

Forgot Username Configuration Guide

Introduction

Use this guide to configure the Forgot Username page, where end-users can retrieve forgotten user IDs.

The Forgot Username tool enables an end-user to provide information associated with their directory account in order to reacquire their username to log into SecureAuth IdP realms.

Each SecureAuth IdP realm can include a **Forgot Username URL Link** (Overview tab) that displays on the initial login page. Clicking the link redirects end-users to the Forgot Username realm, at which the end-user enters information from a defined field (e.g. email address, phone number, etc.) to confirm the account identity.

Upon successful identity validation, the username is displayed on the page itself or sent to the user via email, as configured by the administrator.

Prerequisites

1. Create a **New Realm** for the Forgot Username function
2. Configure the following tabs in the Web Admin before configuring the **Post Authentication** tab:
 - **Overview** – the description of the realm and SMTP connections must be defined
 - **Data** – an enterprise directory must be integrated with SecureAuth IdP
 - **Workflow** – the way in which users will access this application must be defined
 - **Multi-Factor Methods** – the Multi-Factor Authentication methods that will be used to access this page (if any) must be defined

SecureAuth IdP Configuration Steps

Select the type of directory integration used for the Forgot Username realm and follow the appropriate steps

LDAP Directories (AD and others)

Data

This is a configuration example using an **Active Directory** integration and common data fields, so it is not universal for every enterprise data store, but may be used as a reference to other LDAP directory types

Membership Connection Settings

Datastore Type

Type: Active Directory (sAMAccountName) ▼

Datastore Connection

Domain: @ directory.local

Connection String: LDAP://directory.local/DC=directory,DC=local

Anonymous LookUp: False ▼

Connection Mode: Secure ▼

Datastore Credentials

Search Filter

Search Attribute: samAccountName

searchFilter: (&(mail=%v)(objectclass=*))

1. In the **Membership Connection Settings** section, change the **searchFilter** to accept the user's email address on the initial login page (instead of the username)

This would correspond to the field in the enterprise directory that contains the email address, e.g. (&(mail=%v)(objectclass=*))

2. Set the **Search Attribute** to the directory attribute that contains the user ID to be retrieved

Once the end-user authenticates, the ID from the **Search Attribute** is provided as the forgotten username

Move onto step 5

SQL-type Data Stores

This is a configuration example using a **SQL Data Store** integration and common properties, so it is not universal for every enterprise data store, but may be used as a reference to other SQL-type data stores (Oracle, ASP.net, ODBC, others)

If configuring a realm with an ASP.net database integration, then follow these steps and refer to the [ASP.net Required Steps](#) section following step 4

SQL Data Store Configuration Steps

1. In the SQL data store, create new Stored Procedures that are specific for the Forgot Username realm, using **email** (or another preferred property) as the user ID

Using SecureAuth's provided [Stored Procedures and Tables](#), replace the Stored Procedure name with a friendly name, e.g. replace **GetUser** with **GetUserByEmail** in **sp_GetUser**: sp_GetUserByEmail

This differentiates the Stored Procedure from the others that employ the username as the User ID

Replace **UserName** with **Email1** in **WHERE UserName = @UserName**: WHERE Email1 = @UserName

This tells SecureAuth IdP to employ the user's email address stored in Email 1 as the user ID

```
CREATE PROC [dbo].[sp_GetUserByEmail] @UserName VARCHAR(60)
AS
BEGIN
    SELECT [UserName]
        ,ISNULL([GroupList], '')
        ,ISNULL([PwdLastSet], '1/1/1900')
        ,ISNULL([AccountStatus], '')
    FROM UserTable
    WHERE Email1 = @UserName
END
```

Shown as an example is the **Get User Stored Procedure**, which must be updated for this realm

The following Stored Procedures must be updated in the same manner, but with unique, friendly names:

