ManageEngine
ADSelfService Plus

WORKBOOK

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Welcome to ADSelfService Plus!

This guide offers you information on how to use ADSelfService Plus.

ADSelfService Plus:

ADSelfService Plus is a password self-service solution! It means:

With this software you can reset your computer's password - in case you forget it - all by yourself! That's right! It is the end of your "password reset woes"! No more calling IT helpdesk for new passwords! No more long wait for their emails carrying your new password!

ADSelfService Plus offers more

What's on offer?

Here is the complete list of services offered by ADSelfService Plus:

- **Self-Service Password Reset:** Reset your forgotten password all by yourself.
- **Self-Service Account Unlock:** In case, you are locked out of your computer, unlock it without IT department's help.
- **Self-Service Directory Update:** Update your company database with your latest contact information.
- **Password/ Account Expiry Notification:** Receive reminders about your password's expiry date right in your inbox. Very useful if you are a VPN user.
- **Browser-based Password Change:** Change your password (just like you would do from your computer's logon prompt) from a web browser.
- **People Search:** Get all the contact information of your peers.

Getting Started:

Simple! There are only two steps involved:

First Step: Enroll for password self-service

- During Enrollment, you provide ADSelfService Plus information with which it will identify you when you come requesting password reset or account unlock.
- See “How to Enroll”

Second Step: Start using ADSelfService Plus!

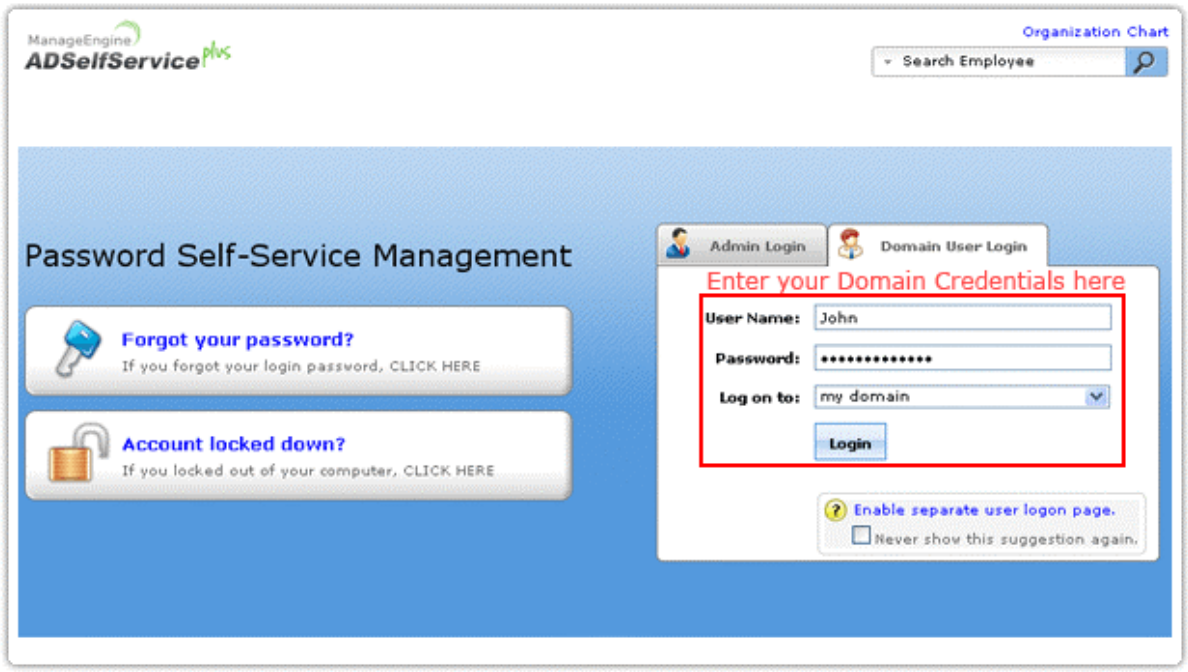
- See “Using ADSelfService Plus”.

NOTE:

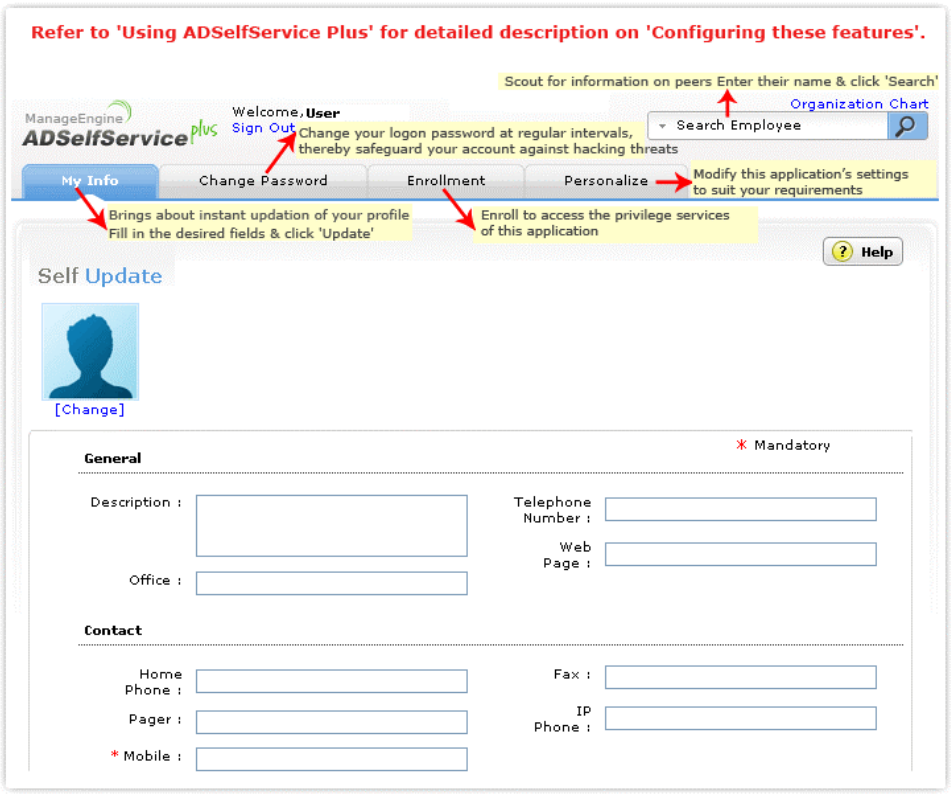
- For more information on enrollment and how ADSelfService Plus identifies you, read the first question of FAQ
- Your IT administrator or Systems Engineer might send you an email informing you about ADSelfService Plus and a request to enroll with it.

