

Costpoint GCCM Self Service Password Manager

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Overview

This document provides you with step-by-step instructions on how to set up the Deltek Privileged Access Service and how to change your Cloud Active Directory (AD) account password on-demand or when the password is about to expire.

Password Requirements

Deltek mandates that users adhere to the following password requirements:

- Passwords must be at least 15 characters in length.
- Passwords must be a combination of uppercase and lowercase characters, and either a number or a special character (in other words, punctuation marks and symbols).
- Passwords should not be composed of, or otherwise use, words that can be found in a dictionary.
- Passwords should not be composed of an obvious keyboard sequence (in other words, QWERTY).
- Passwords should not include guessable data, such as information about yourself, your family members, birthdays, the current month, addresses, phone numbers, locations, and so on.

Procedures in This Document

This how-to document includes the following procedures:

- [Enroll to Deltek's password self-service](#)
- [Reset your password \(Forgotten password\)](#)
- [Change your password \(Known password\)](#)
- [Troubleshoot](#)
 - Unlock a password
 - Enable a disabled password (for accounts idle for more than 60 days)
 - Recreate a deleted authenticator token on mobile

Deltek Privileged Access System Enrollment

When you are eligible to use the Deltek Privileged Access System, you will need to register your account from the Deltek Privileged Access System web portal.

To access the Deltek Privileged Access System, click the following link:

<https://selfservice.gss.mydeltekgcc.com/>

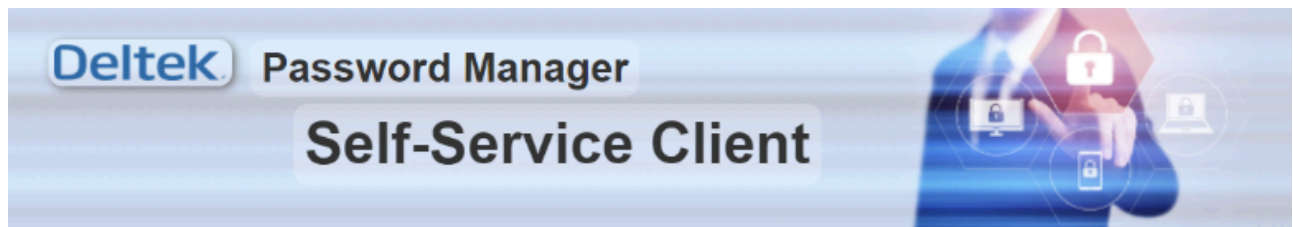
Note: You will need to know your current password to enroll in the Deltek Privileged Access System.

Set Up Two-Factor Authentication (2FA)

The first time you access the Deltek Privileged Access System web portal, you will need to set up your Two-Factor Authentication (2FA). This step only occurs the first time you use the system, so make sure you don't delete it (see troubleshooting tips for steps to re-gain access if this happens).

To set up your Two-Factor Authentication (2FA):

1. Click the following link: <https://selfservice.gss.mydeltekgcc.com/>.
2. On the landing page, click **Start your Password Manager Self-Service Session**.



The Self-Service Client is designed to let users resolve login problems in a secure and productive process.



Start your Deltek Password Manager Self-Service Session


Select this option to start your Self-Service session

3. On the Identify User screen, enter your **Company Email Address** (i.e., joesmith@deltek.com or janedoe@amazon.com) and the **Security Code** prompt, and then click **Continue**.

Identify User


Type in your email address and security code to proceed.

Email Address

Security Code 

4. On the Select how to enroll screen, click the **Enroll User using Password + Email PIN** option.

Select how to enroll...


Enroll User using Password + Email PIN
Select this option if you would like to enroll into the Password Manager Service.
Actions:
Register User Information

5. On the Authenticate using Password screen, enter *your current Deltek Cloud Active Directory Password*. This is the password you received from your SaaS Administrator or via phone call from your CSM or Deltek Cloud Operations.

Authenticate using Password

Type in your password.

User ID miketest@contoso.com

mydeltekgcc.com

Password

Continue

Cancel

6. On the Authenticate using Email PIN screen, enter the PIN that has been emailed to you.

Authenticate using Email PIN

Type in the PIN provided to you by the Help Desk personnel, by Email or by SMS.