- **Get User** (new name: GetUserByEmail)
- **Get Profile** (new name: GetProfileByEmail)
- **Update Profile** (new name: UpdateProfileByEmail)
- **Validate / Get Password**, required *only if* the user's password is required in the workflow to retrieve the forgotten username (new name: ValidatePasswordByEmail / GetPasswordByEmail)

```

CREATE PROC [dbo].[sp_GetProfileByEmail] @UserName VARCHAR(60)
AS
BEGIN
    SELECT UserName
        ,IsNull(FirstName, '') FirstName
        ,IsNull(LastName, '') LastName
        ,IsNull(Phone1, '') Phone1
        ,IsNull(Phone2, '') Phone2
        ,IsNull(Phone3, '') Phone3
        ,IsNull(Phone4, '') Phone4
        ,IsNull(Email1, '') Email1
        ,IsNull(Email2, '') Email2
        ,IsNull(Email3, '') Email3
        ,IsNull(Email4, '') Email4
        ,IsNull(AuxID1, '') AuxID1
        ,IsNull(AuxID2, '') AuxID2
        ,IsNull(AuxID3, '') AuxID3
        ,IsNull(AuxID4, '') AuxID4
        ,IsNull(AuxID5, '') AuxID5
        ,IsNull(AuxID6, '') AuxID6
        ,IsNull(AuxID7, '') AuxID7
        ,IsNull(AuxID8, '') AuxID8
        ,IsNull(AuxID9, '') AuxID9
        ,IsNull(AuxID10, '') AuxID10
        ,IsNull(pinHash, '') pinHash
        ,IsNull(Questions, '') Questions
        ,IsNull(Answers, '') Answers
        ,IsNull(ChallengeQuestion, '') ChallengeQuestion
        ,IsNull(ChallengeAnswer, '') ChallengeAnswer
        ,IsNull(CertResetDate, '1/1/1900') CertResetDate
        ,IsNull(CertCount, 0) CertCount
        ,IsNull(CertSerialNumber, '') CertSerialNumber
        ,IsNull(MobileResetDate, '1/1/1900') MobileResetDate
        ,IsNull(MobileCount, 0) MobileCount
        ,IsNull(ExtSyncPwdDate, '1/1/1900') ExtSyncPwdDate
        ,IsNull(HardwareToken, '') HardwareToken
        ,IsNull(iOSDevices, '') iOSDevices
        ,IsNull(OATHSeed, '') OATHSeed
        ,IsNull(OneTimeOATHList, '') OneTimeOATHList
        ,IsNull(GroupList, '') GroupList
    FROM UserTable
    WHERE Email1 = @UserName

    SELECT DigitalFP
    FROM UserFP
    WHERE Email1 = @UserName

    SELECT PNToken
    FROM UserPN
    WHERE Email1 = @UserName

    SELECT AccessHistory
    FROM UserAccessHistory
    WHERE Email1 = @UserName

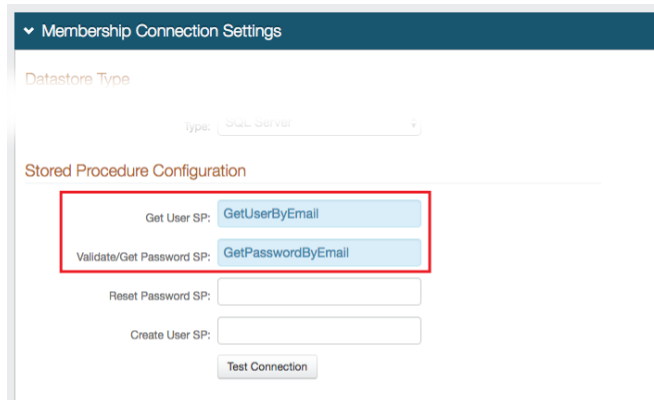
    SELECT OATHToken
    FROM UserOT
    WHERE Email1 = @UserName
END
GO

```

Note the updates applied to this Stored Procedure from step 1

The following steps are completed in the SecureAuth IdP Web Admin

Data



Membership Connection Settings

Datastore Type

Type: SQL Server

Stored Procedure Configuration

Get User SP:

Validate/Get Password SP:

Reset Password SP:

