


Deltek GovCon Cloud Moderate (GCCM)

Cloud AD Password Management Setup
and Update Process

May 6, 2024



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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/>

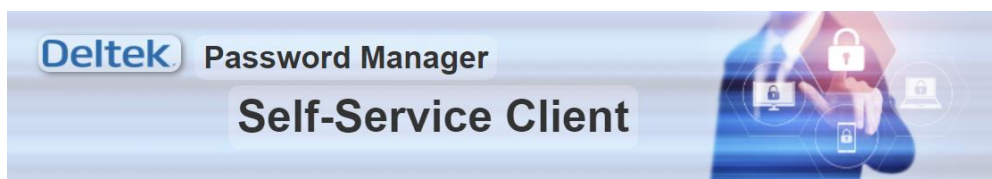
Note: You will need to know your current password to enroll in the Deltek Privileged Access System.

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

- 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

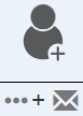

TZQHC

Continue

Cancel

- 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

Cancel

- On the Authenticate using Password screen, enter your **Password**.

Authenticate using Password
Type in your password.

User ID

miketest@contoso.com
mydeltekgcc.com

Password

Continue

Cancel

- 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



- 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

- 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.

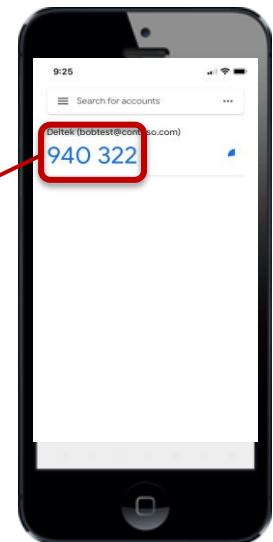
User ID miketest@contoso.com
Domain mydeltekgcc.com
Issuer Name / Deltek
QR Code



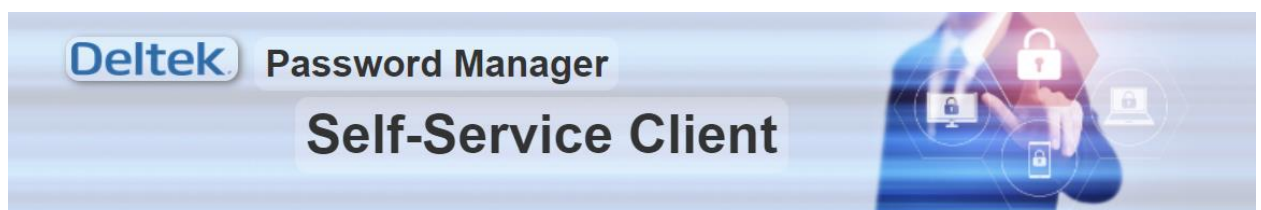
One-Time PIN

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

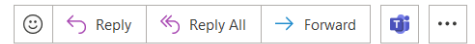


DeltekPasswordSelfService-noreply@mydeltekgcc.com

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:

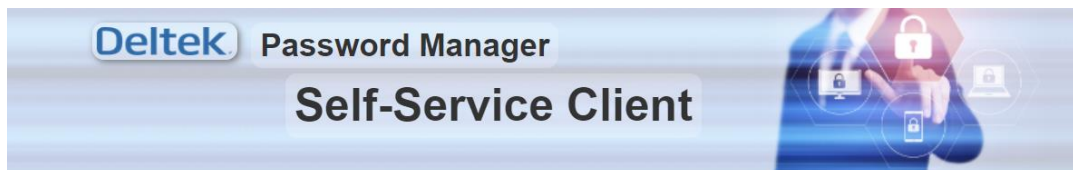
<https://selfservice.gss.mydeltekgcc.com/FastPassClient>

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**.