Notice that the PIN is valid for a limited period of time and it can only be used once.

User ID miketest@contoso.com

mydeltekgcc.com

PIN

Continue

Cancel

7. On the Register User Information screen, verify that your email is correct, and click Continue.

Register User Information

Type in your information in the fields below.

Primary email address

michaelmarsek@deltek.com

Verify



Continue

Cancel

8. Open a supported MFA App on your mobile device and scan the QR code displayed on the Register a supported MFA Authenticator App screen to register the app.

9. In the **One-Time PIN** field, enter the registration code from the MFA app, and click **Continue**.

Register a supported MFA Authenticator App

First open a supported Authenticator app (ex. Google Authenticator) installed from the app store on your mobile device. Scan in the displayed QR Code in order to register an account.

Second, type in the One-Time PIN now shown in you app for this newly registered account.

User ID miketest@contoso.com

Domain mydeltekgcc.com

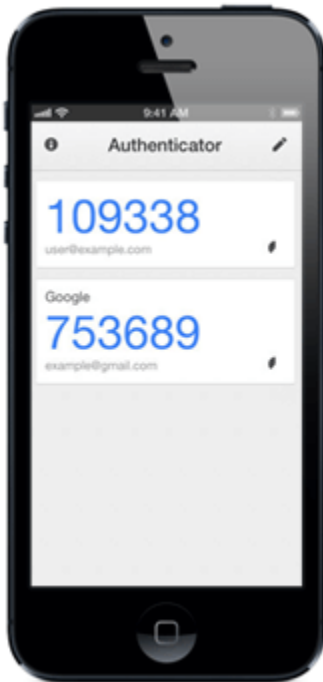
Issuer Name / Deltek

QR Code

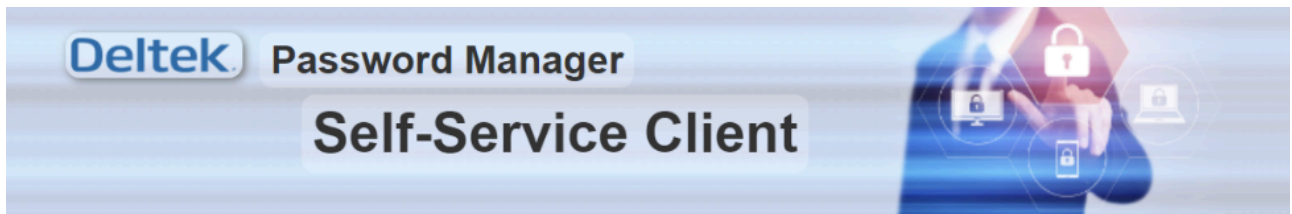


One-Time PIN

Continue Cancel



10. When the "Your registrations has been stored and you are now successfully enrolled" message displays, click OK to complete your enrollment into the Deltek Privileged Access System.



Your registrations has been stored and you are now successfully enrolled.

OK

In addition, you will receive an email stating that you have successful enrolled.

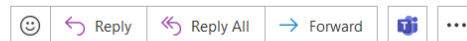
[External] Enrollment Succeeded



DeltekPasswordSelfService-noreply@mydeltekgcc.com
To ● Mike Marsek II

Retention Policy Deltek Default (5 years)

Expires 4/29/2029



Tue 4/30/2024 4:23 PM

Dear mike,

Congratulations, you have successfully enrolled in the Deltek Self-Service Password Management System and can now use this to reset or change your password, or to unlock your account.

You can access the system using the Forgotten Password button on the login screen.

Deltek

Cloud AD Password Change Procedures

The following sections describe how to change your Cloud AD password using the Deltek Privileged Access System. Your password is valid for 60 days, but you can change it through the self-service portal at any time before it expires.

Note: You cannot change your password more than three times within 24 hours.

