Recovery account

Account recovery allows users to request a reset of their master password if they have lost it.

There are 3 prerequisites:

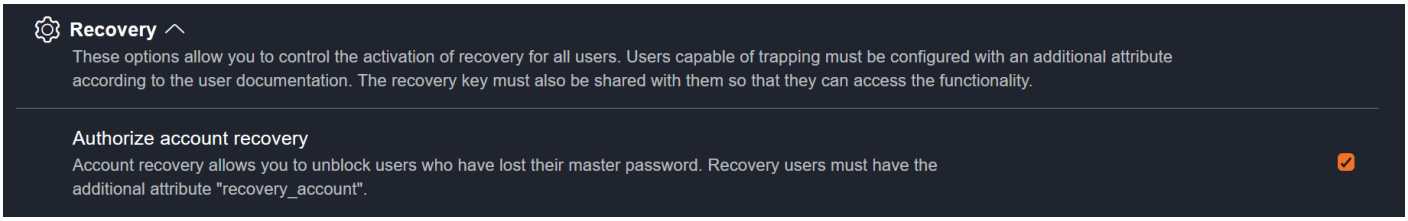
- Account recovery must be enabled in the administration page
- At least one user must have account recovery rights.
- The user must have a valid email address

The workflow will be as follows:

1. User requests master password reset
2. Admin accepts reset
3. User sets new master password

Enable account recovery

1. Go to the **Enterprise Vault admin app**
2. Go to **Settings**
3. Enable the line **Authorize account recovery**
4. Click **Save** button



> The length of time for which the request is valid can also be set here.
> The default setting is 2 hours.

Add account recovery rights to a user

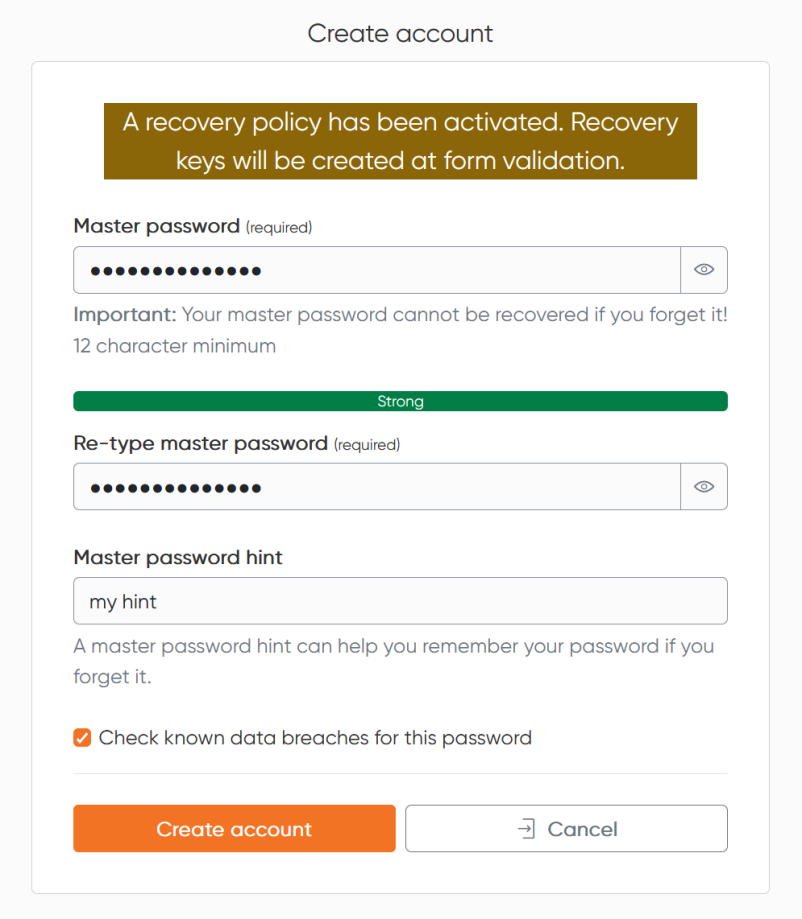
1. Go to your **WALLIX ONE IDaaS admin page**
2. Go to **Users** and select an existing user
3. Click **Edit** then **Add an attribute**
4. Provide the following attribute:
   name: recovery_account