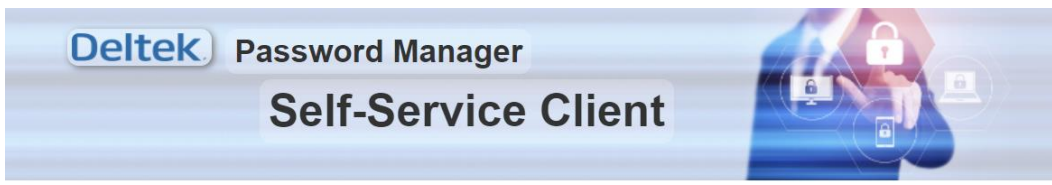
The Self-Service Client is designed to let users resolve login problems in a secure and productive process.



Start your Deltek Password Manager Self-Service Session

Select this option to start your Self-Service session


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



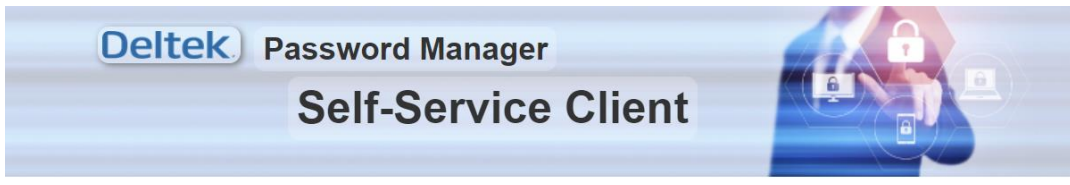
Deltek Password Manager
Self-Service Client

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

Email Address


Security Code 


- Click **Having problems with a computer login?**



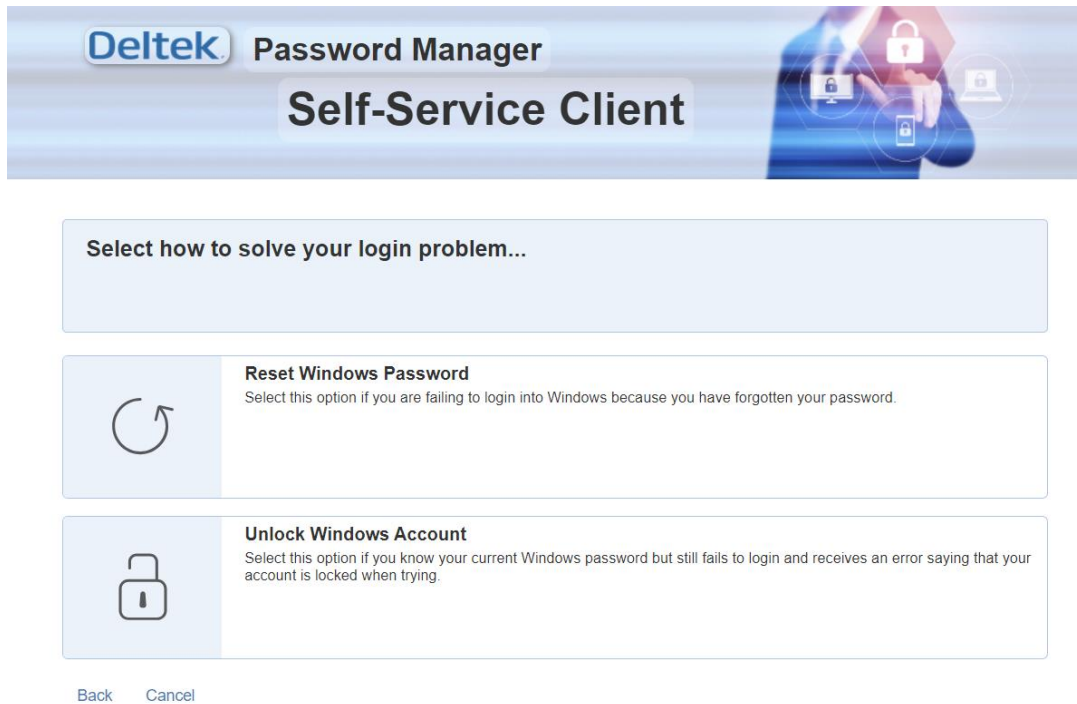
Deltek Password Manager
Self-Service Client

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.