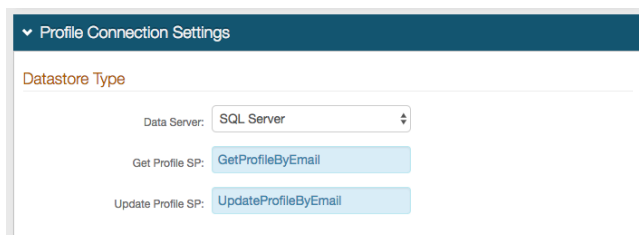
Create User SP:

2. In the **Membership Connection Settings** section, set the **Get User SP** to the friendly name of the Forgot Username-specific Get User Stored Procedure (configured in step 1), e.g. **GetUserByEmail**

3. Set the **Validate / Get Password SP** to the friendly name of the Forgot Username-specific Get / Validate Password Stored Procedure, e.g. **GetPasswordByEmail**

Step 4 is required *only* if the user's password is required in the Forgot Username realm login workflow

Profile Connection Settings



Profile Connection Settings

Datastore Type

Data Server: SQL Server

Get Profile SP:

Update Profile SP:

4. Set the **Get Profile SP** and the **Update Profile SP** to the friendly names of the Forgot Username-specific Get User Profile and Update User Profile Stored Procedures, e.g. **GetProfileByEmail** and **UpdateProfileByEmail**

ASP.net Required Configuration Steps

The following steps are for Forgot Username realms using ASP.net database as the directory source

Forgot Username with ASP.net database is supported by SecureAuth IdP versions 9.1+

SecureAuth IdP Configuration Steps

System Info

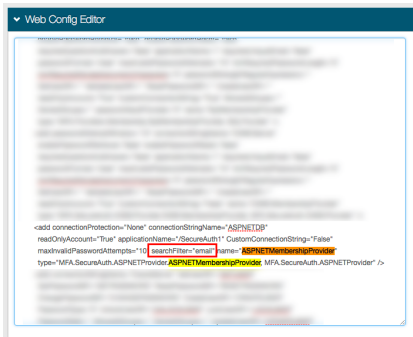
Links

Web Config Backups: [Click to view Web Config Backups.](#)

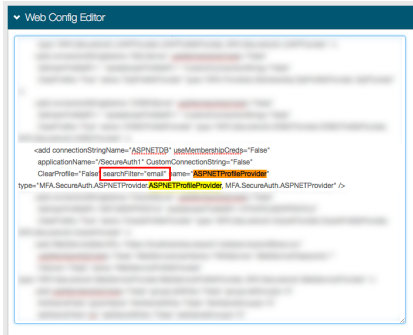
Web Config Editor: [Click to edit Web Config file.](#)

1. In the **Links** section, select **Click to Edit Web Config File**

Web Config Editor



```
<add connectionProtection='None' connectionStringName='ASPNETDB'
readOnlyAccount='True' applicationName='SecureAuth1' CustomConnectionString='False'
maxInvalidPasswordAttempts='10' searchFilter='email' name='ASPNETMembershipProvider'
type='MFA.SecureAuth.ASPNETProvider.ASPNETMembershipProvider, MFA.SecureAuth.ASPNETProvider' />
```



```
<add connectionStringName='ASPNETDB' useMemberhsCreds='False'
applicationName='SecureAuth1' CustomConnectionString='False'
ClearProfile='False' searchFilter='email' name='ASPNETProfileProvider'
type='MFA.SecureAuth.ASPNETProvider.ASPNETProfileProvider, MFA.SecureAuth.ASPNETProvider' />
```

2. Search for **ASPNETMembershipProvider**, and add the following line in the ASPNETDB section

```
searchFilter="email"
```

3. Search for **ASPNETProfileProvider**, and add the following line in the ASPNETDB section

```
searchFilter="email"
```

Click **Save** once the configurations have been completed and before leaving the **Web Config Editor** page to avoid losing changes