Product Map:

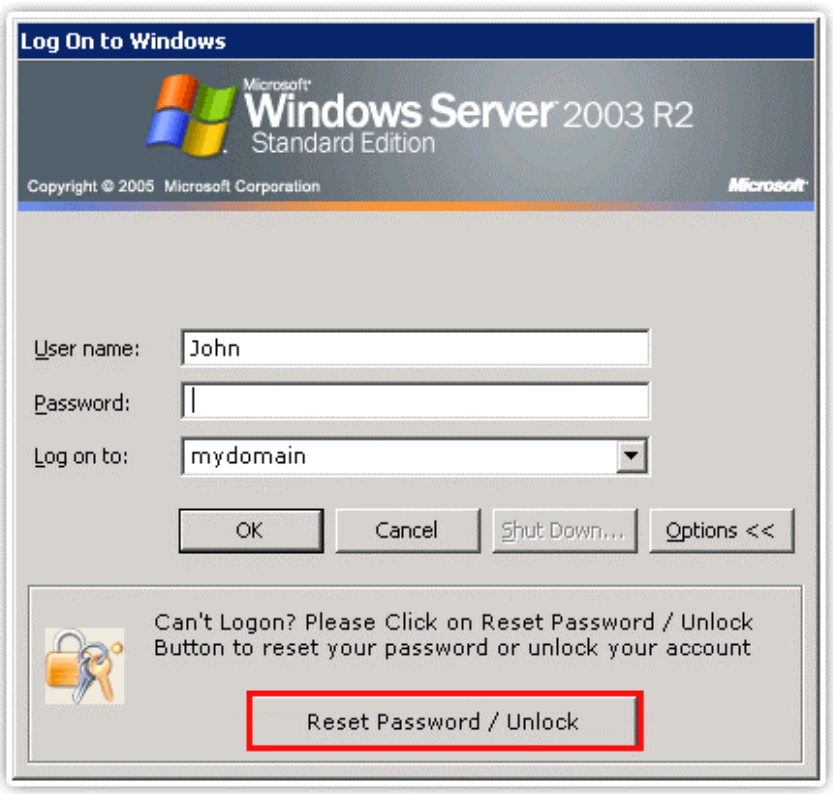
ADSelfService Plus Application Before User Logon



ADSelfService Plus Application After User Logon



GINA/CP Induced ADSelfService Plus Window



Reset Your Password Right From The Winlogon Screen (for more details,click on ' How to start & log into ADSelfService Plus? ')

GINA/CP Induced ADSelfService Plus Window
(In Case Of Windows 7 & Vista Operating Systems)

GINA/CP Free Induced Window

Reset your password by logging into ADSelfService Plus via a Security Account (for more details click on 'How to start & log into ADSelfService Plus?')

Using ADSelfService Plus

- How to start and log into ADSelfService Plus
- How to Enroll with ADSelfService Plus?
- How to reset your password?
- How to unlock your locked-down account?
- How to change your password?
- How to update company database with your info?
- How to perform people search?
- How to personalize ADSelfService Plus to suit your taste?

How to start & log into ADSelfService Plus?

Depending on how your IT administrator has deployed this software, any of the following methods can be used to log into ADSelfService Plus:

- Type in URL in a browser & launch ADSelfService Plus
- Launch from the intranet site
- Launch from Windows logon prompt of your own computer

Type in URL in a browser & launch ADSelfService Plus

Your administrator might have given you the name of site from which you can access ADSelfService Plus. In such situations:

- Open up a browser (Internet Explorer, or Mozilla Firefox, etc.)
- Type in the URL provided by your administrator. ADSelfService Plus will appear.
- Log into it using your domain credentials.
- If you forgot your password and want to reset it, click on the “Forgot Password” button on the left.

Launch from the intranet site

Some administrators may prefer you to access ADSelfService Plus from your institution’s intranet site.

- Visit your intranet site and click on the appropriate link to launch ADSelfService Plus
- Or, use a browser and type in the complete URL if you know it by heart.
- Log in to ADSelfService Plus using your domain credentials.
- If you forgot your password and want to reset it, click on the “Forgot Password” button on the left.

Launch from Windows logon prompt of your own computer

1 Gina/CP:

This setup is very useful when you forget password but still want to launch ADSelfService Plus from your own computer by clicking on a button added to your logon prompt (Ctrl+Del+Alt). However, this is available only if your IT administrator has installed on your machine a software component called ADSelfService Plus GINA.

How to know if the administrator has installed this component (referred to as GINA) on your machine or not?

- After you press “CTRL + ALT + DEL”, check the logon prompt.
- Look for “Reset Password/Unlock Account” button. If it’s there, then you have GINA installed on your computer and you can start ADSelfService Plus right from the logon prompt by clicking on it.

2 Gina/CP Free:

Another way of launching ADSelfService Plus from your own computer.In this method,you are provided with a security account - a privilege offered to the users of ADSelfService Plus - via which you can access this application to reset your password.

This feature does not require the installation of Gina/CP software on your machine,hence gets the name Gina/CP free.

NOTE: These are the only two methods available by which you can use your own computer - even if denied entry - to reset a new password.Otherwise, you would have depend on the arrangements made by your IT admin or act according to his/her instructions.

How to Enroll with ADSelfService Plus?

Enrollment:

A simple registration process, wherein you provide ADSelfService Plus some information about yourself. When you request a password reset/ account unlock, ADSelfService Plus uses this enrollment information to ensure that it indeed “YOU” that is trying to reset “YOUR” password or unlock account.

This piece of information that you will provide could be any or both of the following:

- **Security Questions & Answers**
- **Email/Mobile Number to which a Verification Code will be sent by ADSelfService Plus**

FOR YOUR INFORMATION: How ADSelfService Plus verifies your identity?

- **Security Questions & Answers:** During enrollment, you either choose or write your own security questions, and store their answers. In future when you forget password and need to reset it (or unlock account), ADSelfService Plus will ask you these questions. Right answer establishes your identity and permission to self-service password.
- **Verification Code:** While enrolling with ADSelfService Plus, you will provide mobile number/email address. Whenever you request password reset or account unlock, ADSelfService Plus will send you a piece of code to registered mobile number/email ID. You will have to enter this code into ADSelfService Plus.

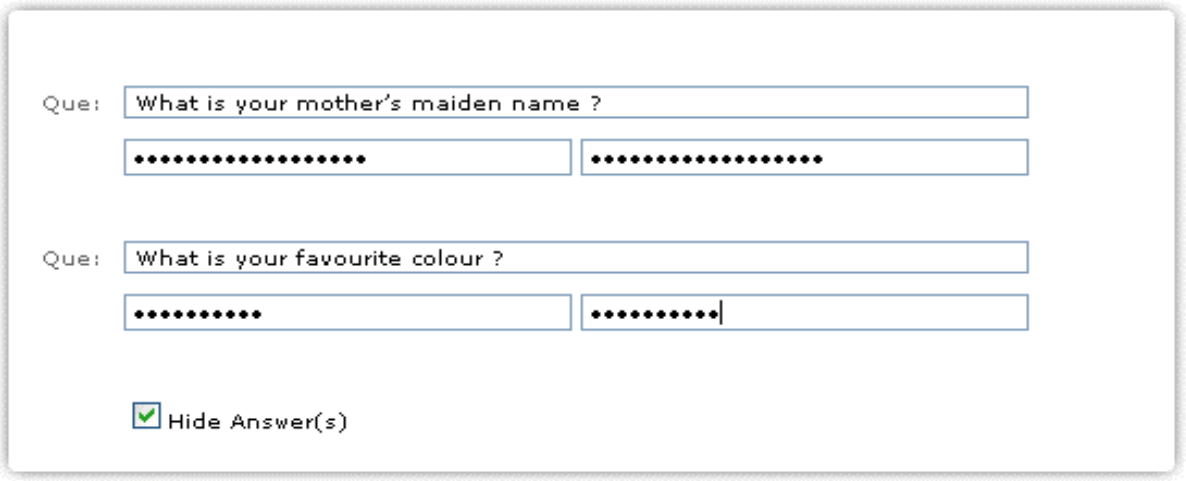
The Enrollment Process:

- Enrollment Using Security Questions & Answers
- Enrollment By Verification Code