kind: bool
value: true

Attributes

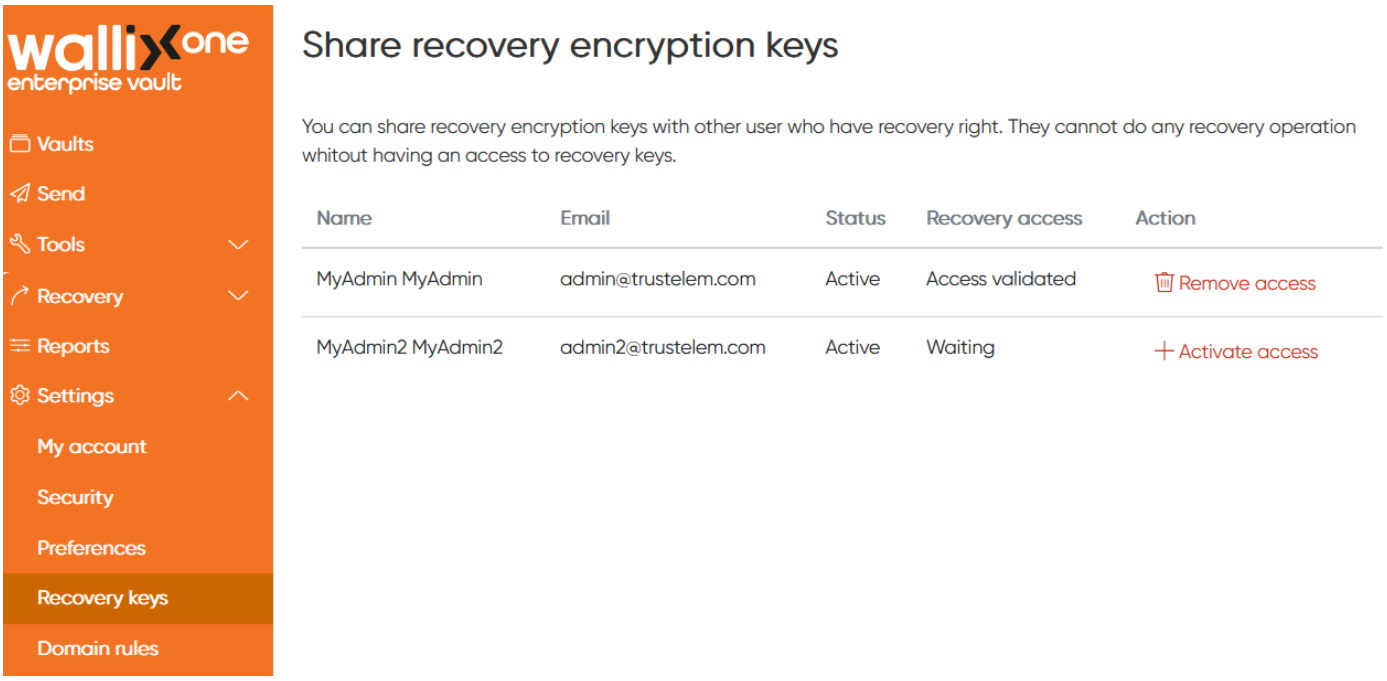
Attributes	SOURCE	NAME	KIND	VALUE
	Trustelem	recovery_account	bool	true

When this user will log in the Enterprise Vault user app, and if he is the first one with recovery rights(data or account), he will have the following message:



In fact, specific encryption keys are required to carry out recovery operations.
These are created when the first admin is authenticated.
Consequently, for subsequent admins, an admin who has the keys must share them.