5. Click **Reset Windows Password**.



The screenshot shows the Deltek Password Manager Self-Service Client interface. At the top, there is a header with the Deltek logo, the text "Password Manager", and "Self-Service Client". Below the header is a blue banner with a hand icon and a lock icon. The main content area is titled "Select how to solve your login problem...". There are two options: "Reset Windows Password" and "Unlock Windows Account". The "Reset Windows Password" option is selected, indicated by a circular arrow icon. Below the options are "Back" and "Cancel" buttons.

Deltek Password Manager
Self-Service Client

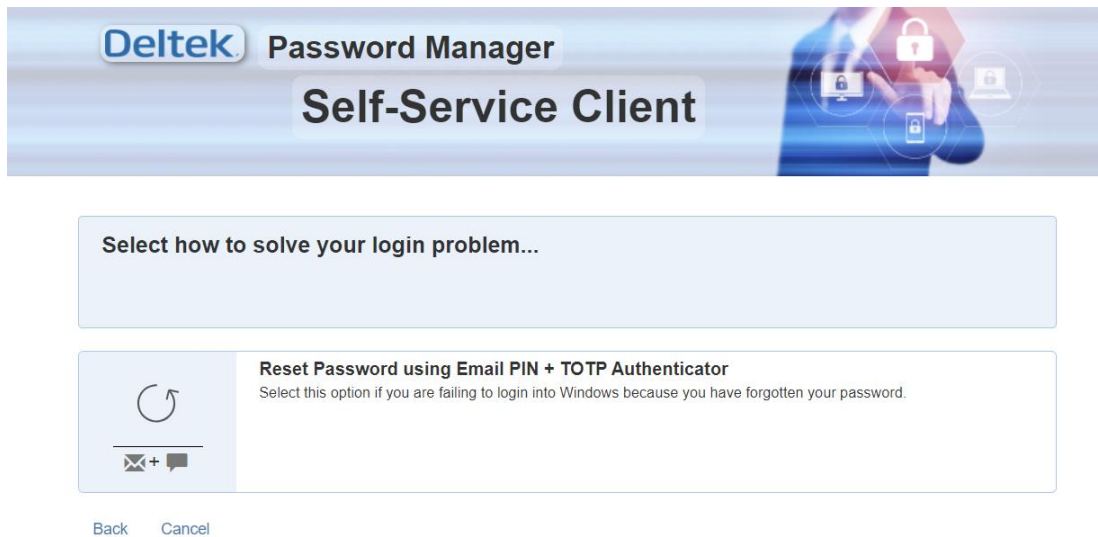
Select how to solve your login problem...

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**.



The screenshot shows the Deltek Password Manager Self-Service Client interface. At the top, there is a header with the Deltek logo, the text "Password Manager", and "Self-Service Client". Below the header is a blue banner with a hand icon and a lock icon. The main content area is titled "Select how to solve your login problem...". There is one option: "Reset Password using Email PIN + TOTP Authenticator". The option is selected, indicated by a circular arrow icon and an email icon. Below the option are "Back" and "Cancel" buttons.

Deltek Password Manager
Self-Service Client

Select how to solve your login problem...

Reset Password using Email PIN + TOTP Authenticator
Select this option if you are failing to login into Windows because you have forgotten your password.

Back Cancel

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.

