

# City of Tulsa

Passwords in AD Self Service

Reference videos available at

<https://thecityoftulsa.sharepoint.com/sites/ITTraining/SitePages/ITQT-Videos.aspx>

IT Solution Center Contact Info.

By email at

[eservicedesk@cityoftulsa.org](mailto:eservicedesk@cityoftulsa.org)

By phone at

(918) 596-7070

## Password Control

City of Tulsa employees have the ability to reset their own network passwords and unlock their computers through the AD Self Service application.

There are three steps to managing passwords

1. Register passwords (passphrases) in the Ad Self Service system
2. Understand the process of unlocking accounts and resetting passwords through the system
3. Download and set up the AD Self Service app on a device, phone or tablet, to allow for remote password reset ([see reference video](#))

## Register in AD Self Service

servicedeskplus.cityoftulsa.org

Service Desk Plus

person@cityoftulsa.org

Local Authentication

Keep me signed in

Log in

[Locked Out of Your Account or Forgot Your Password?](#)

Click on “Locked out of your account or Forgot your Password?”

## Register in AD Self Service

Service Desk AD Self Service

Search Employee

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: ---Select Domain---

Login

[Reset Password](#)  
Reset your forgotten password

[Unlock Account](#)  
Unlock your locked out account

1. Sign in using user name and passphrase.
2. Choose “Main” for domain.
3. Click on “User Registration” to create a profile in the self service system.

## Register in AD Self Service

Service Desk  
AD Self Service

Welcome, **sleechti**  
[Sign Out](#) | [Personalize](#)

My Info | Change Password | **Enrollment** | Helpdesk

### User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or

#### Security Questions

**You have already enrolled for**

#### Length Specification

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

#### Register Your Security Question & Answer

Question: **-----Please Select a Question-----**

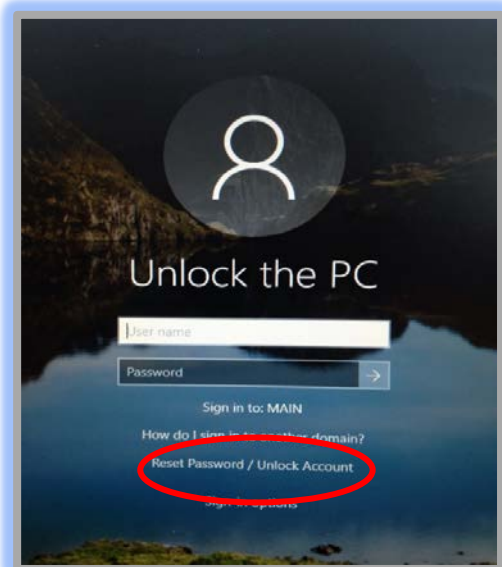
- What is your mother's maiden name ?
- What is the name of your favourite cousin ?
- The country you always dreamt of vacationing in ?
- What is your favourite colour ?**
- Who is your childhood hero ?
- What was the name of your elementary / primary school ?
- What is the first name of your oldest nephew/ niece ?
- When is your parents' wedding anniversary ?
- What was your favourite cartoon character during your childhood ?
- What is the first name of your maternal grandmother ?
- What is your employee number?
- What is your favourite song with Tulsa or Oklahoma in it?
- What is your favourite Minion?
- What is the average airspeed velocity of an unladen swallow?

Hide Answer(s)

**Update**

The "Enrollment" screen asks for you to create answers to security questions. Click "Update" on completion and you have successfully registered in AD Self Service.

To unlock your account or reset your password, on the computer lock screen, choose "Reset Password/Unlock Account"



## Reset Password/Unlock Account



From AD Self Service, choose to **Reset Password** or **Unlock Account**. Follow the pop up screen directions to enter username, verify security questions, and type in the characters given.

If you are resetting the password, it will ask for you to create a new password. Please follow City of Tulsa password requirements when creating a new password.

1. Minimum of 12 characters
2. Combination of upper and lower case letters
3. Use numbers, special symbols, and no spaces

### Unlock Your Account

Please provide your user name and domain name.

Domain User Name:  (Example : Jsmith)

Domain Name:

Type the characters you see in the picture below.

**Continue** | Cancel

### Security Questions

Please answer the following question(s) as per your enrollment profile to unlock your account.

**Answer the below question(s)**

Question: What is your mother's maiden name ?  
Answer:

Question: What is the first name of your maternal grandmother ?  
Answer:

Question: What is your employee number  
Answer:

Type the characters you see in the picture below.

**Continue** | Cancel

### Unlock Account

Unlock your locked out account.

Type the characters you see in the picture below.

**Unlock Account** | Cancel