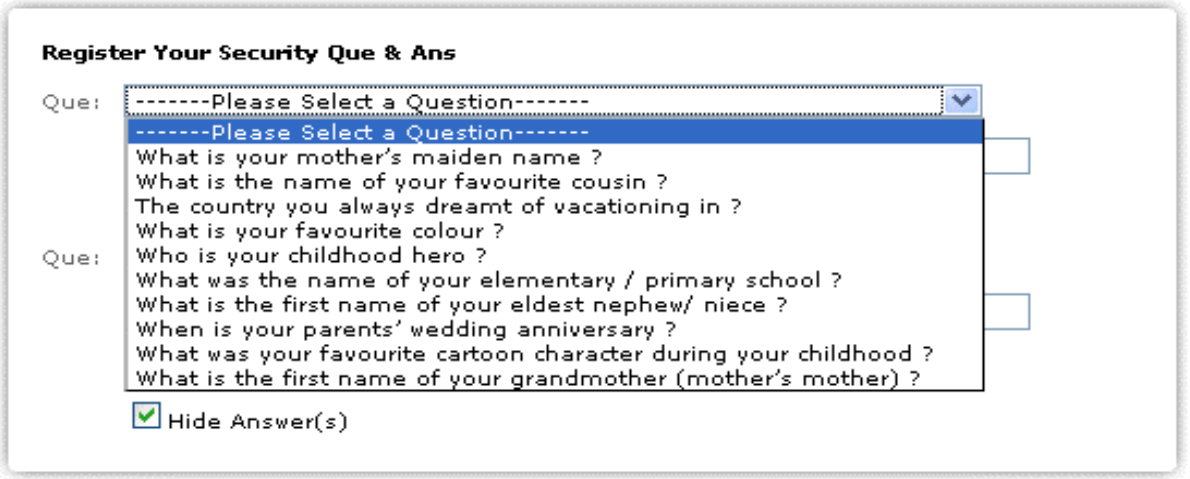
Enrollment using Security Q&A: Enroll yourself by answering a set of questions. In future, when you request password request or account unlock, ADSelfService Plus will ask you these questions to verify your identity.

Steps to be followed to enroll using Security Questions and Answers:

1. Start and log into ADSelfService Plus with your respective domain credentials.
2. Click on the Enrollment tab.
3. Select the Security Questions & Answers tab.
4. At this stage, you will be provided with any or all of the following options (depending on your IT administrator’s choice):
    - Answering to an already configured Security Question(s)



- Selecting a Security Question(s) from a list and answering them



- Writing your own Security Question(s) and answering them

- Once you have answered Security Questions, hit the **'Save'** button.

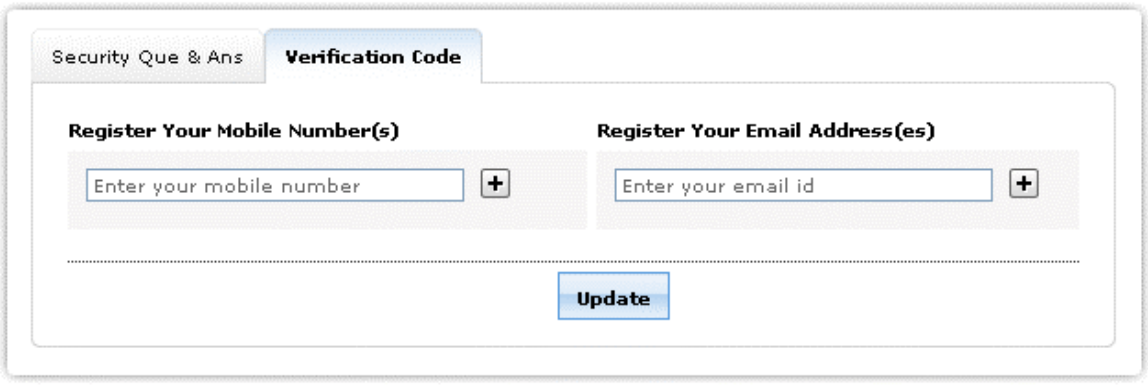
A message stating that you have enrolled yourself with ADSelfService Plus gets displayed. That's it! You just got yourself enrolled with ADSelfService Plus!

Enrollment by Verification Code: Enroll yourself by reproducing a verification code sent to you by the ADSelfService Plus application.

Steps to be followed to enroll using Verification Code:

1. Launch ADSelfService Plus.
2. Log into ADSelfService Plus with your respective domain credentials
3. Click on the Enrollment tab
4. Select the Verification Code tab

5. At this stage, you will be provided with any or all of the following options (your IT administrator's choice):
   - Send the Verification Code to E-Mail address
   - Send the Verification Code to Mobile number

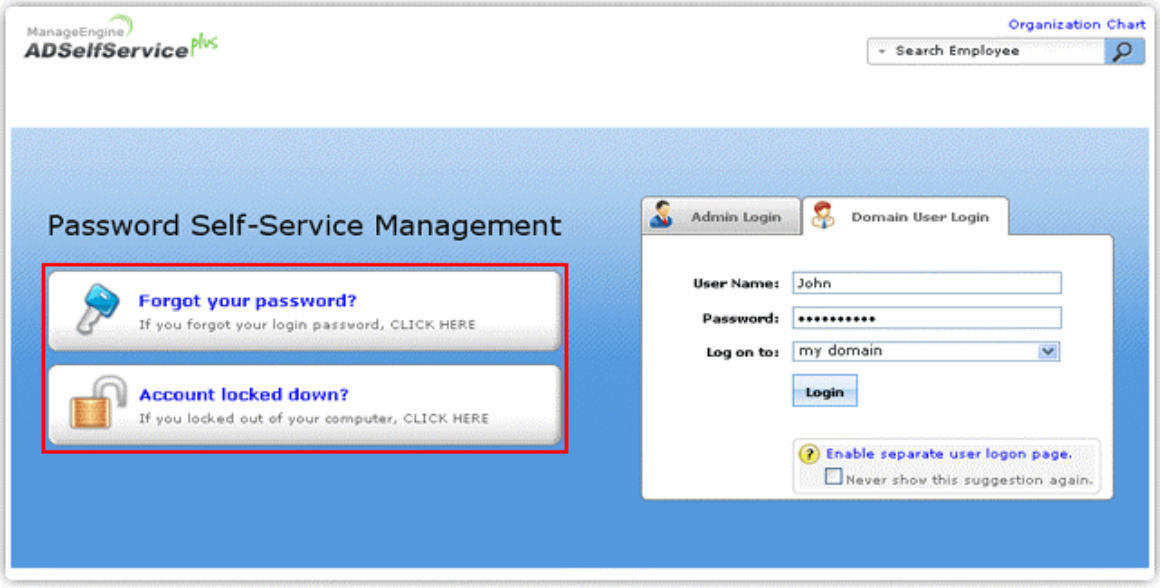


6. Incase of both the options being available,enroll into this application by providing the respective details.

Note: If your IT administrator has provided you with both the options of enrollment (Security Que & Ans and Verification Code), you would have to provide the respective details to get yourself enrolled.

How to reset your forgotten password?

1 Access ADSelfService Plus through a web browser. On the left half of ADSelfService Plus, you have two large buttons: one labeled “Forgot your password” and the other “Unlock your account”



2 Click on the “Forgot Password” button.

You will be asked to give your username.