Deltek Password Manager Self-Service Client

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:

Smartphone screen showing TOTP code: 940 322

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

Deltek Password Manager Self-Service Client

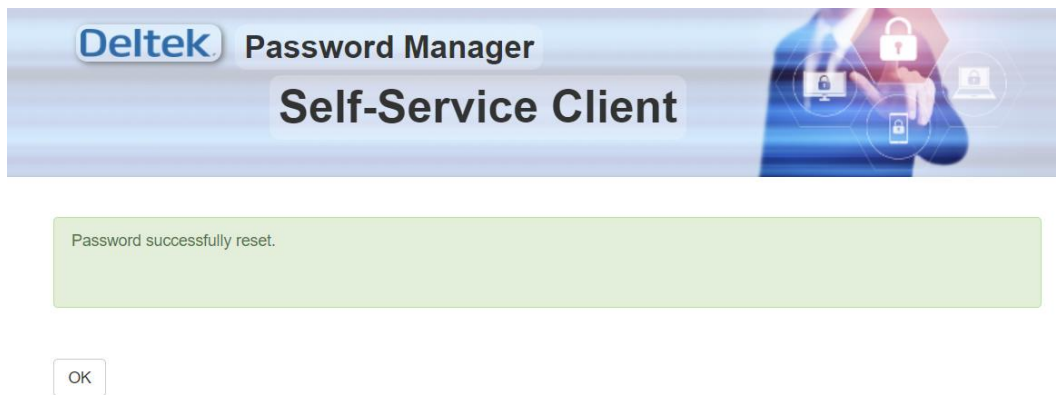
Reset Password
Type in a new password that meets the password complexity requirements listed below.

New Password:

Confirm Password:

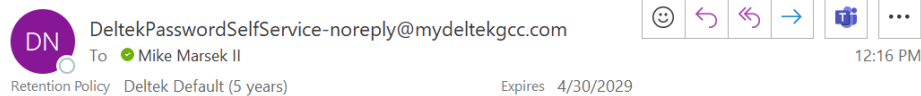
- ✓ The new password must contain at least 16 Characters
- ✓ The new password must contain at least 1 Alphabetic Lower Case Character
- ✓ The new password must contain at least 1 Alphabetic Upper Case Character
- ✓ The new password must contain at least 1 Numeric Character
- ✓ The new password must contain 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.



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

[External] Password Reset Successful



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.

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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**.

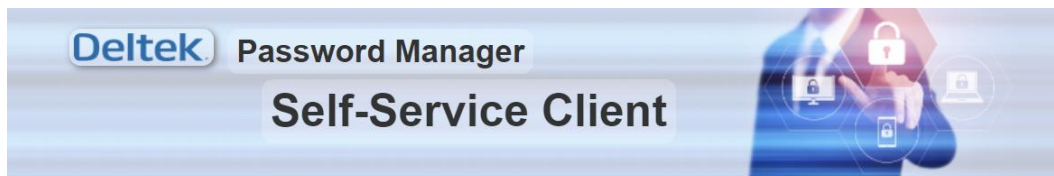


The Self-Service Client is designed to let users resolve login problems in a secure and productive process.



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

RXDUYU


RXDUYU


Continue

Cancel

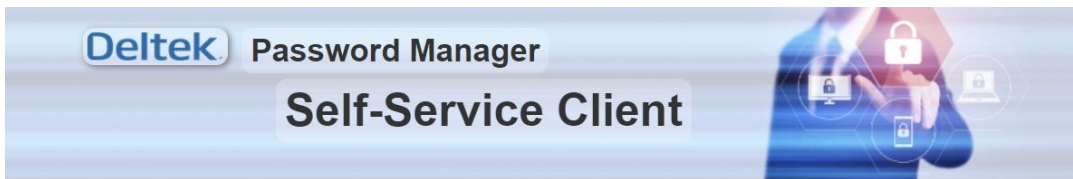
4. Click **Having problems with a computer login?**

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**.

