

Changing your password using Password self-service

It is not uncommon to forget passwords. That is why Pikeville College Instructional and Information Technology instituted an online application that allows you to change your password without having to place a helpdesk call or trouble ticket. In fact, you can change your password at any time, day or night.

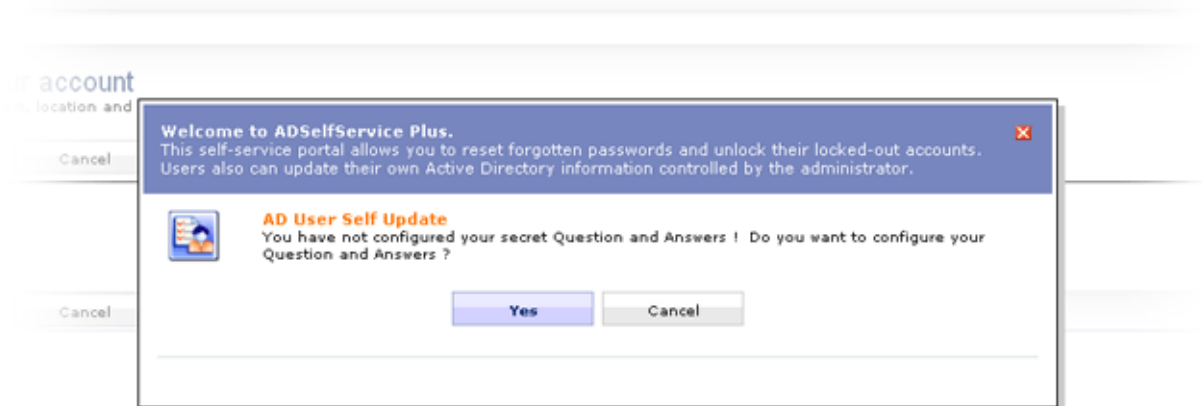
Setting up Password self-service

1. Open a Web browser and visit <http://helpdesk.pc.edu/passwordReset/>. A link to the Web application can also be found on the Instructional and Information Technology Web page in the “Help Desk Links” navigation box.



The screenshot shows a web interface for password management. At the top, there are two blue buttons: "Forgot Your Password? Reset Your Password" and "Is Your Account Locked? Unlock Your Account". Below these, there is a section for "Enrolled Users" with a list of actions: "Enroll your secret question and answers.", "Login to change your password.", and "Login to update your information.". To the right of this list is a login form with fields for "User Name:" (containing "pcittest") and "Password:" (containing "*****"), and a "Login" button.

2. Enter your username and password, and click on “Login.”



The screenshot shows a dialog box titled "AD User Self Update" with a close button (X) in the top right corner. The text inside the dialog box reads: "Welcome to ADSelfService Plus. This self-service portal allows you to reset forgotten passwords and unlock their locked-out accounts. Users also can update their own Active Directory information controlled by the administrator." Below this text is a question: "You have not configured your secret Question and Answers ! Do you want to configure your Question and Answers ?". At the bottom of the dialog box are two buttons: "Yes" and "Cancel".

3. You will be asked if you want to configure your secret question. Click “Yes.”

User Registration Screen
 Configure your personal Questions and Answers profile that allow you to reset forgotten password or unlock your account in the future

User Name :

Domain Name :

✔ The length of the answer field should vary between 5 and 225 characters

Selectable Questions :

Questions	Answers
A <input type="text" value="Please Select a Question"/>	<input type="text"/>
B <input type="text" value="Please Select a Question"/>	<input type="text"/>

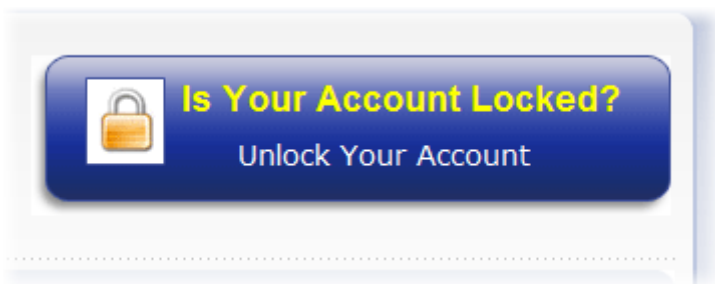
4. You will need to establish your secret questions. Click on the drop-down menu (A) to select the question you would like to have as your first security question. In the answer box beside it, type in the answer to the question. Keep in mind that the answer should be at least five characters long, so select a question with an answer that meets this requirement.

5. Once finished, click “Save” and you will be returned to the main page of the Password self-service application. You are now ready to utilize the features of Password self-service.