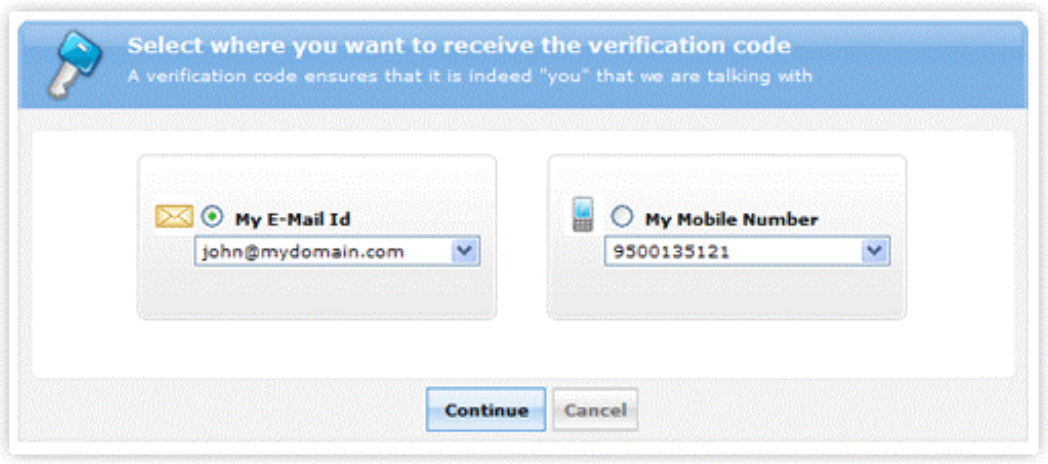
3 After you provide username,you will be directed to the page where you can authenticate yourself.

There are 3 kinds of authentication method:

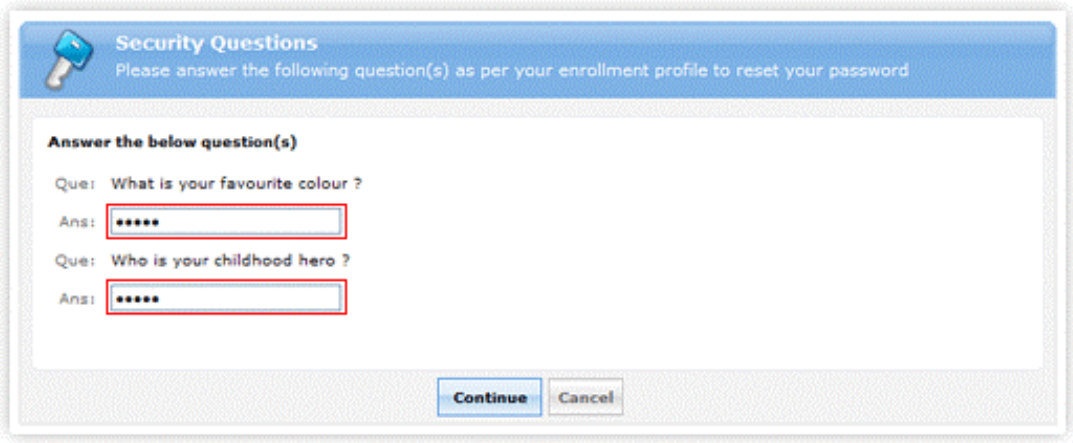
- Verification Code Method
- Security Question(s) Method
- Mixed Method

Your administrator might choose any of these.

If he has set only the Verification Code, then on the authentication page, you will only see “Verification Code” Tab.



If he has set only Security Q & A , then on the authentication page, you will only see “Security Question(s)” Tab.

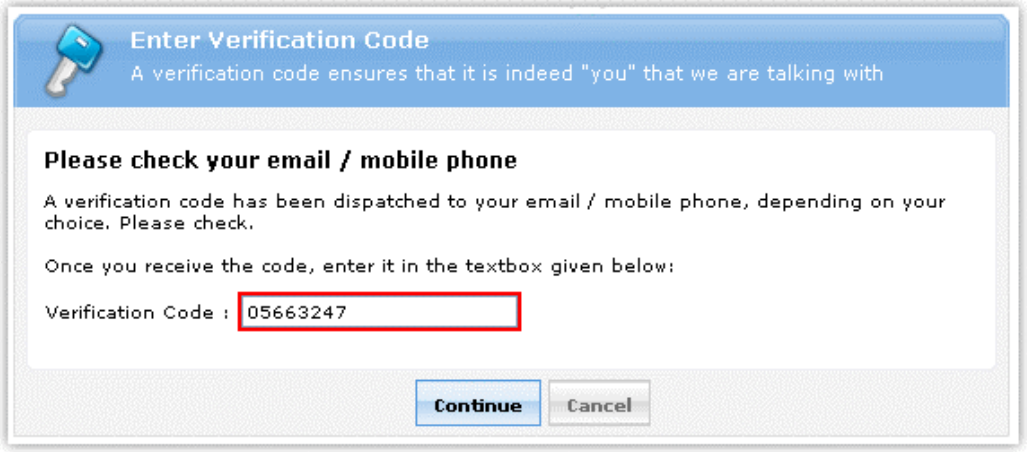


Mixed Method: If he has selected both the options, then the ‘Verification Code’ and the ‘Security Q & A’ Tabs would be available.

For resetting your password via Verification Code method:

Reproduce the code sent to your E-mail Address/Mobile Number (whichever option chosen by you)

The Verification Code is usually an eight digit no.,which when reproduced by you,paves way for the password reset process.



For resetting the password via Security Question(s) method:

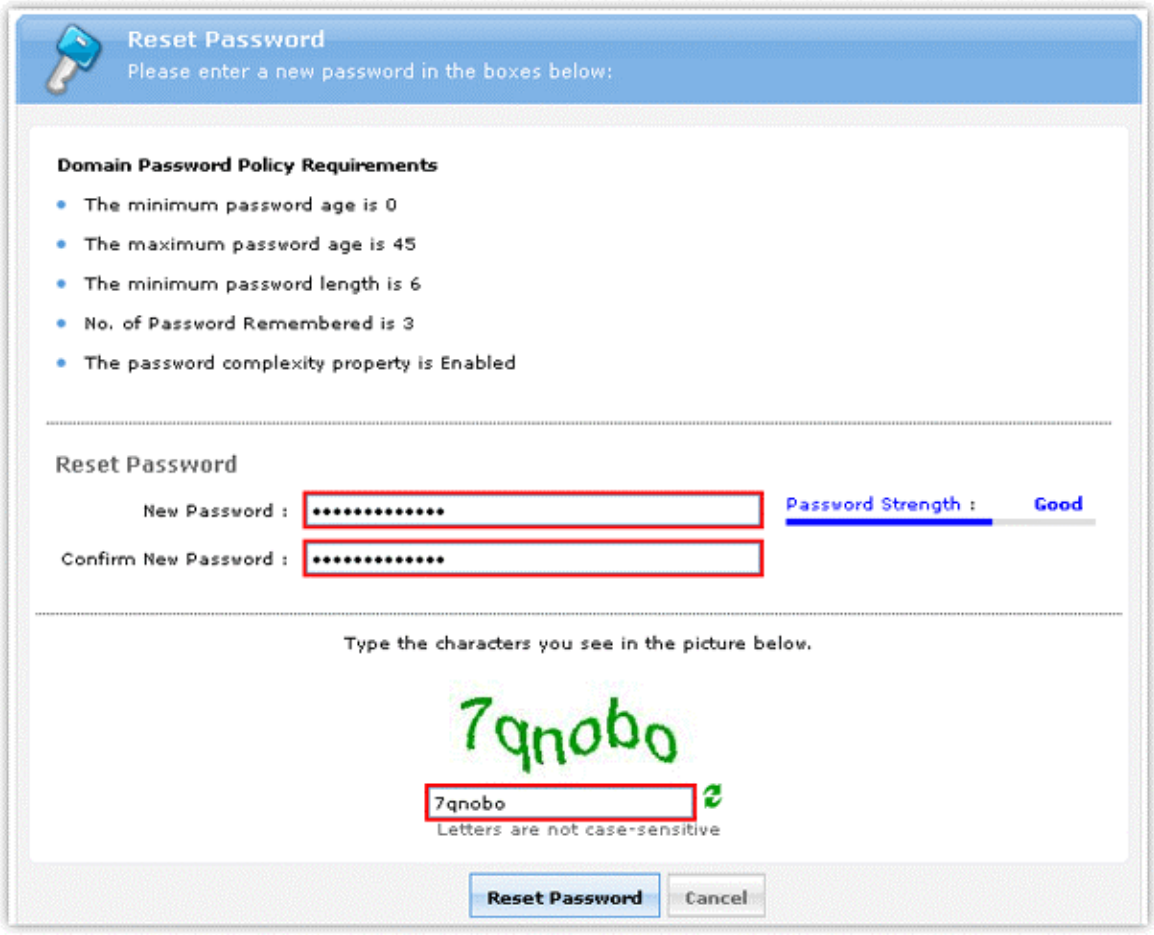
Answer to Security Question(s) just like you did during enrollment phase. This proves that it is indeed you who is requesting for password reset.