ASP.net DB Configuration Steps

UserID	Password	PasswordFormat	PasswordSalt	MobilePIN	Email	LoweredEmail	PasswordQuestions
557101af-df8b-484a-884a-88f188181517	48396c3296ac319a966a918164132c76	48396c3296ac319a966a918164132c76	48396c3296ac319a966a918164132c76	48396c3296ac319a966a918164132c76	48396c3296ac319a966a918164132c76		
464633c5-2810-431c-815e-164f1aa32813	87fwa03f-...	87fwa03f-...	87fwa03f-...	87fwa03f-...	87fwa03f-...		
7e4d346f-039f-4a49-8232-823c4c474643	Ku4n-4q47...	Ku4n-4q47...	Ku4n-4q47...	Ku4n-4q47...	Ku4n-4q47...		
84633165-7145-4153-812b-816e4644c307	8E9F5H-DW...	8E9F5H-DW...	8E9F5H-DW...	8E9F5H-DW...	8E9F5H-DW...		
956c388a-8a17-4846-8a13-8a698a7508	ApQp3AAKk...	ApQp3AAKk...	ApQp3AAKk...	ApQp3AAKk...	ApQp3AAKk...		
c18d133-5d9b-4709-b22a-3a84a84097	TK0x0u9fC...	TK0x0u9fC...	TK0x0u9fC...	TK0x0u9fC...	TK0x0u9fC...		
e43a108-13aa-8a71-8a8a-8a4d4d4d4d4d	149y0h0jpm...	149y0h0jpm...	149y0h0jpm...	149y0h0jpm...	149y0h0jpm...		
b6a03ab-e842-848f-848f-847f84c031	FRW3h0VQa...	FRW3h0VQa...	FRW3h0VQa...	FRW3h0VQa...	FRW3h0VQa...		
4448147a-074a-498f-48fa-2728ba8b5a6b	BWCC3v-ku...	BWCC3v-ku...	BWCC3v-ku...	BWCC3v-ku...	BWCC3v-ku...		
76a30113-1a22-4210-3181-4a4a4a4a4a4a	3073200regm...	3073200regm...	3073200regm...	3073200regm...	3073200regm...		
9c3a305f-a0ac-4153-8a2c-244d25c3989	uUCUdH3Mg...	uUCUdH3Mg...	uUCUdH3Mg...	uUCUdH3Mg...	uUCUdH3Mg...		
9ea9f1a8-2848-4a63-8a85-1398982006	uM0Za7yaP...	uM0Za7yaP...	uM0Za7yaP...	uM0Za7yaP...	uM0Za7yaP...		
7990179-0309-8a81-8f8a-e8a84827062	203d11g4U...	203d11g4U...	203d11g4U...	203d11g4U...	203d11g4U...		
478a326a-8a2f-8d5c-8a8a-8a4a4a4a4a4a	7q4h0g4Th...	7q4h0g4Th...	7q4h0g4Th...	7q4h0g4Th...	7q4h0g4Th...		
42088ba-b7cc-411a-8a63-8a79f7a0bae	hu4BwP8k5...	hu4BwP8k5...	hu4BwP8k5...	hu4BwP8k5...	hu4BwP8k5...		
45454000-4808-4808-4808-3a602a72791a	4P4p4C4K4E...	4P4p4C4K4E...	4P4p4C4K4E...	4P4p4C4K4E...	4P4p4C4K4E...		
4a3197aa-746a-8a41-8a4a-8a4d4d4d4d4d	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...		
c384887-8f78-4a19-8a45-c184d48b83	+DL4d180w...	+DL4d180w...	+DL4d180w...	+DL4d180w...	+DL4d180w...		
151517a-889a-4b13-8299-4573738da5a	34f4b4N4Q...	34f4b4N4Q...	34f4b4N4Q...	34f4b4N4Q...	34f4b4N4Q...		
911034e4-c8ac-4a0f-4a3f-10885a833a1	B-4117m43...	B-4117m43...	B-4117m43...	B-4117m43...	B-4117m43...		
1c705337-030f-478e-4a4b-470398982a6	1C8a4y4P4...	1C8a4y4P4...	1C8a4y4P4...	1C8a4y4P4...	1C8a4y4P4...		
49862393-4c2f-8a5a-8a4b-8a033a1c1539	u4u0/VM4c...	u4u0/VM4c...	u4u0/VM4c...	u4u0/VM4c...	u4u0/VM4c...		
19a313c5-17cc-484f-819f-1a39143d8a63	M5Wm7N7a...	M5Wm7N7a...	M5Wm7N7a...	M5Wm7N7a...	M5Wm7N7a...		
c384887-8f78-4a19-8a45-c184d48b83	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...	14CC4a4D4c...		
9a9a6a26-4107-4103-8a71-8189a4a930c	4Hy1C1P4a...	4Hy1C1P4a...	4Hy1C1P4a...	4Hy1C1P4a...	4Hy1C1P4a...		
8a0f427-54f1-423c-8c5a-853378a17a0	h4M4A4P+4...	h4M4A4P+4...	h4M4A4P+4...	h4M4A4P+4...	h4M4A4P+4...		
53a81a7c-8217-403a-812a-8a6b4a62a6a7	m4K4D3047...	m4K4D3047...	m4K4D3047...	m4K4D3047...	m4K4D3047...		

