

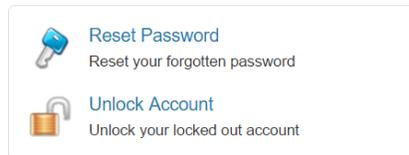
How to access the Self-Service Portal?

There are 4 different ways you can access the Self-Service Portal:

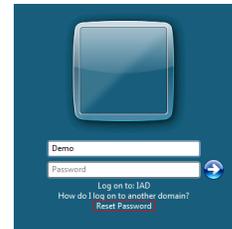
- Type in the below web URL in your web browser:
 - <https://it.carteretcountync.gov:9251>
- Launch the Self-Service from the IT portal located on your desktop.



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- Once on the portal you can either use the built-in password reset/unlock tools or click the link below it labeled “Password Self-Service” to go to the Self-Service Portal.



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

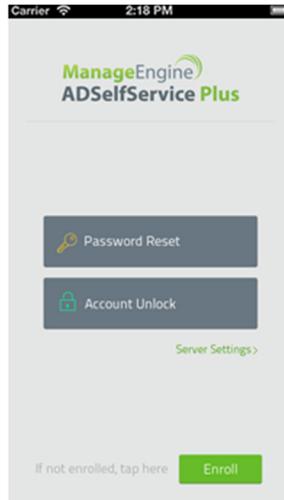


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- *Note: The IT department will be making this option available to you soon. You may not currently have this option on your machine

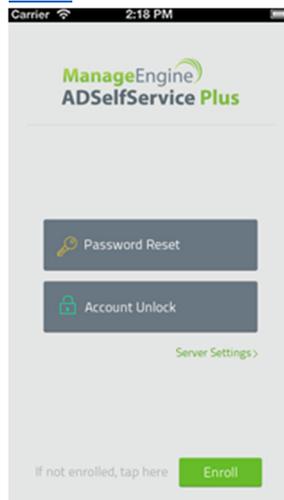
- Access using Mobile Apps
 - To facilitate self-service password management 'on the go', and to reduce dependencies on other users' computers and Windows logon clients, the Self-Service Portal has mobile apps supporting all major platforms.

USING CARTERET COUNTY ADSELFERVICE PLUS:

- Apple and iPhones
 - Download and install the app using the QR code given below or from the [app store](#). Once installed, open the app and start managing your passwords by yourselves on the go.



- Android and Samsung
 - Download and install the app using the QR code given below or from the [play store](#).



- Manually Setting up Mobile App
 - If you are not able to use the QR codes above to configure the App then below are the manual settings. You will still need to download the App from the store on your phone.
 - Launch the ADSelfService Plus app
 - Tap Server Settings in the home screen
 - Slide the Enable https bar to turn SSL on
 - Enter the Server Name "it.carteretcountync.gov" and Port Number "9251"
 - Tap Done to save the settings
 - Test the connection by tapping the enroll button and logging in. If you are able to log on successfully, then you are good to go.

How to Enroll with AD Self-Service Plus?

What is 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 is indeed “YOU” who is trying to reset “YOUR” password or unlock account.

How ADSelfService Plus verifies your identity?

Security Questions & Answers: During enrollment, you choose your own security questions, and store their answers. In the future when you forget your password and need to reset it (or unlock your account), ADSelfService Plus will ask you these questions. Providing the right answers establishes your identity and permission to self-service password.

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 your choice of questions to provide answers to.

The screenshot shows a web form for setting security questions. It contains two questions, each with two text input fields for answers. The first question is "What is your mother's maiden name?" and the second is "What is your favourite colour?". Below the second question, there is a checkbox labeled "Hide Answer(s)" which is currently checked.

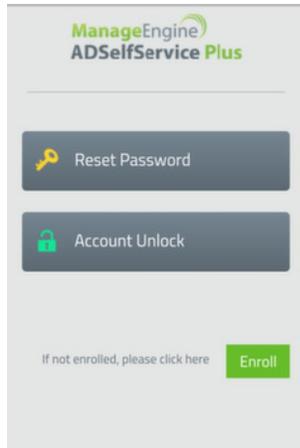
5. Once you have answered Security Questions, hit the ‘Save’ button.

