

Brennan IT

Active Directory Self Service Portal

User Guide



Collaboration



Data Networking



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Hardware & Software Licensing



IT Security



Business Internet

Introducing the Active Directory Self Service Portal

The Brennan IT Active Directory Self Service Portal is designed to make password resets much faster, allowing users to reset passwords and unlock user accounts in a matter of seconds.

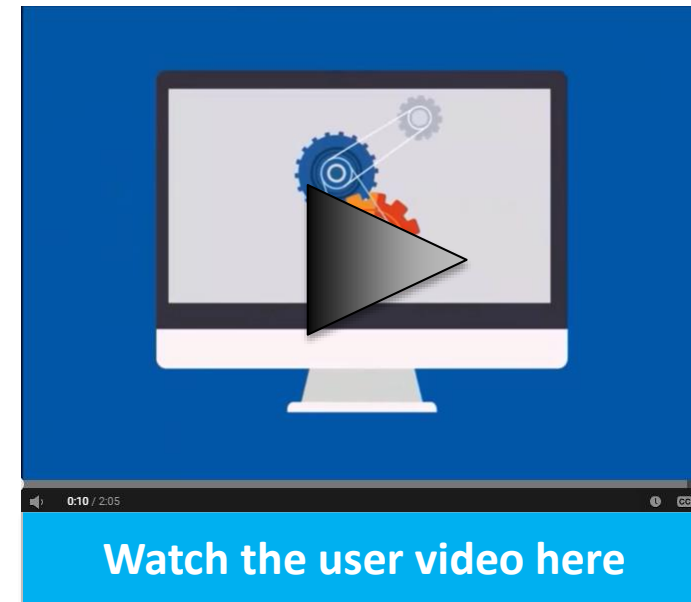
Use this guide to:

How to set up the service

Resetting your password

Performing a password change

Support



Setting up your service

In order to use the Self Service Portal, you must first enrol...

1. Open your web browser and go to the self service link you have been provided from *within* your network. If you are unsure what the website address is, please contact our service desk on 1300 500 000 or by email service.desk@brennanit.com.au
2. Login using your **Windows Username** and **Password**.
3. You will now be prompted to enrol, select **Click Here**.

Welcome! This portal offers you the power of password self-service!

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#)

4. You will now be taken to the **User Registration** web page.
 - Select a Security Question from the drop down list and then enter the answer.
 - You are required to set up two questions.
 - Once complete, select **Enroll**.

User Registration
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions

Length Specification

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que: -----Please Select a Question-----

Answer: Confirm Answer:

Que: -----Please Select a Question-----

Answer: Confirm Answer:

Hide Answer(s)

Enroll

5. If you have enrolled successfully, you will see the screen below.

✓ You have enrolled for password self-service successfully!
When you request for password self-service, you will be authenticated using this info.

Resetting your password

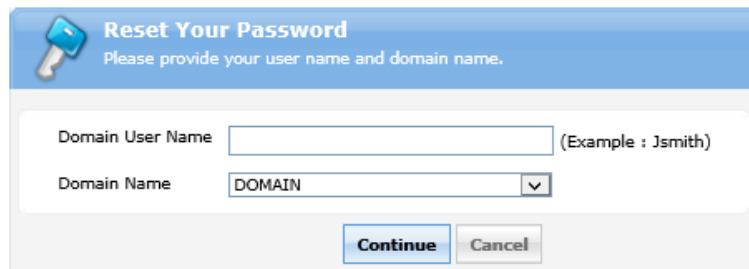
1. If you have forgotten your password and you are at the Logon Screen, please select CTRL + ALT + DEL and click on **Reset Password / Unlock Account** as shown in the screenshot below.



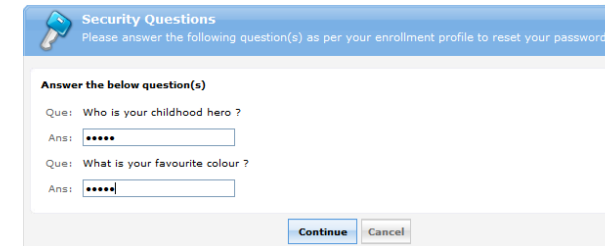
2. When you are prompted, select **Reset Password**.



3. Enter your **username** and leave the default Domain Name, select **Continue**.

A screenshot of a 'Reset Your Password' form. The title bar says 'Reset Your Password' and 'Please provide your user name and domain name.' There are two input fields: 'Domain User Name' with '(Example : Jsmith)' to its right, and 'Domain Name' with a dropdown menu showing 'DOMAIN'. At the bottom are 'Continue' and 'Cancel' buttons.

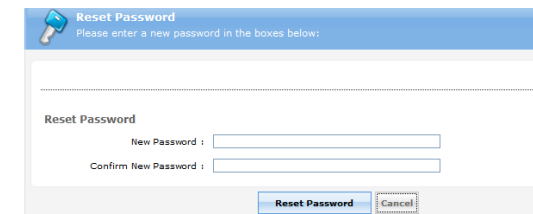
4. On the next screen, enter the answers to the **Security Questions** you set during enrolment.

A screenshot of a 'Security Questions' form. The title bar says 'Security Questions' and 'Please answer the following question(s) as per your enrollment profile to reset your password.' Below the title, it says 'Answer the below question(s)'. There are two questions: 'Who is your childhood hero?' and 'What is your favourite colour?'. Each question has an 'Ans:' field with a masked password input. At the bottom are 'Continue' and 'Cancel' buttons.

5. You will be asked to enter your New Password.

Password Requirements Vary: Typically passwords should contain a minimum of eight (8) characters in length with the following attributes:

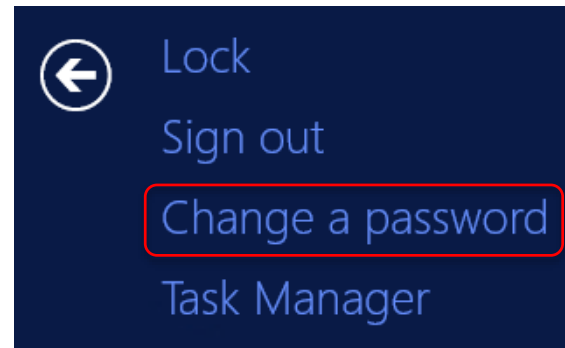
- Uppercase characters (A to Z)
- Lowercase characters (a to z)
- Base 10 digits (0 to 9)
- Non-alphabetic characters (e.g. !, \$, #, %)

A screenshot of a 'Reset Password' form. The title bar says 'Reset Password' and 'Please enter a new password in the boxes below:'. There are two input fields: 'New Password' and 'Confirm New Password'. At the bottom are 'Reset Password' and 'Cancel' buttons.

6. When you select **Reset Password**, the next screen shows a confirmation that the password reset has been completed successfully.

Performing a password change

1. To change your password, when you are at your desktop, select **CTRL + ALT + DEL**. You will be presented with the screen shown below, select **Change a Password**.



2. You will now be prompted to enter your **Existing** and **New password**. Click on the Arrow once complete.

For password requirements, please see the previous page.

Support

If you experience any problems, please contact the
Brennan IT Service Desk on **1300 500 000**.



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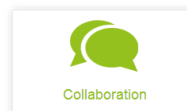


IT Security

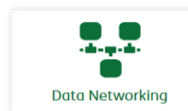


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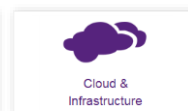
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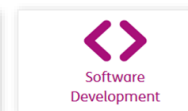
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