

AD Self Service Password Enrollment Instructions

Introduction:

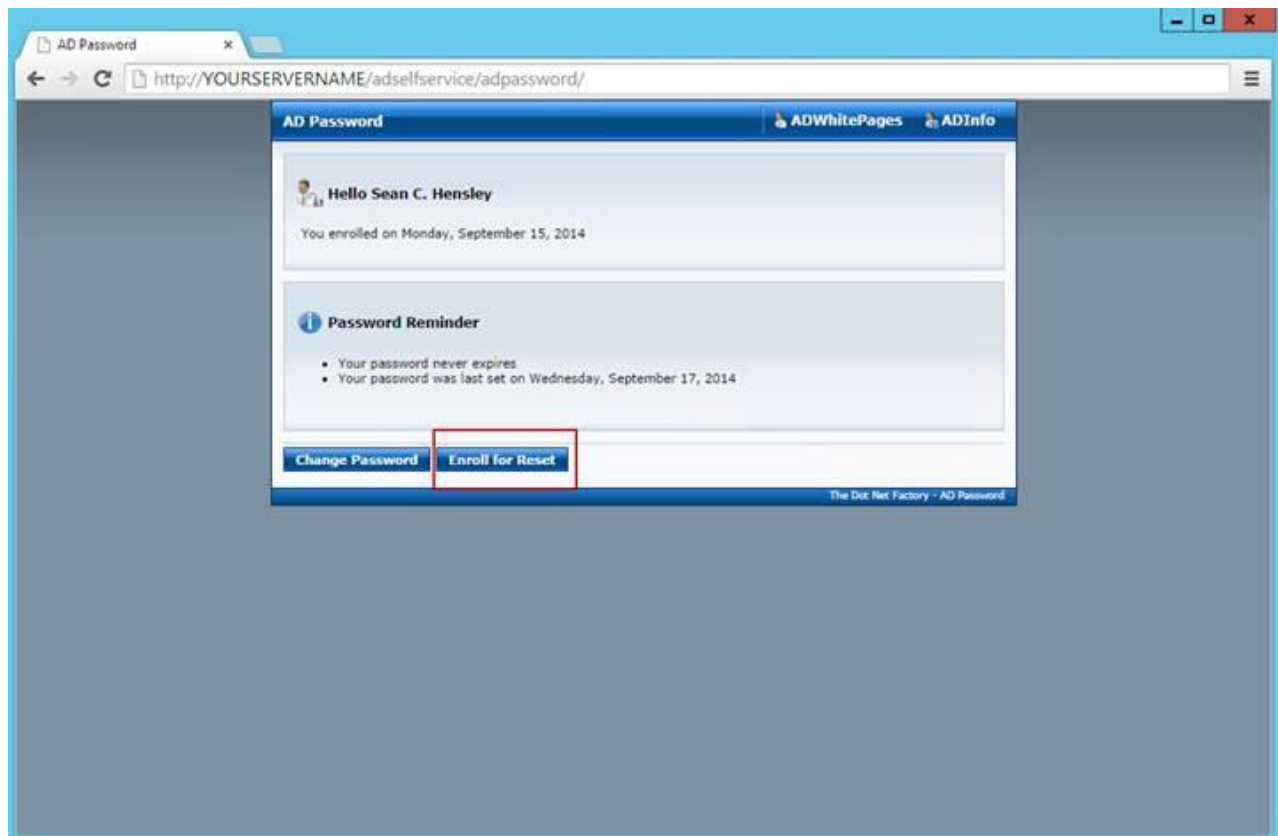
The Active Directory (AD) Self Service Password Reset software package is integrated into SharePoint. Its primary function is to allow SharePoint users the ability to change their passwords, or recover a “locked” account. In order to use the AD password reset service, you must first enroll your SharePoint account in the service. Enrollment requires a valid username, password, and site address. Your account must be unlocked to begin enrollment, meaning you can currently log in to SharePoint and access or post information.