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

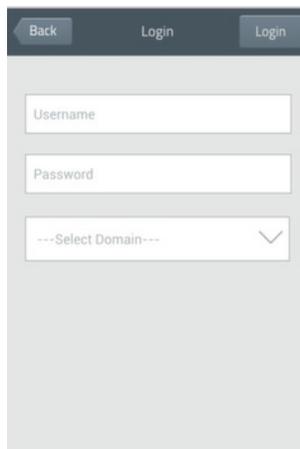
How to enroll for self-service from your Mobile Device?

1. Access ADSelfService Plus Mobile App
2. Tap the **Enroll** button

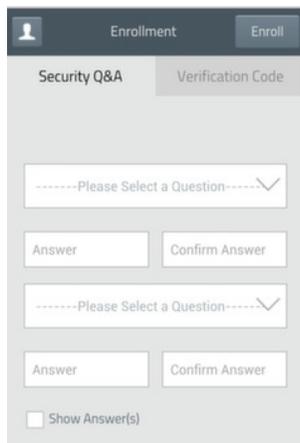
USING CARTERET COUNTY ADSELSERVICE PLUS:



3. Enter your **username**, **password** and select the **domain to log on**, and then tap **Login**



4. Then choose the Security Questions of your choice and provide answers

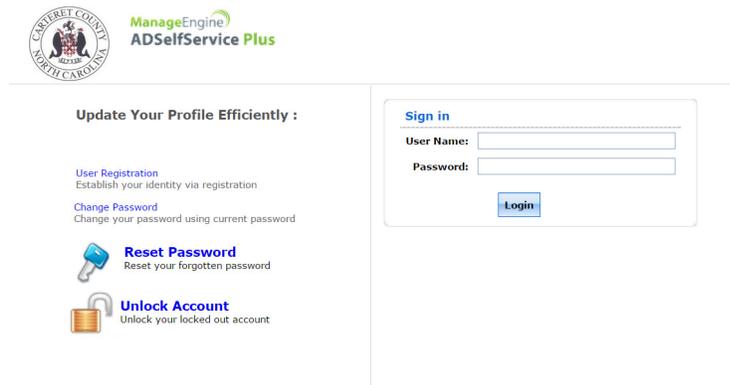


5. Once you have entered all the details, tap the **Update** button to finish the process

How to reset your forgotten password?

From Website:

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

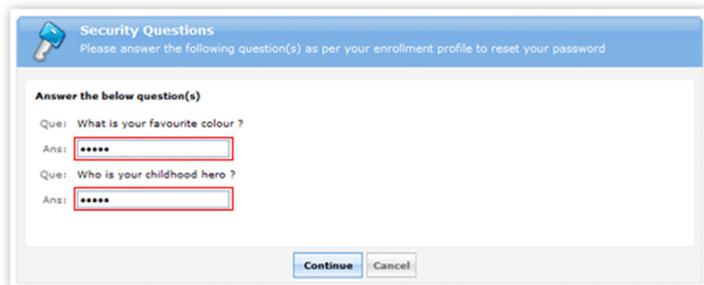


2 Click on the “Reset Password” button.

You will be asked to give your username.



3 After you provide username, answer the Security Questions just like you did during enrollment phase. This proves that it is indeed you who is requesting for password reset.