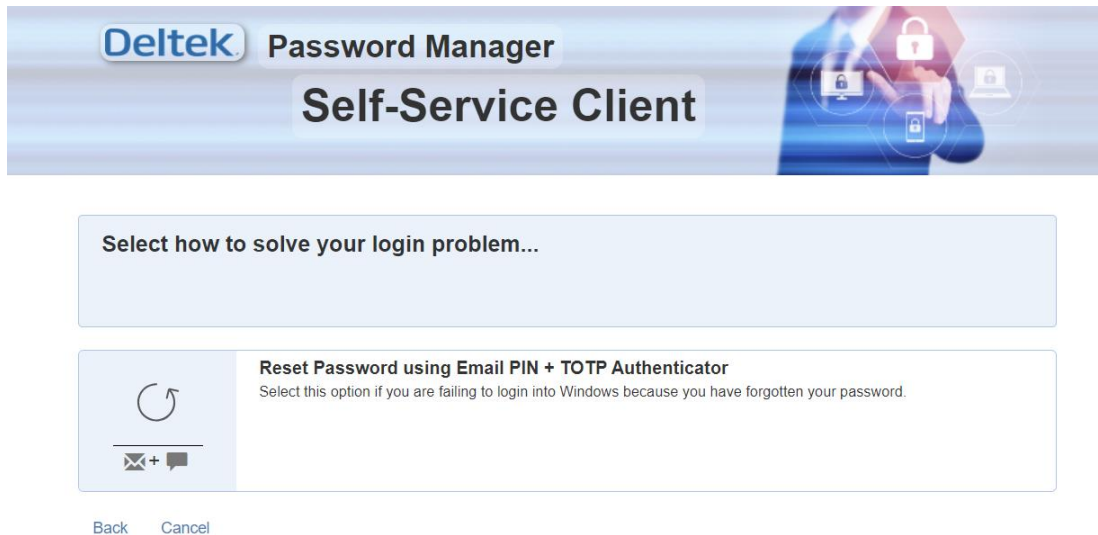
Select how to solve your login problem...

 **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**.



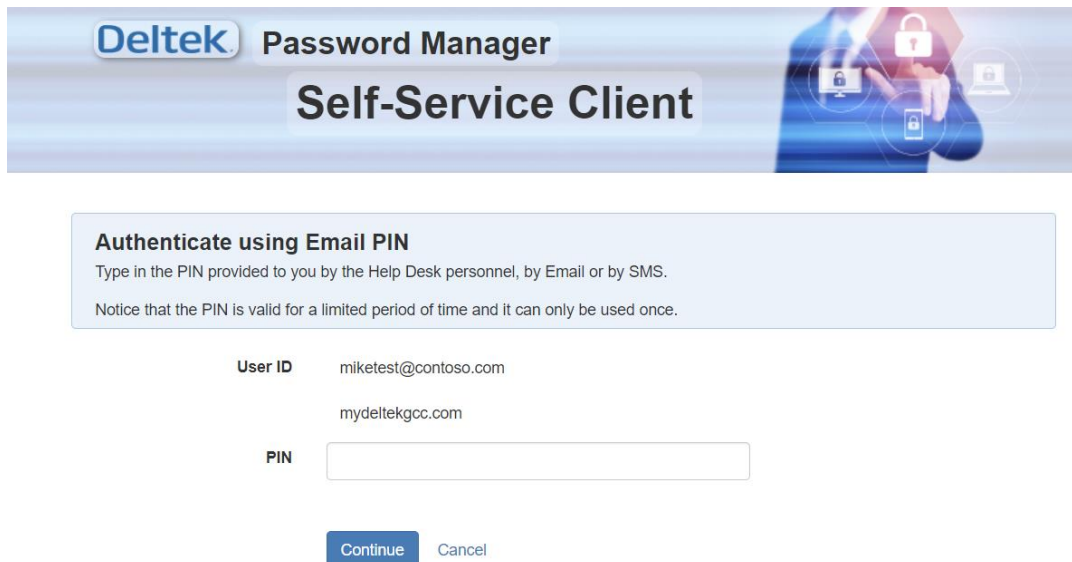
Deltek Password Manager Self-Service Client

Select how to solve your login problem...

Reset Password using Email PIN + TOTP Authenticator
Select this option if you are failing to login into Windows because you have forgotten your password.