To access the Deltek Privileged Access Service, click the following link:

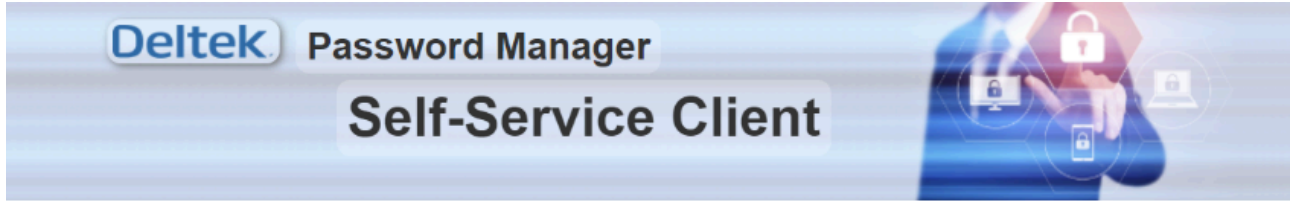
<https://selfservice.gss.mydeltekgcc.com/FastPassClient>

Reset Your Password (Forgotten Password)


Resetting a forgotten password requires that you have previously enrolled in the Deltek Privileged Access System. If you do not know your password and are not enrolled in the Deltek Privileged Access System, please reach out to Cloud SRE to have your password reset.

To reset a forgotten password:

1. Click the following link: <https://selfservice.gss.mydeltekgcc.com/>.
2. On the landing page, click **Start your Deltek Password Manager Self-Service Session**.

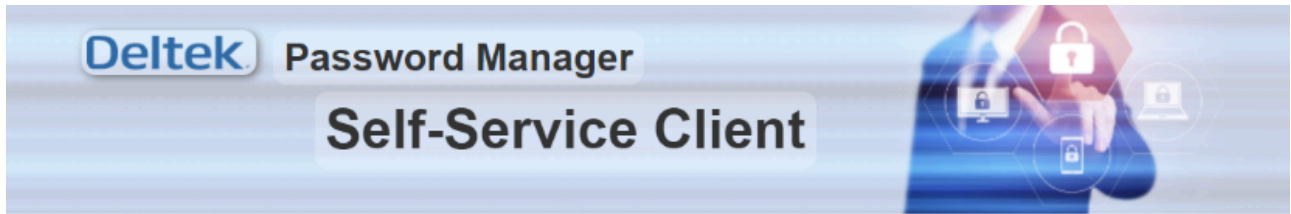


The Self-Service Client is designed to let users resolve login problems in a secure and productive process.



Start your Deltek Password Manager Self-Service Session
Select this option to start your Self-Service session

3. On the Identify User screen, enter your Email Address and the Security Code prompt, and then click Continue.

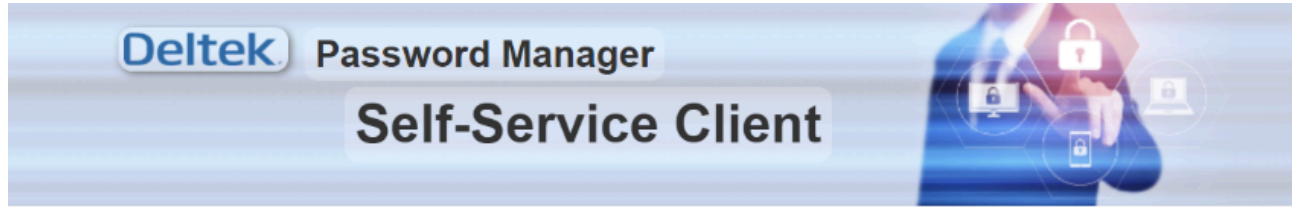


Identify User
Type in your email address and security code to proceed.

Email Address

Security Code 

4. Click Having problems with a computer login?



Deltek Password Manager is designed to let users enroll in password self-service, change known passwords, and reset lost or forgotten passwords.



Having problems with a computer login?

Select this option if you need to change a known password or reset a lost or forgotten password.