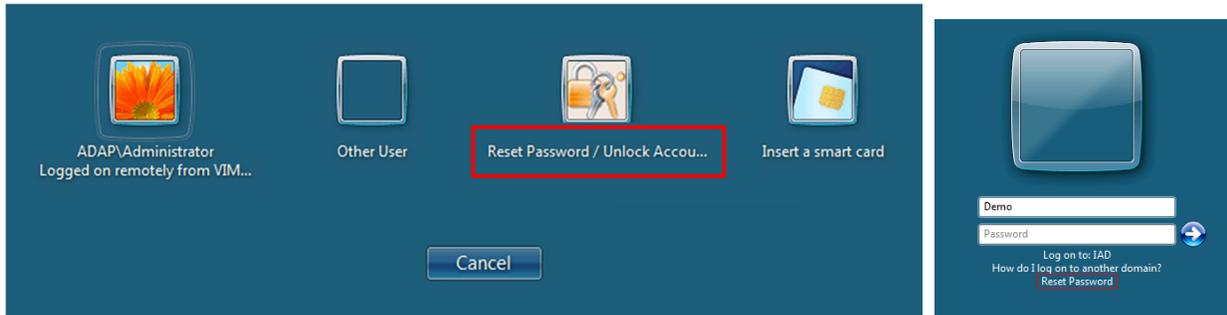
From CTRL+ALT+DEL Screen:

In case you don't have access to a web browser or another machine to reset your password, you can use your own machine to self reset your password, provided that the self-service logon agent is installed on your machine.

1. Go to the logon screen of your Windows or Mac client.

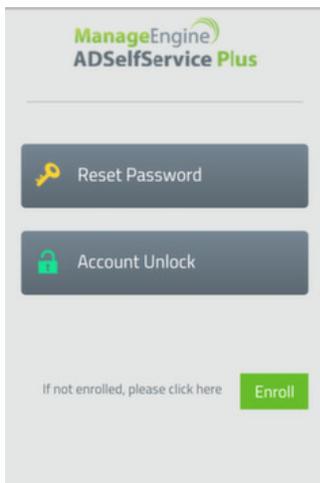
USING CARTERET COUNTY ADSELSERVICE PLUS:

2. Look for “Reset Password/Unlock Account” button. If it’s there, then you have self-service logon agent installed on your computer and you can start ADSelfService Plus right from the logon prompt by clicking on it.



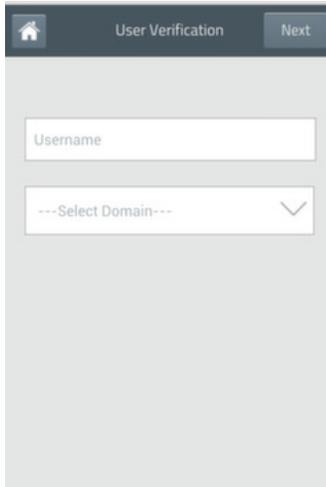
From Mobile Apps:

1. Access ADSelfService Plus from your mobile's web browser. [Click here](#) to learn how to access ADSelfService Plus from your mobile device.
2. Tap the **Reset Password** button



3. Enter your **username**, select the **domain** and tap **Next**

USING CARTERET COUNTY ADSELSERVICE PLUS:



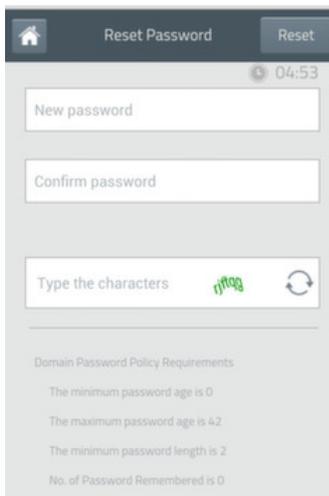
The screenshot shows the 'User Verification' screen. At the top, there is a home icon, the text 'User Verification', and a 'Next' button. Below this, there is a text input field labeled 'Username'. Underneath the text field is a dropdown menu with the text '---Select Domain---' and a downward-pointing chevron icon.

4. Now prove your identity by answering a set of Security Questions. Tap **Next** to continue.



The screenshot shows the 'Security Q&A' screen. At the top, there is a home icon, the text 'Security Q&A', and a 'Next' button. Below this, there is a timer icon and the text '04:56'. The screen contains three questions, each with an 'Answer' input field below it: 'What is your favourite colour?', 'What is your mother's maiden name?', and 'Type the characters'. The 'Type the characters' field shows a CAPTCHA image with the characters '774ns7' and a refresh icon.