For resetting the password via Mixed method:

As aforementioned, the mixed method comprises of both 'Verification Code' & 'Security Question(s)' method.

In this scenario,it becomes mandatory for you to go through both methods (Verification Code followed by Security Question(s)) in order to reset your password.

The final step in all the above mentioned cases is - of course - to reset your password.



Features related to the Password Reset process:

Anknowledgement Mails:

On performing the 'Password Reset' or 'Unlock Account' operations,you might get a mail from the application - administrator's choice - stating that you have successfully carried out the respective operation.

Enabling/Disabling this feature is in the hands of your administrator.

Password Strength Analyzer:

This feature is a visual display of strength of the password that you configure.It aides you in configuring a strong password which in turn increases the security of your account.
Again,enabling/disabling this feature is in the hands of your administrator.

Click on 'Password Guidelines' in order to view the guidlines to be followed to create a strong password.

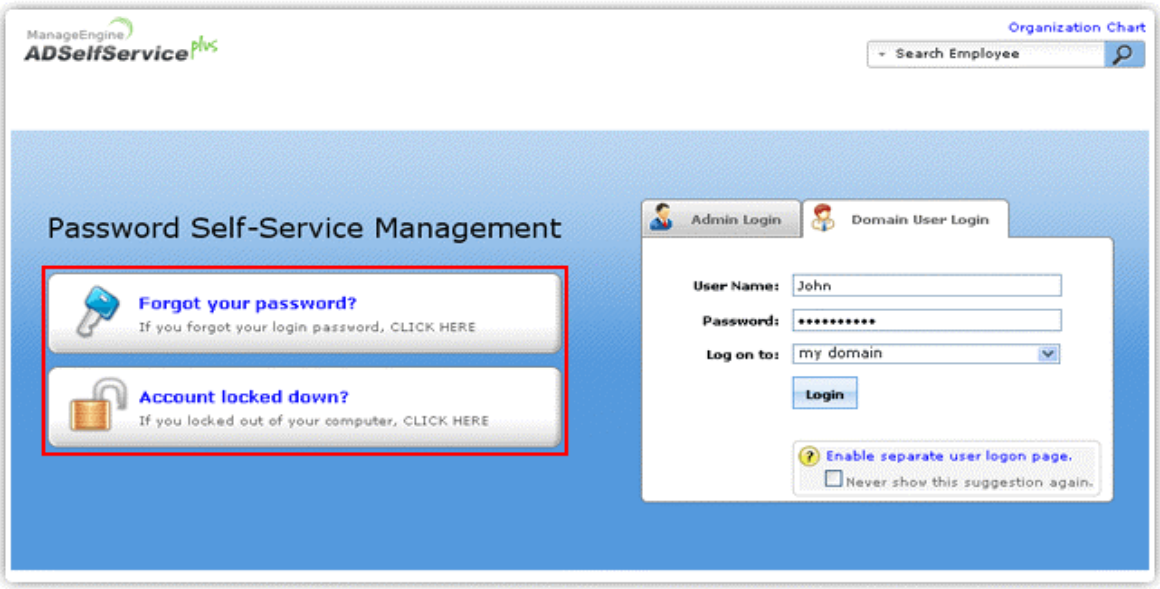
Note:

CAPTCHA: A word verification image which serves for the purpose of increasing the security of your account.Enabling/Disabling the CAPTCHA is in the hands of your IT administrator.

Refresh CAPTCHA option : In case of having trouble while deciphering the CAPTCHA code,you can switch it by clicking on the icon.

How to unlock your locked-down account?

1 Access ADSelfService Plus through a web browser. On the left half of ADSelfService Plus, you have two large buttons: one labeled “Forgot your password” and the other “Unlock your account”



2 Click on the “Unlock your account” button.

You will be asked to give your username.

3. After you provide username, you will be directed to the page where you can authenticate yourself.

There are 3 kinds of authentication method:

- Security Question(s) Method
- Verification Code Method
- Mixed Method

Your administrator might choose any of these.

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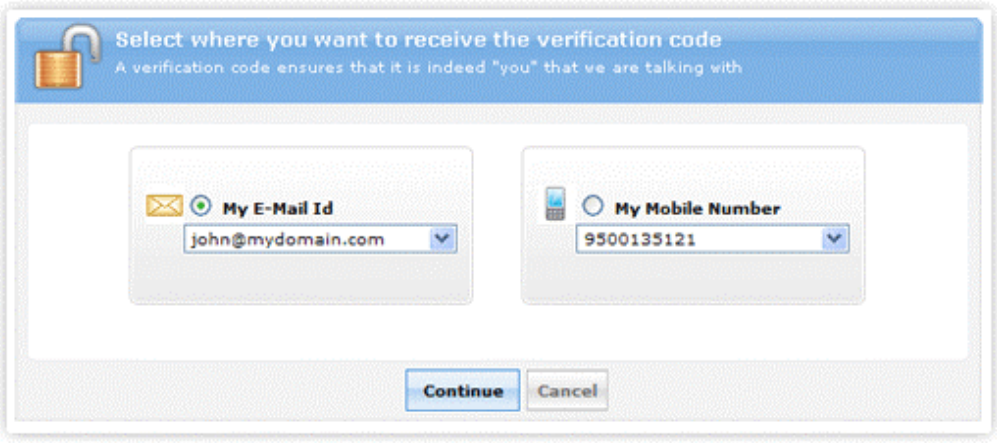
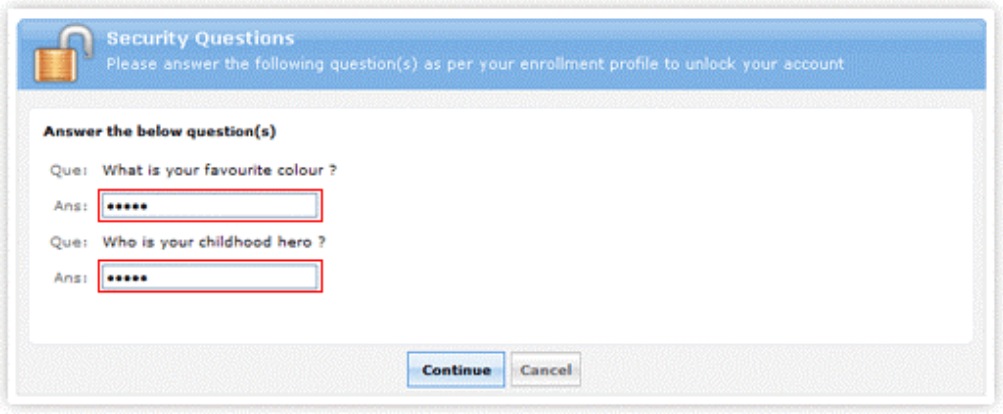