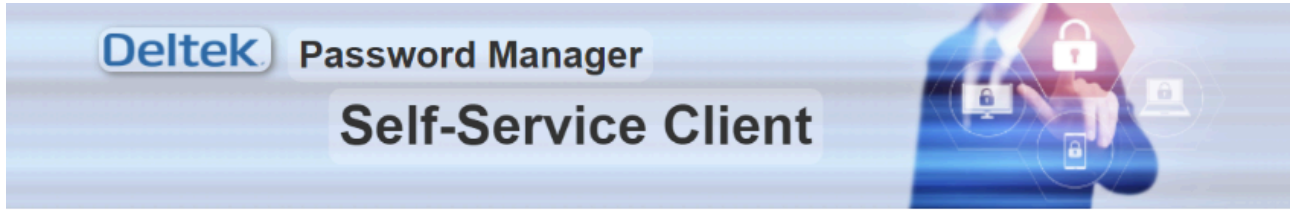


Enroll into the Password Manager Service


Select this option if you would like to enroll into the Password Manager Service.


[Cancel](#)

5. Click Reset Windows Password.



Select how to solve your login problem...

 **Reset Windows Password**
Select this option if you are failing to login into Windows because you have forgotten your password.

 **Unlock Windows Account**
Select this option if you know your current Windows password but still fails to login and receives an error saying that your account is locked when trying.

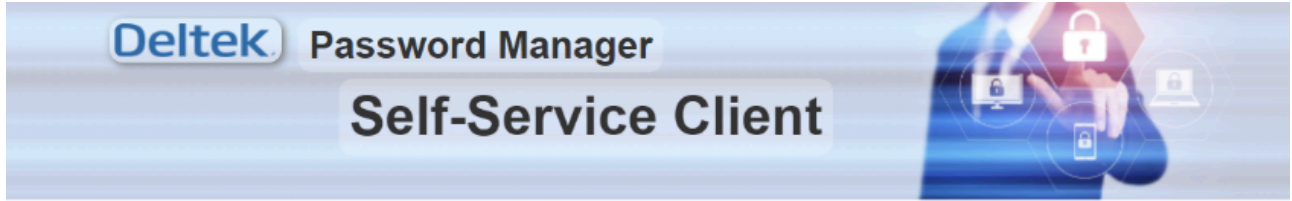
[Back](#) [Cancel](#)

6. Click **Reset Password using Email PIN + TOTP Authenticator**.

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7. On the **Authenticate Using Email PIN** screen, enter the **PIN** that has been emailed to you.



Authenticate using Email PIN

Type in the PIN provided to you by the Help Desk personnel, by Email or by SMS.

Notice that the PIN is valid for a limited period of time and it can only be used once.

User ID miketest@contoso.com

mydeltekgcc.com

PIN

[Continue](#) [Cancel](#)

Sample email

[External] Email PIN from Password Manager: 839763



DeltekPasswordSelfService-noreply@mydeltekgcc.com

To Mike Marsek II

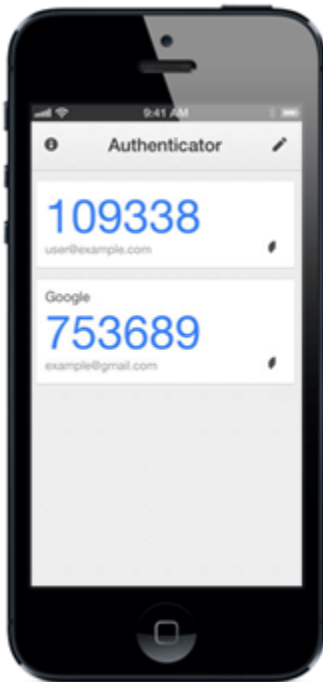
Retention Policy Deltek Default (5 years)

Expires 4/30/2029

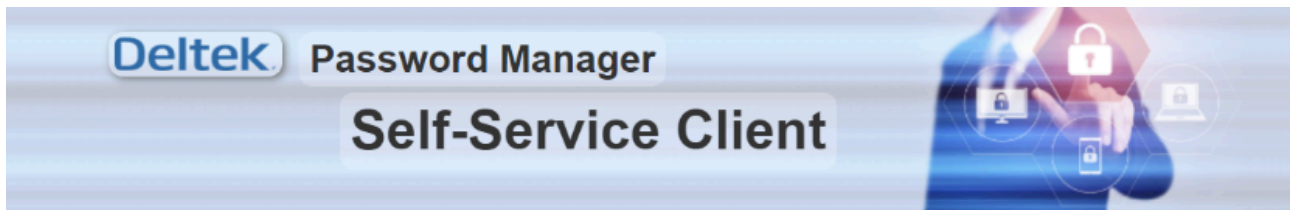


12:07 PM

Email PIN from Password Manager: 839763



8. On your mobile device, open the authenticator app you used to register your account, and enter the code in the **One-Time PIN** field.