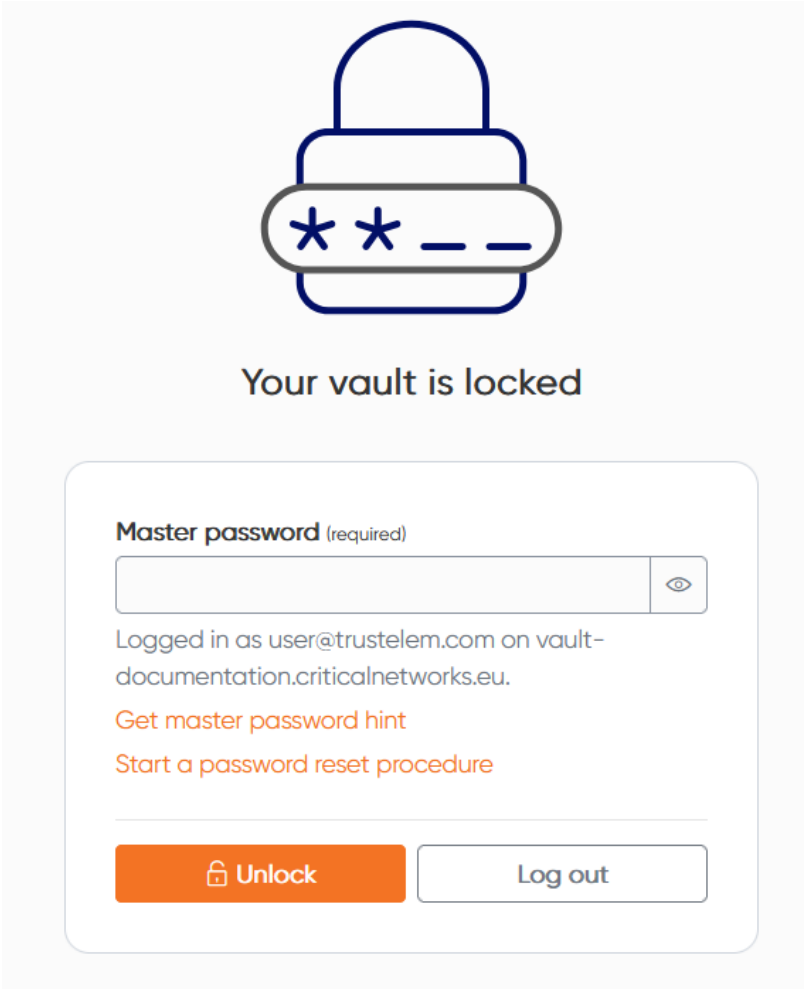
1. Go to your **Enterprise Vault user app** with an admin who has the recovery key
2. Go to **Settings**, then **Recovery keys**
3. Click **Activate access** for the new admins



Workflow

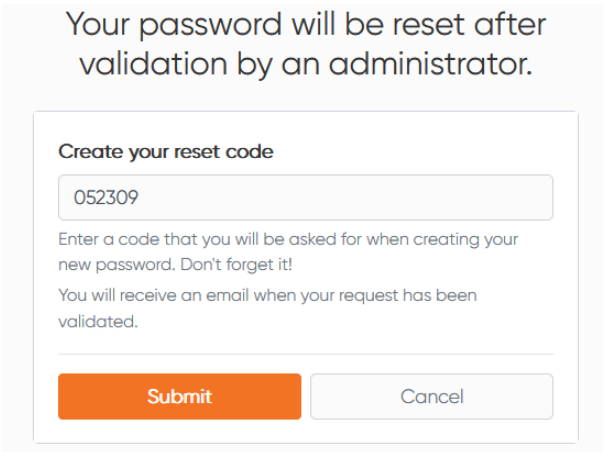
User requests master password reset

- The user clicks **Start a password reset procedure**



If the button "Start a password reset procedure" is not displayed, causes can be:
- The "recovery account" option is not enabled in the admin page
- No admin has the right "recovery account"
- The user has not been logged in since the recovery account option was activated.

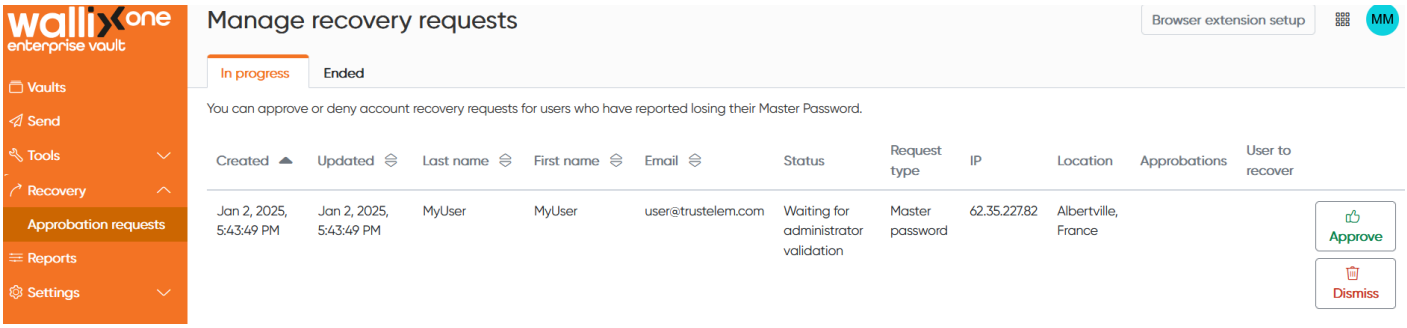
- Then he defines a reset code, which will be used later to complete the procedure