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

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



Deltek Password Manager Self-Service Client

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.

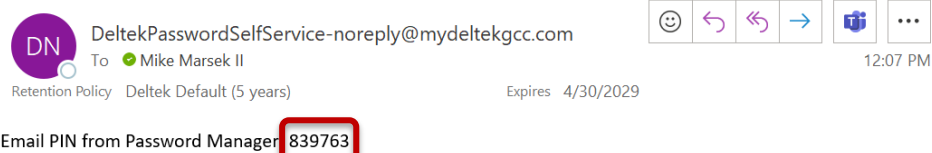
User ID miketest@contoso.com
mydeltekgcc.com

PIN

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

Sample email

[External] Email PIN from Password Manager: 839763



DN 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.

Deltek Password Manager Self-Service Client

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:

Smartphone screen showing: 9:25, Search for accounts, miketest@contoso.com, 940 322

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

Deltek Password Manager Self-Service Client

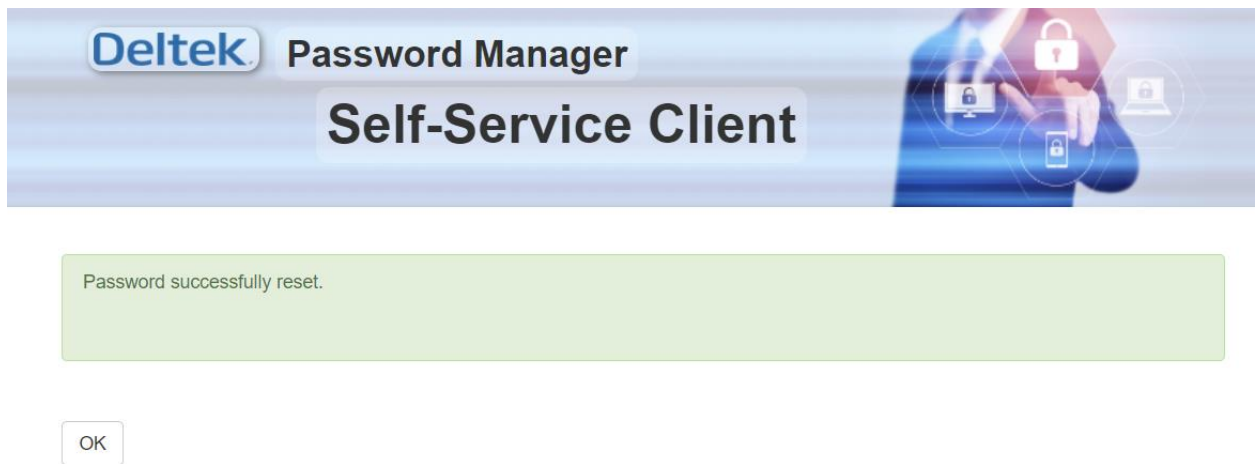
Reset Password
Type in a new password that meets the password complexity requirements listed below.

New Password:

Confirm Password:

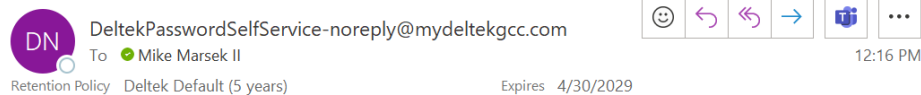
- ✓ The new password must contain at least 16 Characters
- ✓ The new password must contain at least 1 Alphabetic Lower Case Character
- ✓ The new password must contain at least 1 Alphabetic Upper Case Character
- ✓ The new password must contain at least 1 Numeric Character
- ✓ The new password must contain 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.



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

[External] Password Reset Successful



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.



About Deltek

Better software means better projects. Deltek delivers software and information solutions that enable superior levels of project intelligence, management, and collaboration. Our industry-focused expertise makes your projects successful and helps you achieve performance that maximizes productivity and revenue. www.deltek.com