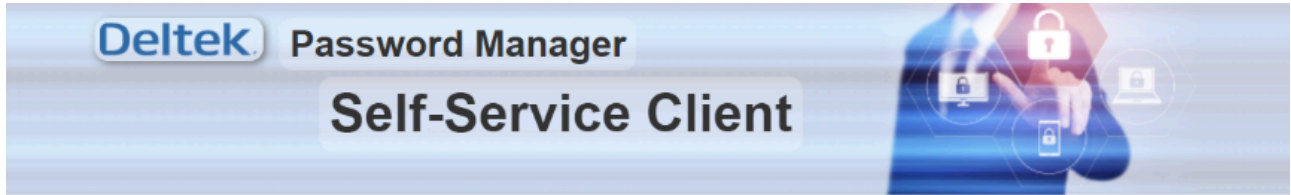
Authenticate using a MFA Code from your Authenticator App

Type in the One-Time PIN shown for this specific account in your TOTP Authenticator app.

Ensure to verify that the Issuer and Account are identical.

User ID	miketest@contoso.com
Domain	mydeltekgcc.com
Issuer	/ Deltek
One-Time PIN	<input type="text"/>

9. On the Reset Password screen, enter your new password, and click **Continue**.



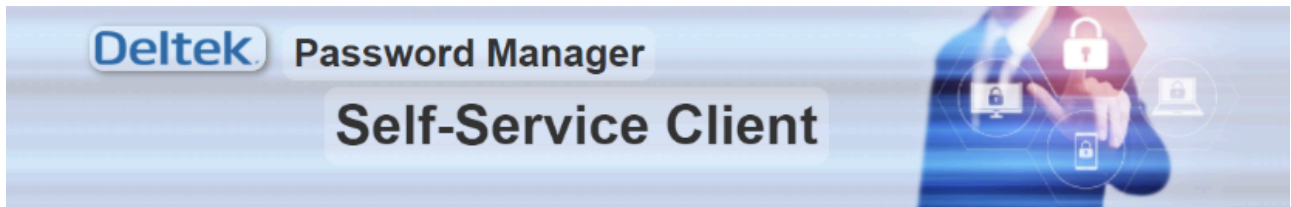
Reset Password
Type in a new password that meets the password complexity requirements listed below.

New Password

Confirm Password

- ✓ The new password must contain at least 15 Characters
- ✓ The new password must contain at least 1 Alphabetic Lower Case Character
- ✓ The new password must contain at least 1 Alphabetic Upper Case Character
- ✓ The new password must contain at least 1 Numeric Character
- ✓ The new password must contain at least 1 Special Character
- The new password cannot be known as a breached password

10. When the "Password successfully reset" message displays, click OK to complete resetting your password**. **



Password successfully reset.

OK

In addition, you will receive an email stating that your password reset was successful.

[External] Password Reset Successful



DeltekPasswordSelfService-noreply@mydeltekgcc.com

To Mike Marsek II

Retention Policy Deltek Default (5 years)

Expires 4/30/2029



12:16 PM

Dear mike,

The password for your user name (MikeMarsek) was reset using the Deltek Self-Service Password Management System at 12:14 on 5/1/2024.

