of birth (DDMMYYYY)?" and "What is the name of the first school you attended?". At the bottom of the form is a blue "Submit" button.

### Step: 4

- Set new password and confirm the same password making a note it should be as per the password requirement.

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Please type the new Password Information

**New Password**

**Confirm Password**

**Change Password**

**Password Requirements:**  
The password must have a minimum of 8 characters.  
The password must include at least one numeric (0-9).  
The password must have one character (a-z, A-Z)  
The password must have one special character (@ # \$ & / +).  
The password must not contain User Name or User ID.  
The password must not be same as last 5 passwords  
Example: H#kp5G9.

## Issues/ Errors

### Getting blank page after clicking on Forgot password or Account Unlock

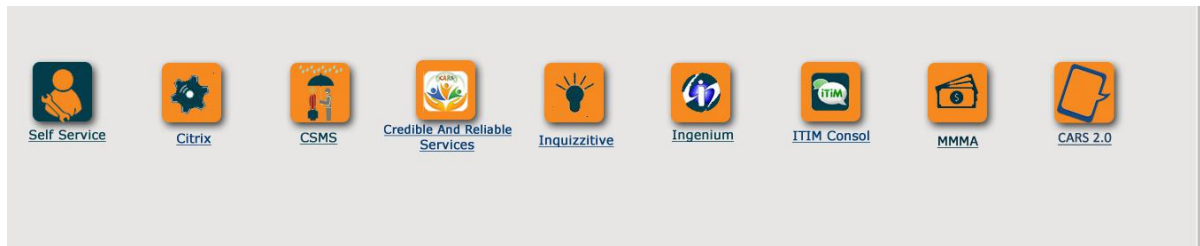
This occurs if the preferred contact number is not updated in self-service.

To update the contact number in self-service.

- Employees need to update the details in DISHA or contact HR to update the same.
- Business partners need to update from SSO Self Service > View or Update Profile
- Agents need to coordinate with respective GO

### Redirect to SSO Login Page

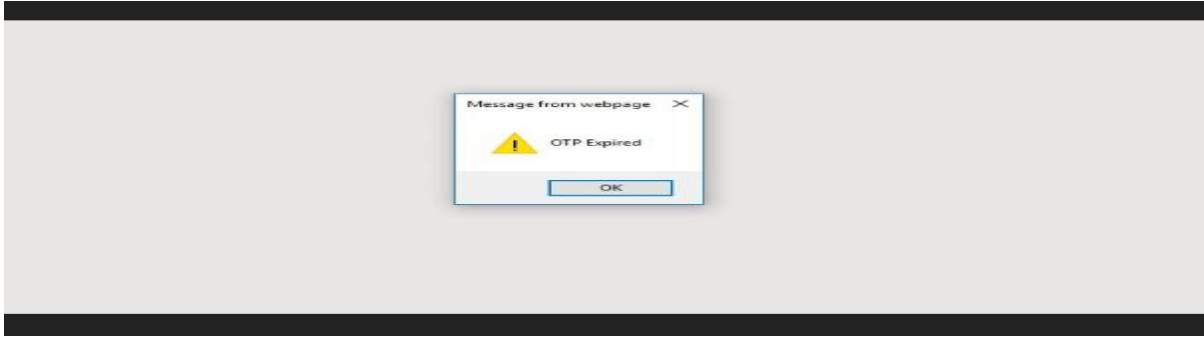
- If secret questions are not answered, then it will redirect to you to SSO page.



### OTP Expired

- If user is getting issue of OTP expires then, user either need to change password in incognito mode or clear browsing history.

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## **OTP Not Delivering**

In such case user should contact network operator for stopping the DND message service of Insurance Company.