5. Enter a **new password** and **confirm** the same



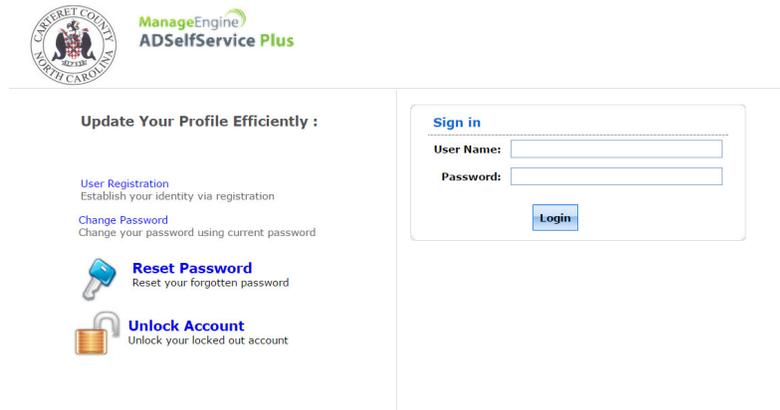
The screenshot shows the 'Reset Password' screen. At the top, there is a home icon, the text 'Reset Password', and a 'Reset' button. Below this, there is a timer icon and the text '04:53'. The screen contains two text input fields: 'New password' and 'Confirm password'. Below these fields is a CAPTCHA field labeled 'Type the characters' with the characters 'j7mg' and a refresh icon. At the bottom, there is a section titled 'Domain Password Policy Requirements' with the following text: 'The minimum password age is 0', 'The maximum password age is 42', 'The minimum password length is 2', and 'No. of Password Remembered is 0'.

6. Tap the **Reset** button to complete the process

How to unlock your locked-down account?

From Website:

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



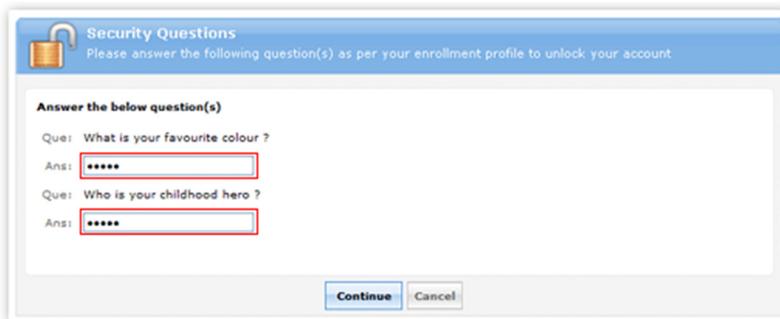
2 Click on the “Unlock Account” button.

You will be asked to give your username.



3 After you provide username, answer the Security Questions just like you did during enrollment phase. This proves that it is indeed you who is requesting for account unlock.

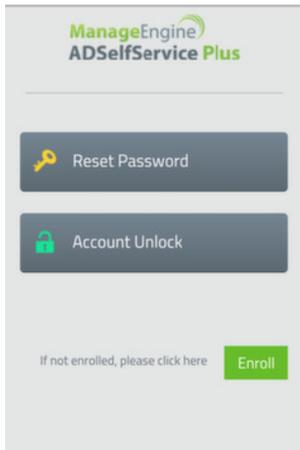
The system lets you to unlock your locked down account.



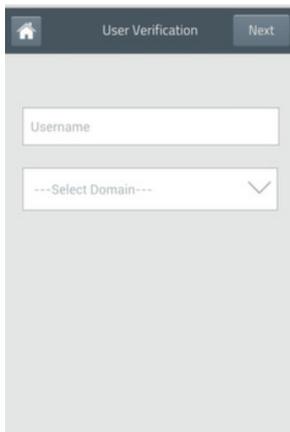
From Mobile App:

1. Access ADSelfService Plus Mobile App

2. Tap the **Unlock** button



3. Enter your **username**, select the **domain** and tap **Next**



4. Now prove your identity by answering a set of Security. Tap **Next** to continue.



5. Tap the **Unlock** button to complete the process

How to change your password?