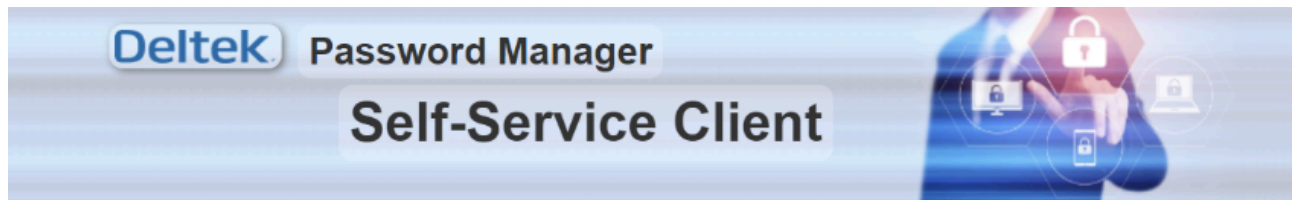
If you did not reset your password at this time please create a ticket to have your password reset or use the Deltek Self-Service Password Management System to reset your forgotten password.

Deltek


Change Your Password (Known Password)

To change your current password:

1. Click the following link: <https://selfservice.gss.mydeltekgcc.com/>.
2. On the landing page, click **Start your Deltek Password Manager Self-Service Session**.

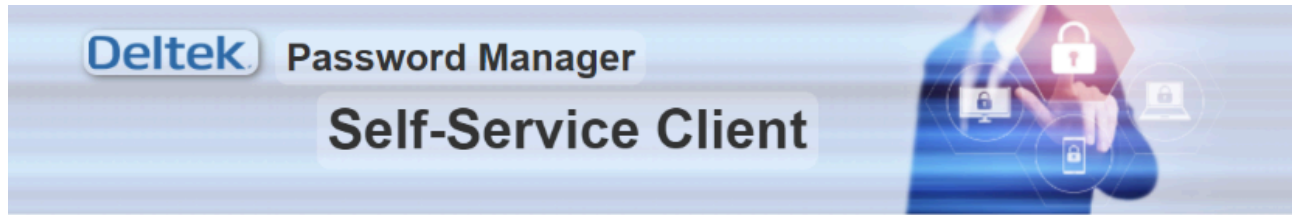


The Self-Service Client is designed to let users resolve login problems in a secure and productive process.



Start your Deltek Password Manager Self-Service Session
Select this option to start your Self-Service session

3. On the Identify User screen, enter your **Email Address** and the **Security Code** prompt, and then click **Continue**.



Identify User

Type in your email address and security code to proceed.

Email Address

miketest@contoso.com

Security Code

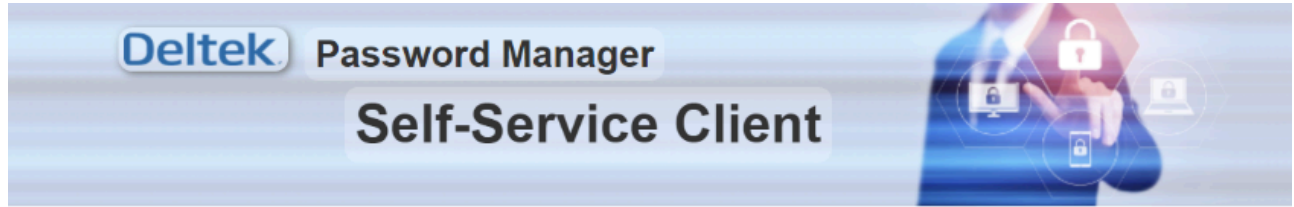
RXDYU

RXDYU

Continue

Cancel

4. Click [Having problems with a computer login?](#)



Deltek Password Manager is designed to let users enroll in password self-service, change known passwords, and reset lost or forgotten passwords.



Having problems with a computer login?

Select this option if you need to change a known password or reset a lost or forgotten password.

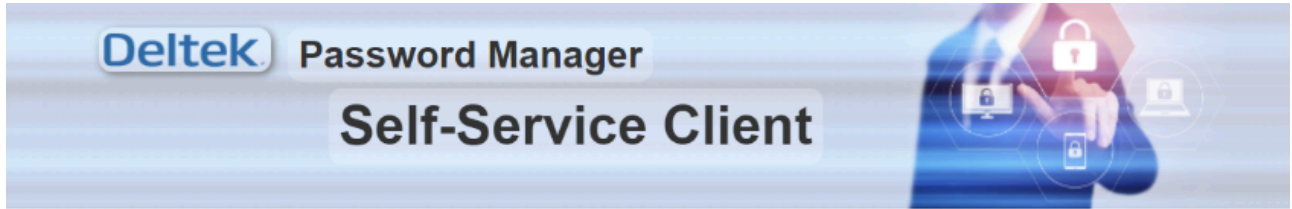


Enroll into the Password Manager Service


Select this option if you would like to enroll into the Password Manager Service.


