



Computer Account Self-Service Portal

The City now has a Self-Service portal for managing your computer password. This product is called Active Directory Self-Service Portal (ADSSP). With this product you can reset your password before or after it expires, and you can unlock your account if you try an incorrect password too many times.

This system works by allowing employees to answer security questions, or receive text messages, when their password stops working. To do this, employees must enroll while they know their password. To enroll follow the instructions below, if you do not enroll you cannot use this service.

To access this service you can go to <http://account.kenai.city:8888/> or just click the "Reset Password" link on the City webmail page located at <https://mail.kenai.city/owa/>.

<http://account.kenai.city:8888/>

ManageEngine
ADSelfService Plus

Update Your Profile Efficiently :

- User Registration
Establish your identity via registration
- Self Update
Update your contact information
- Change Password
Change Your password using current password

Sign in

User Name:

Password:

Log on to: CITYHALL

Log in

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

English

<https://mail.kenai.city/owa/>

Microsoft
Outlook Web App

Security ([show explanation](#))

- This is a public or shared computer
- This is a private computer
- Use the light version of Outlook Web App

User name:

Password:

Reset Password...

Sign in

Connected to Microsoft Exchange
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Initial Enrollment

Go to <http://account.kenai.city:8888/>



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User Name:
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Login



Reset Password

Reset your forgotten password



Unlock Account

Unlock your locked out account

English

Sign in

User Name:

Password:

Log on to: CITYHALL

Login

You will need to enroll the first time before you can reset your password or unlock your account. You will need to login with the same information you use to login to your computer. If you use webmail you will use this username and password.



Reset Password

Reset your forgotten password



Unlock Account

Unlock your locked out account

Once you login you will be presented with a notification that you need to enroll. Click the button labeled "Click Here" to continue.

Welcome! This portal offers you the power of password self-service!



- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#)

The enrollment screen (below) will then ask you to fill out 3 security questions. You can pick from any of the questions listed, but you must select 3 different questions. Your answers must be at least 3 digits long. If you want to enter your cell phone number to receive a text message see the next section.

The screenshot shows the 'City of Kenai Password Self-Reset' interface. The user is logged in as 'jdoe'. The 'Enrollment' tab is selected. The 'User Registration' section is active, with a sub-tab for 'Security Questions'. The instructions state that the minimum length of the answer is 3 characters and the maximum is 255 characters. Three security questions are listed: 'What is your mother's maiden name?', 'What is your favourite colour?', and 'What was your favourite cartoon character during your childhood?'. Each question has two input fields for the answer. A 'Hide Answer(s)' checkbox is checked. An 'Enroll' button is located at the bottom of the form.

If you click on the "Verification Code" tab you can enter your cell phone number to receive a unique code via text message for authentication. You must enter your full phone number, starting with a 1. For the number 398-1234 you would enter 19073981234. Press the "Enroll" button at the bottom of the page to complete the enrollment process.

The screenshot shows the 'City of Kenai Password Self-Reset' interface. The user is logged in as 'jdoe'. The 'Enrollment' tab is selected. The 'User Registration' section is active, with a sub-tab for 'Verification Code'. The instructions state that the information provided will be used to authenticate the user. A 'Register Your Mobile Number(s)' field is present, containing the number '19073981234', which is circled in red. An 'Enroll' button is located at the bottom of the form.

Once you have successfully enrolled you will receive this notification. If you click on the "My Info" button you can edit additional details about yourself.

You have successfully enrolled! The information you provided will help us
✓ verify your identity if you forget your passwords or get locked out of your account.

Click on [My Info](#) to edit your own details.

You can update details about yourself on this screen. This information is shown in the global address book for the email system.



Self Update

Update your personal information, such as contact details, in this page.

Mobile Access

Help



Help Card

General

Title :

Description :

Department :

Telephone Number :

Contact

Home Phone :

Fax :

Mobile :

Address

Street :

State :

PO Box :

Zip :

City :

Reset Password

After you have successfully enrolled you can reset your password anytime. Go to <http://account.kenai.city:8888/> and press the "Reset Password" button.

Update Your Profile Efficiently :

- User Registration**
Establish your identity via registration
- Self Update**
Update your contact information
- Change Password**
Change your password using current password

Sign in

User Name:

Password:

Log on to: CITYHALL

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

Domain Name

Type the characters you see in the picture below.

Time left for this operation : 04:44

You will then be asked to enter your domain user name. This is the same user name you use to login to your computer, or the first part of your email address. If your email address is jdoe@kenai.city your user name is "jdoe".

The domain name must be "CITYHALL".

Enter the letters in the green image in the last text box and press "Continue."

You will then need to determine the method you will use to prove your identity. If you select "Send verification code to my" you will receive a text message with a code that you will enter. If you select the "Use my security answer to verify my identity" you will be asked to answer your security questions.

Select one of the option below to prove your identity
This process ensures that it is indeed "you" that we are talking with

Send verification code to my

Use my security answer to verify my identity

Type the characters you see in the picture below.

Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

Answer the below question(s)

Que: What was your favourite cartoon character during your childhood ?
Ans: [.....]

Que: What is your favourite colour ?
Ans: [...]

Que: What is your mother's maiden name ?
Ans: [...]

Type the characters you see in the picture below.



[9s98e5] [x] [e]
Letters are not case-sensitive

Continue **Cancel**

On this screen you will answer your security questions, type in the green text to the last text box, and press continue.

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

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 183
- The minimum password length is 8
- No. of Passwords Remembered is 24
- The password complexity property is Enabled

Reset Password

New Password : [.....]
Confirm New Password : [.....]

Type the characters you see in the picture below.



[.....] [e]
Letters are not case-sensitive

Reset Password **Cancel**

Type your new password into both of the boxes, enter the green text into the last box, and press "Reset Password" to continue.

Your password must:

- Not be a password you have used before
- Have at least 8 characters
- Include 3 of the 4 types below:
 - Numbers
 - UPPERCASE letters
 - lowercase letters
 - Special Characters (#\$!)
- Not include your name, or your username.