3. If the **LoweredEmail** field is empty, then populate the field in the ASP.net database

Click **Save** once the configurations have been completed and before leaving the **Data** page to avoid losing changes

Post Authentication

Authenticated User Redirect: **Forgot Username**

Redirect To: **Authorized/ForgotUsername.aspx**

Upload a Page: **Choose File** No file chosen

[Download Customized Pages](#)

5. Select **Forgot Username** from the **Authenticated User Redirect** dropdown in the **Post Authentication** tab in the Web Admin

6. An unalterable URL is auto-populated in the **Redirect To** field, which appends to the domain name and realm number in the address bar (Authorized/ForgotUsername.aspx)

Forgot Username

▼ Forgot Username

Username Delivery Option: Display on page
 Send in email

7. Choose the **Username Delivery Option**, which either is to **Display on page** or to **Send in email** to the field designated in the **searchFilter** / Stored Procedures (**Email 1**)

The username displayed on the page or sent in the email is the username stored in the directory attribute mapped to the **Search Attribute** field; or the User ID stored as the **UserName** in SQL-type data stores

Click **Save** once the configurations have been completed and before leaving the **Post Authentication** page to avoid losing changes

Forms Auth / SSO Token

▼ Forms Auth/SSO Token

Key Generation: [View and Configure FormsAuth keys/SSO token](#)

8. Click **View and Configure FormsAuth keys / SSO token** to configure the token/cookie settings and to configure this realm for Single Sign-on (SSO)

These are *optional* configurations

▼ Forms Authentication

Name: Login Uri: Domain: Require SSL: Cookieless: Sliding Expiration: Timeout:

Minute(s)

1. If SSL is required to view the token, select **True** from the **Require SSL** dropdown
2. Choose whether SecureAuth IdP will deliver the token in a cookie to the user's browser or device:
 - **UseCookies** enables SecureAuth IdP to always deliver a cookie
 - **UseUri** disables SecureAuth IdP to deliver a cookie, and instead deliver the token in a query string
 - **AutoDetect** enables SecureAuth IdP to deliver a cookie if the user's settings allow it
 - **UseDeviceProfile** enables SecureAuth IdP to deliver a cookie if the browser's settings allow it, no matter the user's settings
3. Set the **Sliding Expiration** to **True** if the cookie remains valid as long as the user is interacting with the page
4. Set the **Timeout** length to determine for how many minutes a cookie is valid



No configuration is required for the **Name**, **Login URL**, or **Domain** fields

Machine Key

Machine Key

Validation:

Decryption:

Validation Key:

Decryption Key:

5. No changes are required in the **Validation** field, unless the default value does not match the company's requirement

If a different value is required, select it from the dropdown

6. No changes are required in the **Decryption** field, unless the default value does not match the company's requirement

If a different value is required, select it from the dropdown



No configuration is required for the **Validation Key** or **Decryption Key** fields