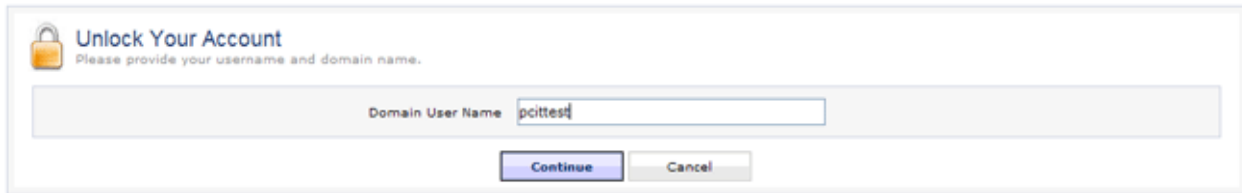
Unlocking your account

When you attempt to log into your account several times unsuccessfully, your account becomes locked. This is a security feature built into your account to ward off unauthorized access to your personal information. Password self-service features allows you to unlock your account without having to contact Instructional and Information Technology for verification.

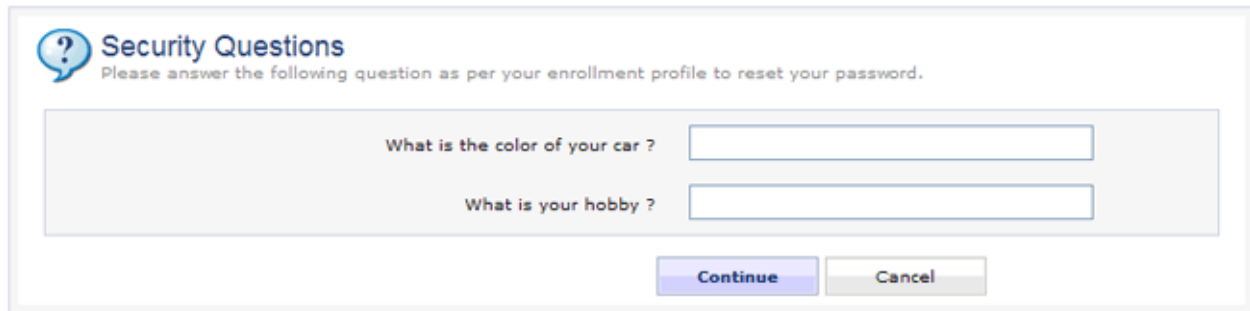
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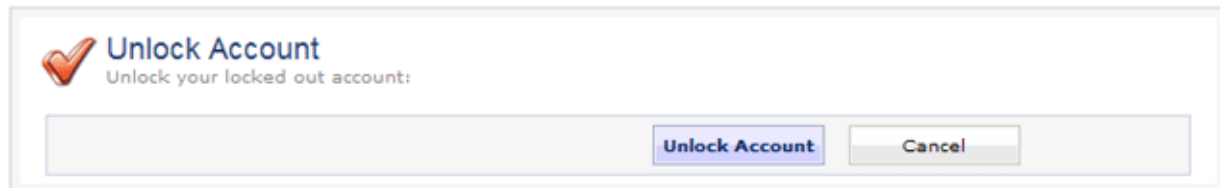
2. Click “Is Your Account Locked?” in the blue box to the right of the main page.



3. Enter your username into the “Domain User Name” field. Click “Continue.”



4. You will be prompted with the security questions you set for yourself when setting up your account. Answer the two security questions and click “Continue.” If you cannot remember the answers to your security questions, you will have to contact Instructional and Information Technology for verification of your account.



5. Once the questions are answered correctly, you will be taken to the “Unlock Account” screen. Click on “Unlock Account” to unlock your account. Once unlocked, you should be able to access your account using the correct password.

Changing your password

If you have forgotten your password, you can use Password self-service to change it. Changing your password is very similar to unlocking your account. You will be prompted with your secret questions and once answered you can reset your password.

1. Open a Web browser and visit <http://helpdesk.pc.edu/passwordReset/>. A link to the Web application can also be found on the Instructional and Information Technology Web page in the “Help Desk Links” navigation box.



2. Click "Forgot Your Password?" in the blue box to the left of the main page.

A white rectangular form with a light blue border. At the top left is a key icon and the text "Reset Your Password" in blue, followed by "Please provide your username and domain name." in smaller grey text. Below this is a wide text input field with the label "Domain User Name" and the text "pcittest" entered. At the bottom are two buttons: "Continue" in blue and "Cancel" in grey.

3. Enter your username into the "Domain User Name" field. Click "Continue."

A white rectangular form with a light blue border. At the top left is a question mark icon and the text "Security Questions" in blue, followed by "Please answer the following question as per your enrollment profile to reset your password." in smaller grey text. Below this are two text input fields. The first is labeled "What is the color of your car ?" and the second is labeled "What is your hobby ?". At the bottom are two buttons: "Continue" in blue and "Cancel" in grey.

4. You will be prompted with the security questions you chose when setting up your account. Answer the two security questions and click "Continue." If you cannot remember the answer to your security questions, you will have to contact Instructional and Information Technology for verification of your account.

Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements

- ✓ Minimum Password Age : 1 day
- ✓ Maximum Password Age : 90 days
- ✓ Minimum Password Length : 7 characters
- ✓ Password History : 5 remembered passwords

Reset Password

Password :

Confirm Password :

Reset Password **Cancel**

5. Review the “Domain Password Policy Requirements” and reset your password by typing in the new one in the “Password” field. Retype the new password into the “Confirm Password” field and click “Reset Password.” Your password should now be reset.

If you have any questions, please call Instructional and Information Technology at 606.218.5300.