From Website:

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. Navigate to the '**Change Password**' tab.

Change Password Enrollment

Change Password
Change your current domain password.

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 90
- The minimum password length is 8
- No. of Passwords Remembered is 10
- The password complexity property is Enabled

Old Password

New Password Password Strength :

Confirm New Password

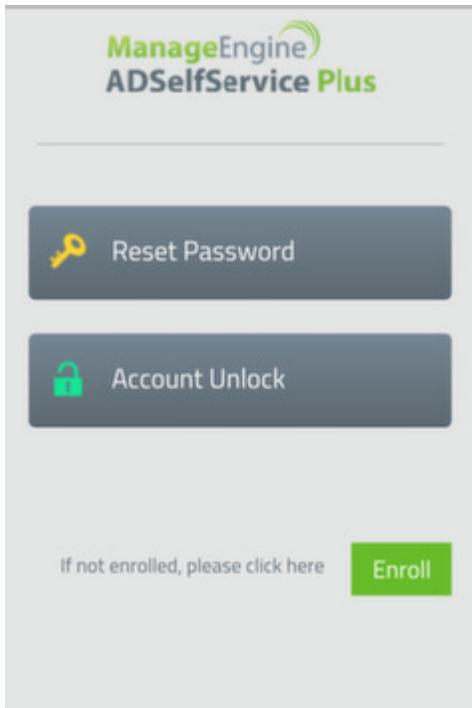
OK Cancel

4. Provide your old password where necessary.
5. Provide your new password in the appropriate box.
6. Click on 'Change Password' button.

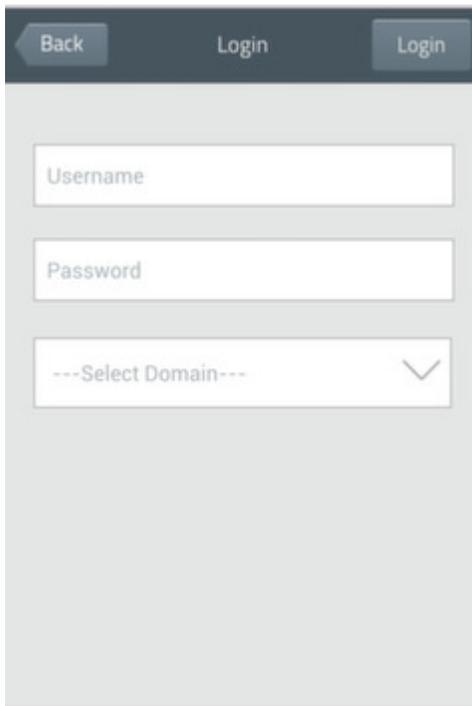
Note: Make sure that your new password adheres to the 'Domain Password Policy Requirements'.

How to change password from your Mobile Device?

1. Access ADSelfService Plus Mobile App
2. Tap the **Enroll** button



3. Enter your **username**, **password** and select the **domain to log on**, and then tap **Login**



4. Tap the **user icon** found at the top left corner of the screen and select **Change Password** option

Enrollment Update

Change password Verification Code

Sign out

You have already enrolled. If you desire, you can alter your enrollment information here.

-----Please Select a Question-----✓

Answer Confirm Answer

-----Please Select a Question-----✓

Answer Confirm Answer

5. Enter your old password, new password and then confirm the new password in the respective fields

Back Change password Change

Old password

New password

Confirm password

Domain Password Policy Requirements

The minimum password age is 0

The maximum password age is 42

The minimum password length is 2

No. of Password Remembered is 0

The password complexity property is Disabled

6. Tap the **Change** button to finish the process.