Authentication Cookies

Authentication Cookies

Pre-Auth Cookie: DOMAINSTACK

Post-Auth Cookie: DOMAINSTACK

Persistent:
 True - Expires after Timeout
 ✓ False - Session Cookie

Clean Up Pre-Auth Cookie: False


7. Enable the cookie to be **Persistent** by selecting **True - Expires after Timeout** from the dropdown

Selecting **False - Session Cookie** enables the cookie to be valid as long as the session is open, and will expire once the browser is closed or the session expires

 No configuration is required for the **Pre-Auth Cookie**, **Post-Auth Cookie**, or the **Clean Up Pre-Auth Cookie** fields

Click **Save** once the configurations have been completed and before leaving the **Forms Auth / SSO Token** page to avoid losing changes

 To configure this realm for SSO, refer to [SecureAuth IdP Single Sign-on Configuration](#)

 To configure this realm for *Windows Desktop SSO*, refer to [Windows desktop SSO configuration](#)

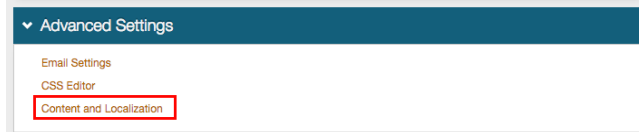
Best Practices

Client-side Form Modification

Follow these steps to alter the end-user login pages to read, "Email" (or whatever is preferred) instead of "Username" in the Forgot Username realm

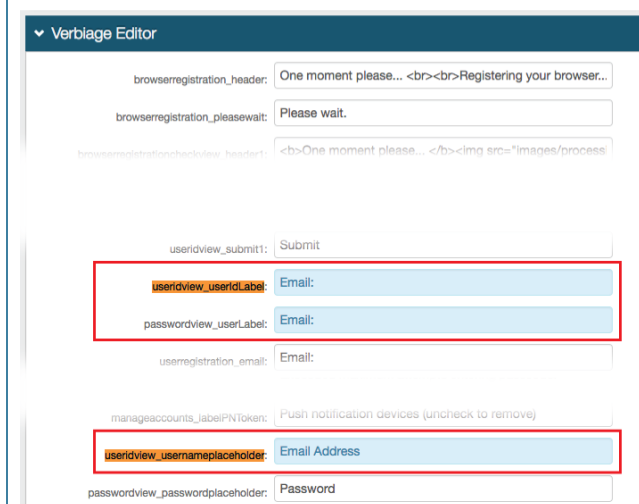
These optional steps are completed in the Forgot Username realm (configured above)

Overview



1. In the **Advanced Settings** section, select **Content and Localization**

Verbiage Editor



2. Search for **useridview_useridLabel** and change **Username:** to **Email:** (or the preferred verbiage), which displays on the initial login page, prompting the user for the User ID

3. Change the **passwordview_userLabel** from **Username:** to **Email:** (or the preferred verbiage), which displays on the subsequent login page, prompting the user for the password

This is only necessary if the realm's workflow has username and password on separate pages

The Username / Email field is greyed out and displays the information entered on the previous page

4. Search for **useridview_usernameplaceholder** and change **Username** to **Email Address** (or the preferred verbiage), which displays as a placeholder on the initial login page (with step 2) in the text box

Click **Save** once the configuration is complete and before leaving the **Content and Localization** page to avoid losing changes

Forgot Username Links

Follow the step to add the Forgot Username realm link to *other* SecureAuth IdP realms, which displays on login pages for end-users to quickly retrieve lost credentials

This optional step is NOT completed in the Forgot Username realm, but rather in other SecureAuth IdP realms

Overview

Page Content

Username

Displayed Name

Authenticated User ID

Location

Not Shown

Links

Forgot Username URL

/SecureAuthRealm

Location

✓ Under Input Field
Page Footer

Forgot Password URL

Location

Page Footer

1. In the **Page Content** section, update the **Forgot Username URL** field and its **Location** on the login page within the *other* SecureAuth IdP realms in which the function is available

The URL would be: **/SecureAuth[ForgotUsernameRealm#]**

Click **Save** once the configurations have been completed and before leaving the **Overview** page to avoid losing changes