[Cancel](#)

5. Click Reset Windows Password.



Select how to solve your login problem...

 **Reset Windows Password**
Select this option if you are failing to login into Windows because you have forgotten your password.

 **Unlock Windows Account**
Select this option if you know your current Windows password but still fails to login and receives an error saying that your account is locked when trying.

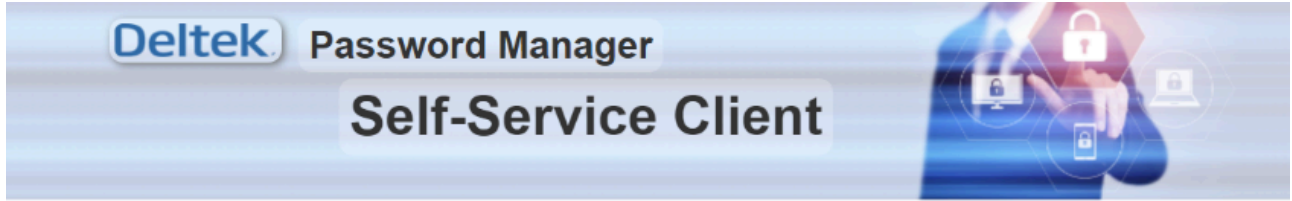
[Back](#) [Cancel](#)

6. Click **Reset Password using Email PIN + TOTP Authenticator**.

```

```

7. On the **Authenticate Using Email PIN** screen, enter the **PIN** that has been emailed to you.



Authenticate using Email PIN

Type in the PIN provided to you by the Help Desk personnel, by Email or by SMS.

Notice that the PIN is valid for a limited period of time and it can only be used once.

User ID miketest@contoso.com

mydeltekgcc.com

PIN

Continue

Cancel

Sample email

[External] Email PIN from Password Manager: 839763



DeltekPasswordSelfService-noreply@mydeltekgcc.com

To Mike Marsek II

Retention Policy Deltek Default (5 years)

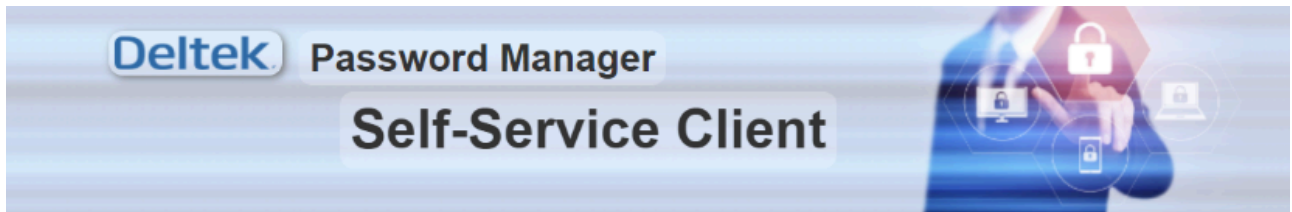
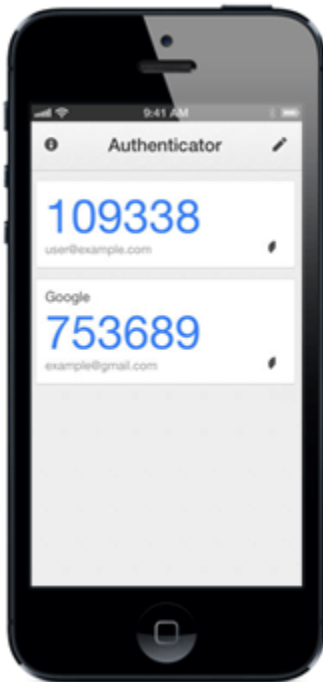
Expires 4/30/2029



12:07 PM

Email PIN from Password Manager: 839763

8. On your mobile device, open the authenticator app you used to register your account, and enter the code in the One-Time PIN field.