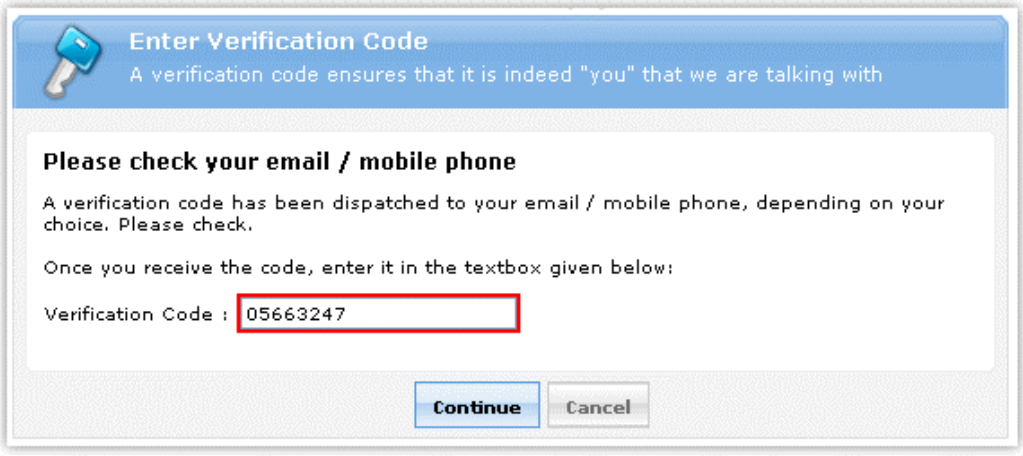
If he has set only Security Q & A, then on the authentication page, you will only see “Security Q & A” Tab.Â



Mixed Method: If he has selected both the options, then the ‘Security Q & A’ and the ‘Verification Code’ Tabs would be available.

Unlocking your account via Verification Code method:

- Reproduce the code sent to your E-mail Address/Mobile Number (whichever option chosen by you)
- The Verification Code is usually an eight digit no,which when reproduced by you,paves way for the account unlock process.



- The system lets you to unlock your locked down account.

Unlocking your account via Security Question(s) method:

- Answer to the Security Question(s) just like you did during enrollment phase. This proves that it is indeed you who is requesting for account unlock.
- The system lets you to unlock your locked down account.

Unlocking your account via Mixed method:

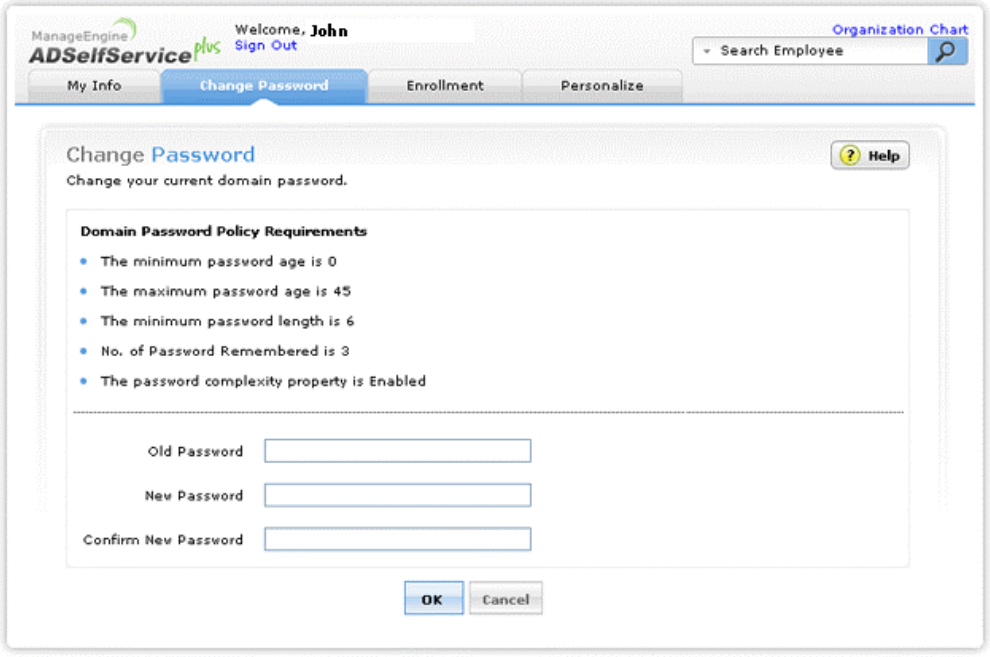
- As aforementioned, the mixed method comprises of both 'Verification Code' & 'Security Question(s)' method.
- In this scenario,it becomes mandatory for you to go through both methods (Verification Code followed by Security Question(s)) in order to unlock your locked-down account.
- The system lets you to unlock your locked-down account

Note:

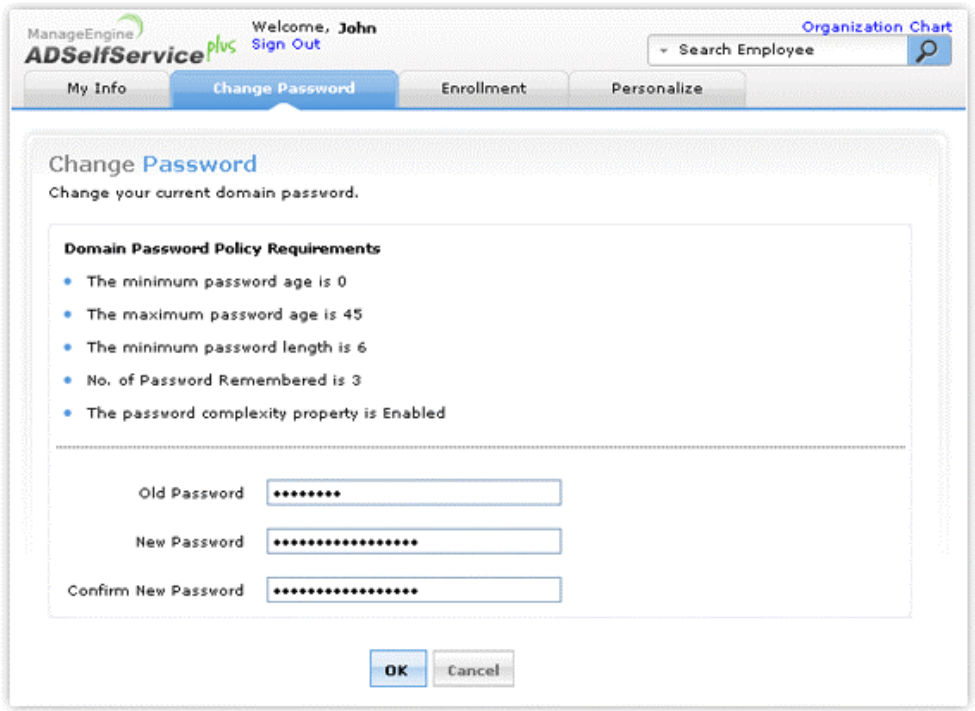
CAPTCHA:A word verification image which serves for the purpose of increasing the security of your account.Enabling/Disabling the CAPTCHA is in the hands of your IT administrator.
Refresh CAPTCHA option : In case of having trouble while deciphering the CAPTCHA code,you can switch it by clicking on the icon.