To begin:

Go to your internet browser (Internet Explorer or Google Chrome ex.) and enter the following address:

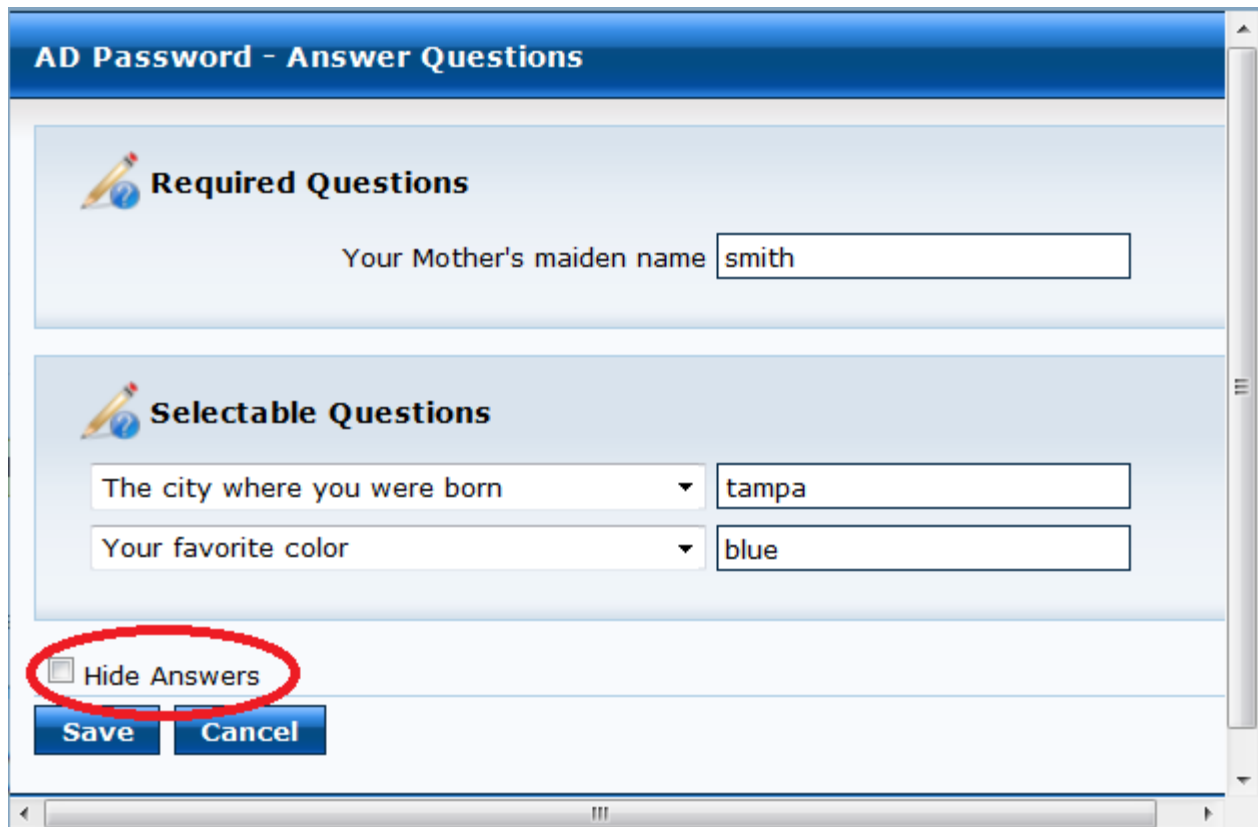
<https://share.jwbpinellas.org/adselfservice/adpassword/>

- 1) Click the “**Enroll for Reset**” button, you will be presented with the AD Password – Answer Questions screen.



- 2) Fill in the “**Required Questions**” and the “**Selectable Questions**”, they are not case sensitive. Make sure to uncheck the “**Hide Answers**” box. This will allow you to double-check the spelling of your answers. Click on the “**Save**” button when you have completed all of the questions.

It may take a moment for the information to be saved to the remote server, there is no indication on the screen that denotes that it is processing your request (but it is working!).



AD Password - Answer Questions

Required Questions

Your Mother's maiden name

Selectable Questions

The city where you were born

Your favorite color

Hide Answers

- 3) When your questions and answers have been saved and you are complete you will be returned to your main SharePoint page. A message stating “**You have now been enrolled**” will flash at the top left corner of your screen, and automatically close.

- 4) If you are denied access to your SharePoint account in the future, your browser will automatically redirect you to <https://share.jwbpinellas.org/adselfservice/adpassword/>

- 5) Answer your challenge questions to regain SharePoint account access and change your password.