- Finally, he receives a confirmation email about his request

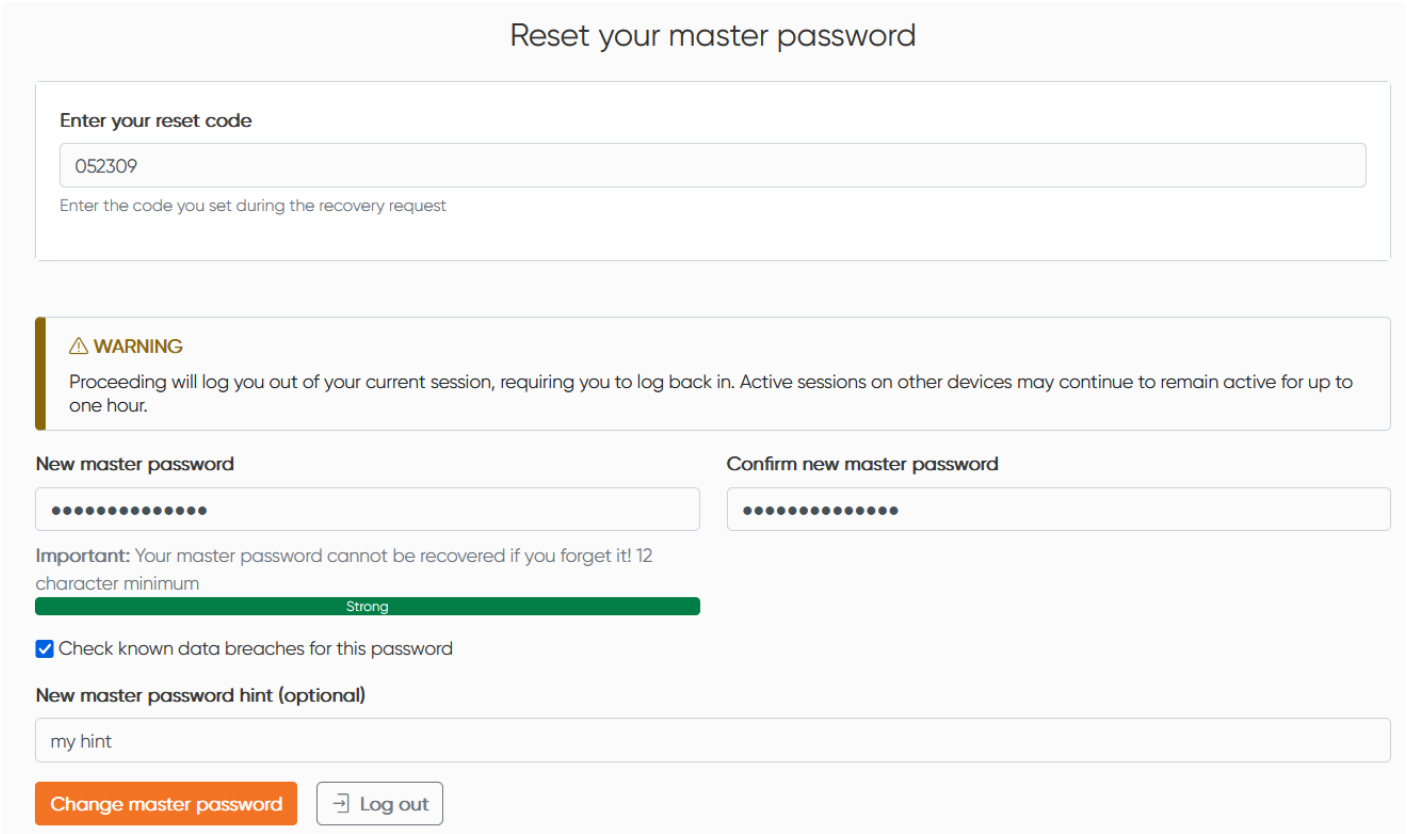
Admin accepts reset

- The admin is alerted by email
- He goes to his **Enterprise Vault user app**
- Then he clicks **Recovery**, an **Approbation requests**
- He can click **Approve** or **Dismiss**



User sets new master password

- When the master password reset request is validated, the user receive an email with a reset link
- He clicks the link, and arrives on the reset page
- He provides the initial reset code
- He can define the new master password



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