How to change your password?

1. To change your current domain logon password, login to the ADSelfService Plus application using your domain credentials.
2. The user page would open up.
3. By default,it has four tabs: My Info,Change Password,Enrollment & Personalize. **Note:**Your IT administrator has the right to disable all or any of the tabs available in the user page.
4. Click on the 'Change Password' tab.



4. Provide your old password where necessary.
5. Provide your new password in the appropriate box.



6. Click on ‘Change Password’ button.

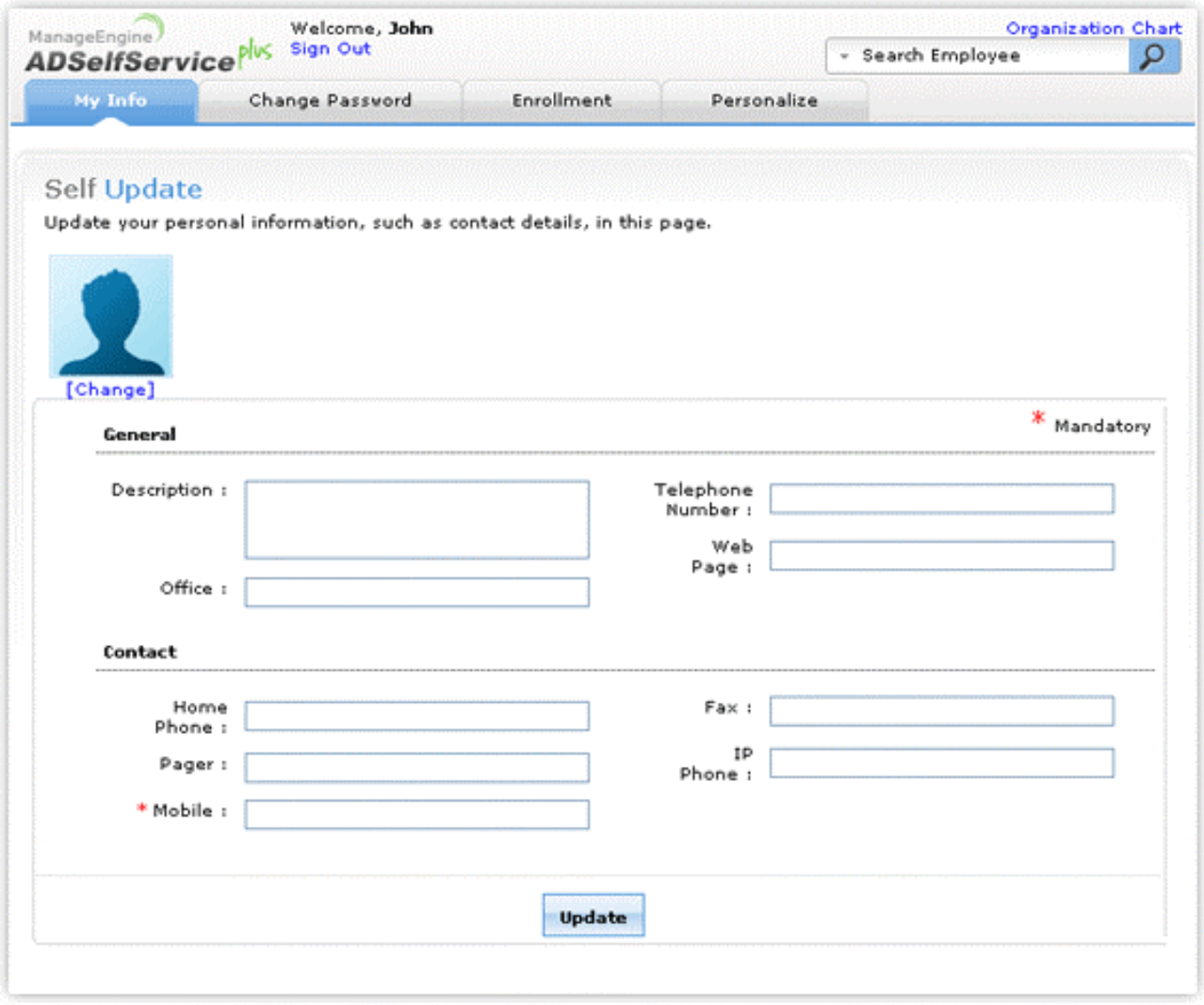
Note: Make sure that your new password adheres to the ‘Domain Password Policy Requirements’.

How to update company database with your info?

Using ADSelfService Plus, you can update your company database (Active Directory) with your latest contact information.

1. To access this service, log onto the ADSelfService Plus application with your domain credentials.
2. The user page would open up.
3. By default,it has four tabs: My Info,Change Password,Enrollment & Personalize.

Note: Your IT administrator has the right to disable all or any of the tabs available in the user page.



4. Fill in the desired fieldsUpload your photo (if required or you desire so)
5. Click on ‘Save’ to update your personal information.

Note: The fields that are marked with the ‘*’ symbol are mandatory fields (set by your IT administrator) and cannot be left unanswered.

How To Perform People Search (Employee Search)?

The ‘Employee Search’ option is available on the logon page of the ADSelfService Plus application. (**Note**: Your administrator can force you to log into ADSelfService Plus to be able to use this feature.)

Scouting the information about a peer:

- Enter the name of the person whose contact details you are looking for.
- Click on the ‘Search' button.

This search operation provides you with the various details of the employee (in case of more than one employee possessing the same name, the search operation will include their details as well).

Refining Your Search With the Help of Search Criteria/Operators:

The left corner of the search box has a downward pointing arrow, clicking which expands a list of search criteria.

Following are a few examples to teach you the use of the search criteria:

Case 1: Search by Telephone Number

You have a telephone number and want to know who its owner is. In such a case,

- Click on the “downward pointing arrow” of the search box.
- A list is produced. By default “All fields” option would have been selected.
- Now, select “Telephone Number” option under “Users” or “Contacts, whichever is applicable.
- Enter the telephone number into the search box.
- Click on the ‘Search’ button

Case 2: List down every name in a particular department.

- Click on the “downward pointing arrow” of the search box.
- Select “Department” field in the list.
- Enter the department name in the search box.
- Click on the ‘Search’ button. All the names of this department would be listed down.

Case 3: When you are unsure of the spelling of the name

If you had noticed, at the bottom of the dropdown list of the search box, there would be 4 options: ‘Contains’, ‘StartsWith’, ‘EndsWith’, and ‘Equals’. By default ‘Contains’ option would be selected.

For example, let us dig out all names ending with “ley”.

- Select either ‘All Fields’ or ‘Full Name’ from the list.
- Select ‘EndsWith’ option at the bottom of the list.

- Enter “ley” into the search box and click on

Every name ending with “ley” would be listed. (Eg: Barkley, Harley, Shirley).

NOTE: You can use these operators for telephone numbers, departments, and other search criteria as well.

