



## Self-Service Password Reset Portal

### Background:

In Edmond Public Schools, all users (staff *and* students) have an Active Directory (AD) 'network login.' This network account allow users to log into EPS computers,; it also syncs with other Edmond accounts, such as G Suite (Google apps), Canvas, and *coming May 2018*...Infinite Campus Student Portal!

Each users sets their *own* network password. To maintain security, all EPS users (staff *and* students) are required to change their network password periodically. If a password is not updated, it will *expire*, and the user will be *locked out* until they reset their password.


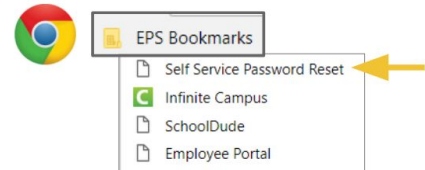
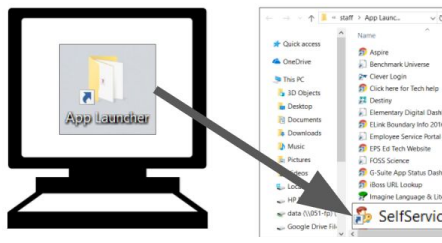


If a user is locked out over the summer or while away from school premises, it can be a hassle to update their password and reactivate their account. To avoid this hassle, **ALL EPS users** should register for the **self-service password reset portal!** Signing up for the self-service password reset allows users to update their password easily from any device (even a phone), anywhere, any time.

***Continue on to the next page to view the step-by-step guide.***

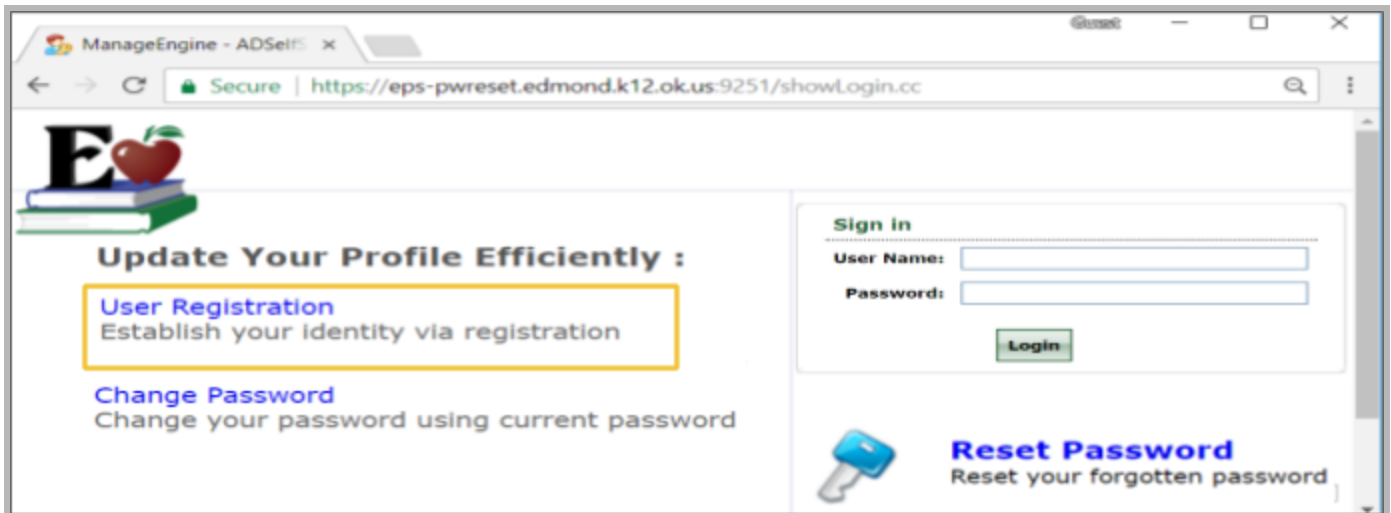
## Steps:

### 1. Navigate to the Self-Service Password Reset Portal (website or app).

*You can get there many different ways.*

	<p>From the <i>Menu</i> on the Edmond Schools website: <a href="http://www.EdmondSchools.net">www.EdmondSchools.net</a></p>
	<ul style="list-style-type: none"><li>• When signed into Chrome or a Chromebook, expand <b>EPS Bookmarks</b>.</li></ul>
	<ul style="list-style-type: none"><li>• On an EPS PC computer, open the <b>App Launcher</b> on the desktop.</li></ul>
	<ul style="list-style-type: none"><li>• Get and use the <b>app on your phone:</b> “ADSelfService Plus <i>by ManageEngine</i>”</li></ul> <p>***The easiest way to do this is to first log into the self-service password reset portal on a computer, then click the “Mobile” button to get a QR code for the app</p>
	