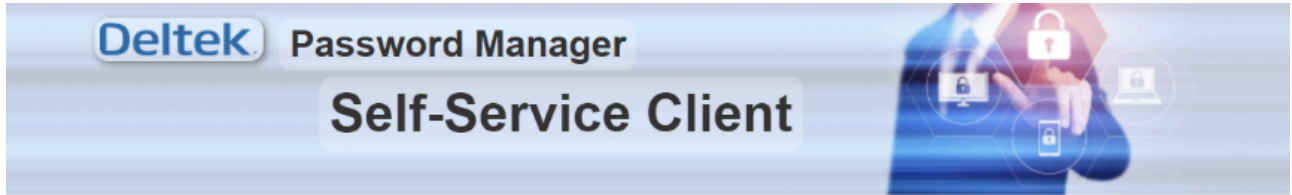
Authenticate using a MFA Code from your Authenticator App

Type in the One-Time PIN shown for this specific account in your TOTP Authenticator app.

Ensure to verify that the Issuer and Account are identical.

User ID	miketest@contoso.com
Domain	mydeltekgcc.com
Issuer	/ Deltek
One-Time PIN	<input type="text"/>

9. On the Reset Password screen, enter your new password and click **Continue**.



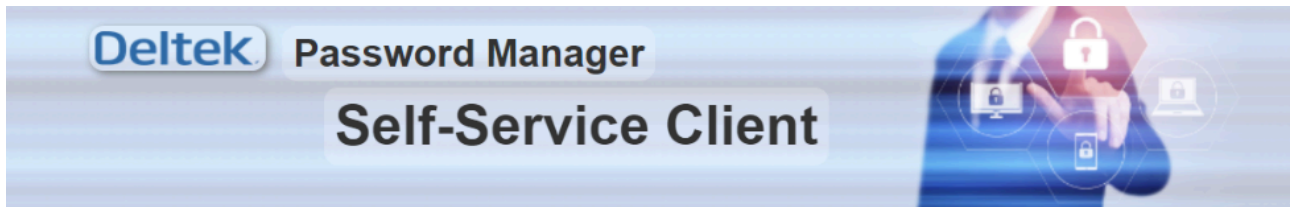
Reset Password
Type in a new password that meets the password complexity requirements listed below.

New Password

Confirm Password

- ✓ The new password must contain at least 15 Characters
- ✓ The new password must contain at least 1 Alphabetic Lower Case Character
- ✓ The new password must contain at least 1 Alphabetic Upper Case Character
- ✓ The new password must contain at least 1 Numeric Character
- ✓ The new password must contain at least 1 Special Character
- The new password cannot be known as a breached password

10. When the "Password successfully reset" message displays, click OK to complete resetting your password**.**



Password successfully reset.

OK

In addition, you will receive an email stating that your password reset was successful.

[External] Password Reset Successful



DeltekPasswordSelfService-noreply@mydeltekgcc.com

To Mike Marsek II

Retention Policy Deltek Default (5 years)

Expires 4/30/2029



12:16 PM

Dear mike,

The password for your user name (MikeMarsek) was reset using the Deltek Self-Service Password Management System at 12:14 on 5/1/2024.

If you did not reset your password at this time please create a ticket to have your password reset or use the Deltek Self-Service Password Management System to reset your forgotten password.

Deltek

Troubleshooting

The following are troubleshooting steps for common problems you may encounter during enrollment or password change:

- If you have three (3) failed log-in attempts, the Deltek Privileged Access Management system will lock your account. You will need to have another SaaS Admin in your organization use the Deltek Privileged Access Management self-service to send you a link to reset your password.
- You cannot re-use old passwords. You are allowed to change your password three times in a 24-hour period. If you need to change your password a fourth time in a 24-hour period, you must contact Deltek Support at <https://deltek.custhelp.com/app/home> and submit a help ticket.
- If you accidentally delete your Authenticator token or no longer have access to it, you will need to submit a help ticket at <https://deltek.custhelp.com/app/home> in order to get this reset in the Deltek system. This will require you to re-enroll.