Organization Chart:

- Using ADSelfService Plus, you can view your position in your organizational hierarchy.
- To do so, click on the ‘Organization Chart’ option available on the logon page of this application.
- Besides displaying your ranking, this feature also puts light on various details that concern to your account.

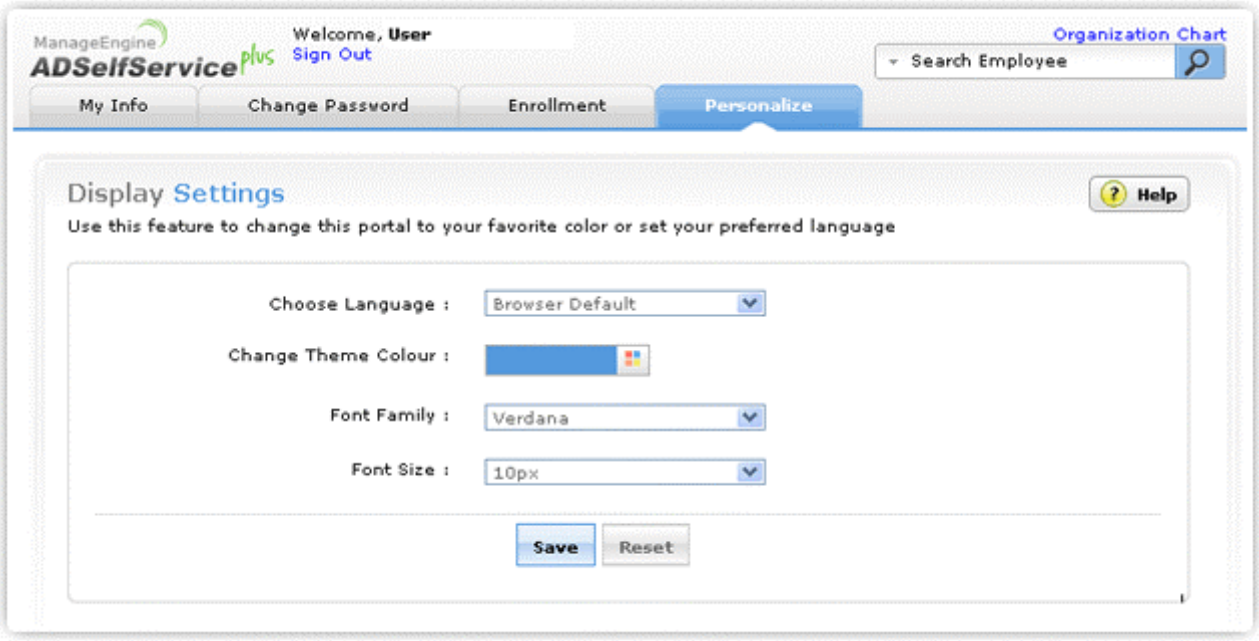
How to personalize ADSelfService Plus to suit your taste?

Follow the steps mentioned below in order to personalize the ADSelfService Plus settings as per your requirements:

- Access the ADSelfService Plus application with your domain credentials.
- The user page would open up.By default,it would have four tabs: My Info,Change Password,Enrollment & Personalize.

Note: Your IT administrator has the right to disable any or all the tabs available in the user page.

Click on the 'Personalize' tab..



1 Choose the desired language

2 Select the theme color

3 Specify the Font Style & Size

4 Click on Save to store the configured settings.

The settings of ADSelfService Plus would be modified based on your requirements.

Note:

Incase you want to revert back to the default settings of this application , you can do so by clicking on the 'Reset' button.

FAQ

What is Enrollment? How does ADSelfService Plus work? How can it identify me when I have lost my password?

In the world of computers you are identified by your username-password combination. Now, when you come to ADSelfService Plus to reset your Windows password or unlock your locked-down account, first it has to identify you - make sure it is indeed “YOU” trying to reset “YOUR” password or unlock account!

To do this, ADSelfService Plus uses any or all of the following methods (depending on your IT administrator’s preference):

- **Security Question and Answer Identification**
    - You either select or write your own security question and store your answer for it.
    - When you come to ADSelfService Plus for resetting password/ unlocking account, it asks you the security question. Providing answers that you gave during enrollment would establish your identity and right to password self-service.
- **Verification Code Identification**
    - You have to register your mobile phone number and/or email address**.**
    - When you want to reset password (or unlock account), ADSelfService Plus will send you a code word to registered mobile and/or email address.
    - Reproduce this code in the ADSelfService Plus. A hassle-free way to make sure it is “YOU” who is attempting to self-service “YOUR” password!

Is Enrollment A One-Time Process?

Yes. Unlike human beings, to whom you might have to reintroduce yourself if you don’t make an impression the first time, ADSelfService Plus will always remember you!

Is Enrollment That Important? Can’t I use ADSelfService Plus just like that!

Well, ADSelfService Plus services can be categorized as Enrollment Requiring & Non-Enrollment Services.

- **Enrollment Requiring:**
    - Self-Service Password Reset
    - Self-Service Account Unlock
- **Non-Enrollment Services:**
    - People Search
    - Self-Service Active Directory Update
    - Password Expiry Notification

So, you could very well see that the primary services of this software require you to register.

Do I Need To Register For All The Services?

No! Only password self-service needs you to register. Other services - People Search and Self-service Directory Update - do not require you to enroll. But, again, it depends on your administrator's preference.

What if I want to change my Enrollment Data?

Yes, you can. Log into ADSelfService Plus and edit your enrollment data. For example, your security question is "What is your favorite movie?" to which you had answered "Cast Away" but now you decided to go with "Transformer" (just an example, don't mind the weird shift in taste!), you can log in and edit the "Security Answer".

NOTE: The administrator has the power to prevent you from editing answers!

When Should I Reset My Password?

The answer is an obvious one - whenever you forget it.

You would not be able to login to your computer or ADSelfService Plus when you forget your password. Under such circumstances, click on the 'Forgot Your Password' button (available on the logon page of ADSelfService Plus) & reset your password.

When Will My Account Get Locked Down?

This happens when you breach the threshold of permissible invalid login attempts (fixed by your administrator).

What Should I Do When Account Gets Locked Down?

Unlock your account by clicking on 'Unlock Your Account button' (available on the logon page of ADSelfService Plus or your computer's logon prompt if administrator has installed GINA) and completing identification formalities.

What's The Use Of Self-Service Directory Updates (My Info) Feature?

The important aspect of this feature is - immediate updation of your details.

Usually, if there is a change regarding your personal information, you would have to contact the helpdesk & inform them about it; then, the helpdesk will update the database for you.

But with ADSelfService Plus, you can bring about immediate updation of your records without any helpdesk assistance via this 'My Info' feature.

What are Password Expiry Notifications & Why You Should Heed Them ?

The passwords that you configure via this application are 'time-bound' passwords which will expire over a period of time owing to the domain policy configured by your admin.So when this happens, you would be requested to configure a new password.

However, if you are a home user who accesses office files via VPN service, Windows cannot apprise you of an impending password expiry or account expiry. This is where ADSelfService Plus's Password/ Account Expiry Notifications come into play.

'Password Expiry Notifications' are automated mails that are generated by this application to keep you updated of your 'password status'. These notifications will intimate you of your password expiry date & will request you to undertake the necessary action, which is, changing of your password.

Why Should I Change My Password?

You may want to change your password:

- For security: In case, you had been assigned an easily guessable password.
- For admin selected the option "Change Password at Next Logon".