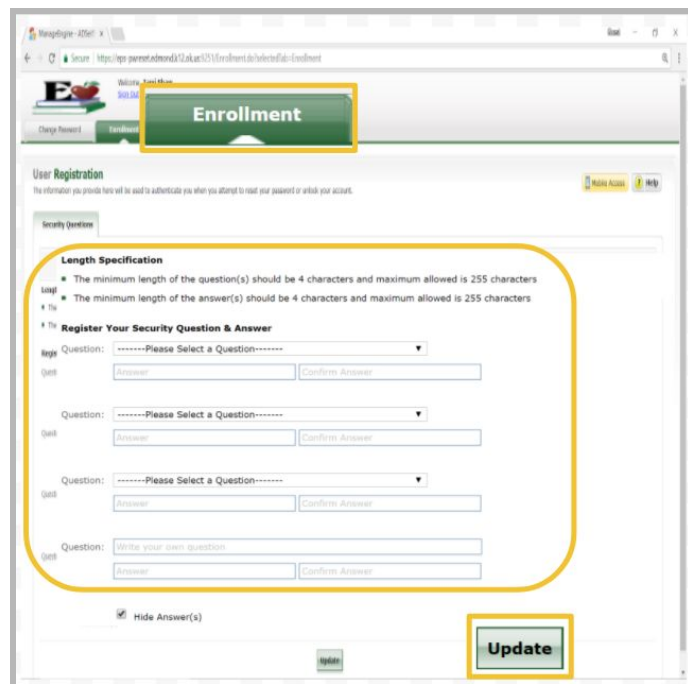
## 2. Create Your Account [User Registration]



The screenshot shows a web browser window with the URL <https://eps-pwreset.edmond.k12.ok.us-9251/showLogin.cc>. The page features a logo with a red apple and the letter 'E' on a stack of books. The main content area is titled "Update Your Profile Efficiently :" and contains three options: "User Registration" (highlighted with a yellow box), "Change Password", and "Reset Password". The "User Registration" option includes the text "Establish your identity via registration". The "Change Password" option includes the text "Change your password using current password". The "Reset Password" option includes the text "Reset your forgotten password" and a key icon. On the right side, there is a "Sign in" section with "User Name:" and "Password:" input fields and a "Login" button. Below the "Sign in" section, there is a "Reset Password" section with a key icon and the text "Reset your forgotten password".

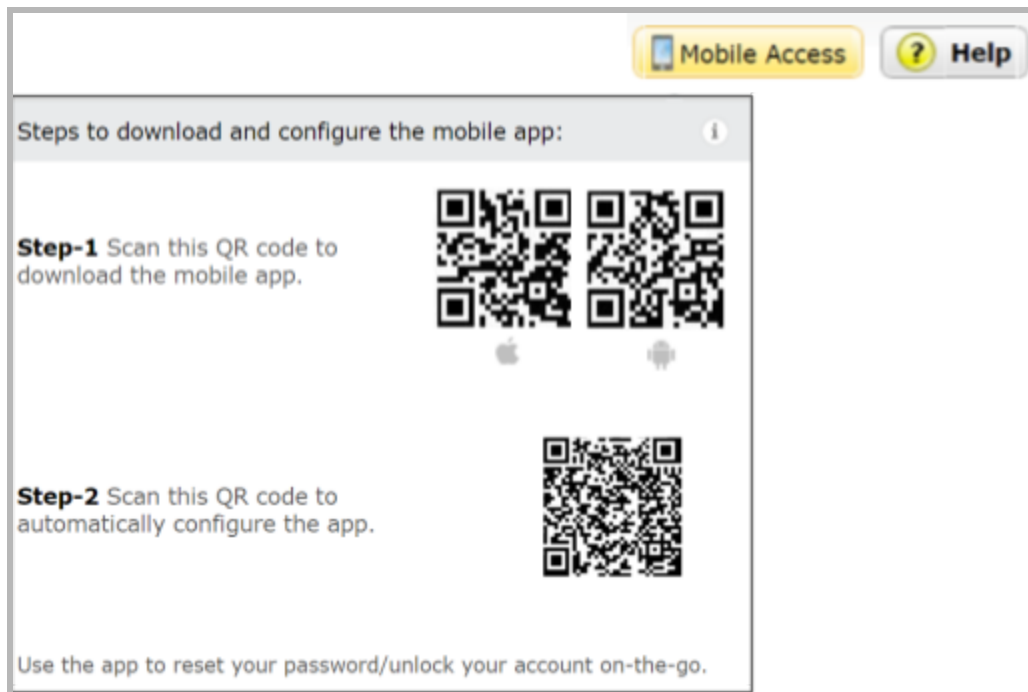
## 3. Select and Answer Your Security Questions

**IMPORTANT:** Be sure to select security questions and answers you will *remember*. If you cannot remember your security answers, then you will not be able to update or reset your password!



The screenshot shows the "User Registration" page in the ManageEngine ADSelf Service portal. The page is titled "Enrollment" and has a "User Registration" section. The "Security Questions" section is highlighted with a yellow box. It contains a "Length Specification" section with the following text: "The minimum length of the question(s) should be 4 characters and maximum allowed is 255 characters" and "The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters". Below this is a "Register Your Security Question & Answer" section with four rows of input fields. Each row has a "Question:" dropdown menu, an "Answer:" text input field, and a "Confirm Answer:" text input field. The first three rows have a dropdown menu with "Please Select a Question" selected. The fourth row has a text input field for "Write your own question". At the bottom of the "Security Questions" section, there is a checkbox labeled "Hide Answer(s)" which is checked. An "Update" button is located at the bottom right of the page, highlighted with a yellow box.

4. If desired, within the Self-Service Password Reset Portal, use the **Mobile Access** button to download or configure the app on your phone.



## NOW YOU ARE READY TO GO!

Use the Self-Service Password Reset Portal to change or reset your password... anytime, from any device,



## FYI: Password Rules and Requirements

- must be at least 8 characters long
- must have at least one letter
- must have at least one capital letter
- must have at least one number or special character
- cannot contain any part of your name or username
- cannot be a password you have used before

\*\*\*NOTE: *Elementary students* have slightly different (less stringent) requirements.