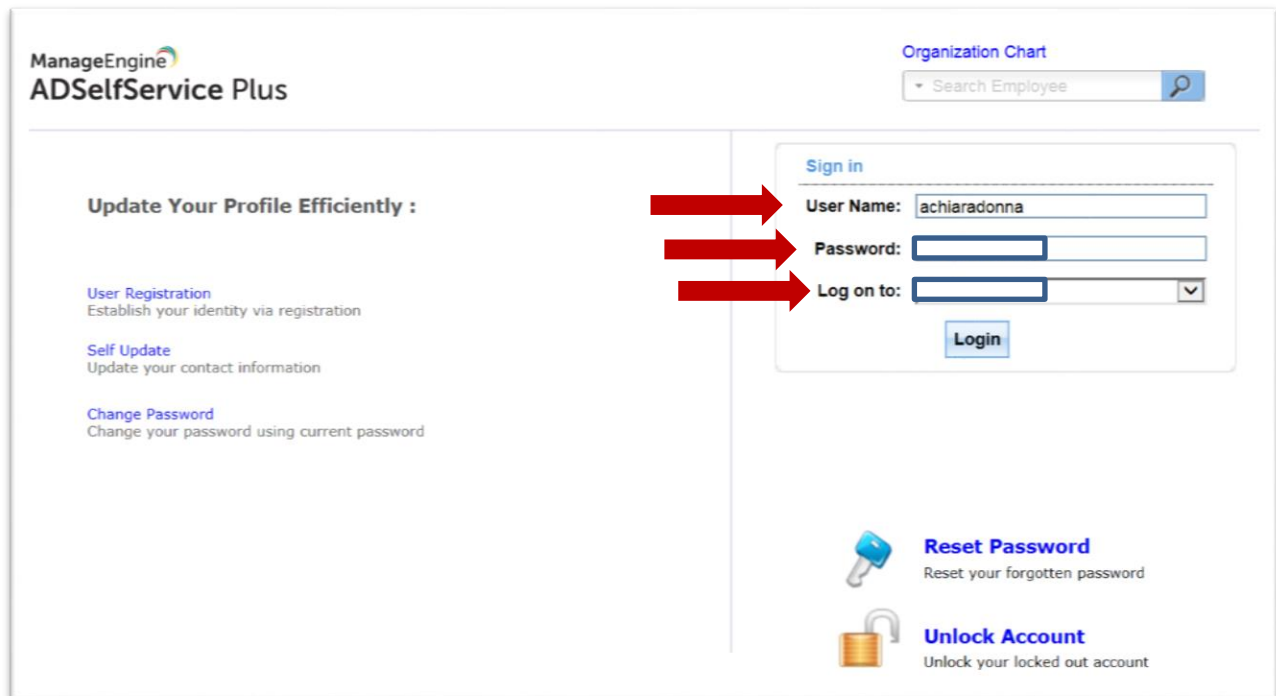# Enroll in ADSelfService Plus

Dear City of Marco Island Staff, We have deployed a password self-service tool to help you reset your Windows domain passwords on your own without IT helpdesk assistance. With this tool, you can manage passwords of various cloud applications and non-Windows systems too. It's very easy to use! All you have to do is enroll yourself by clicking on the link given below to make use of this facility. http://cmiadreset.cityofmarcoisland.com:8888 Alternatively, you can also use your smartphone or tablet to enroll. Learn how to enroll using your mobile http://cmiadreset.cityofmarcoisland.com:8888/help/user-guide/How-to-Enroll.html#_enroll_from_mobile Enroll now!!! Regards, IT Helpdesk ithelp@cityofmarcoisland.com 239-389-5180

The following link should have been received in an email. If not, please click on http://cmiadreset.cityofmarcoisland.com:8888/showLogin.cc

Please enter your network Username, Password, and Domain

Username: *yournetworkusername*

Password: *yournetworkpassword*

Domain: CMI (City/Fire-EMS) or Domain: MIPD (Police/Code)

In order to take advantage of the password self-service portal you must enroll.

In the pop-up on your page, please click where it says **Click Here**.

Under the **My Info** tab, complete the Self **Update** page and leave any fields that do not apply blank.
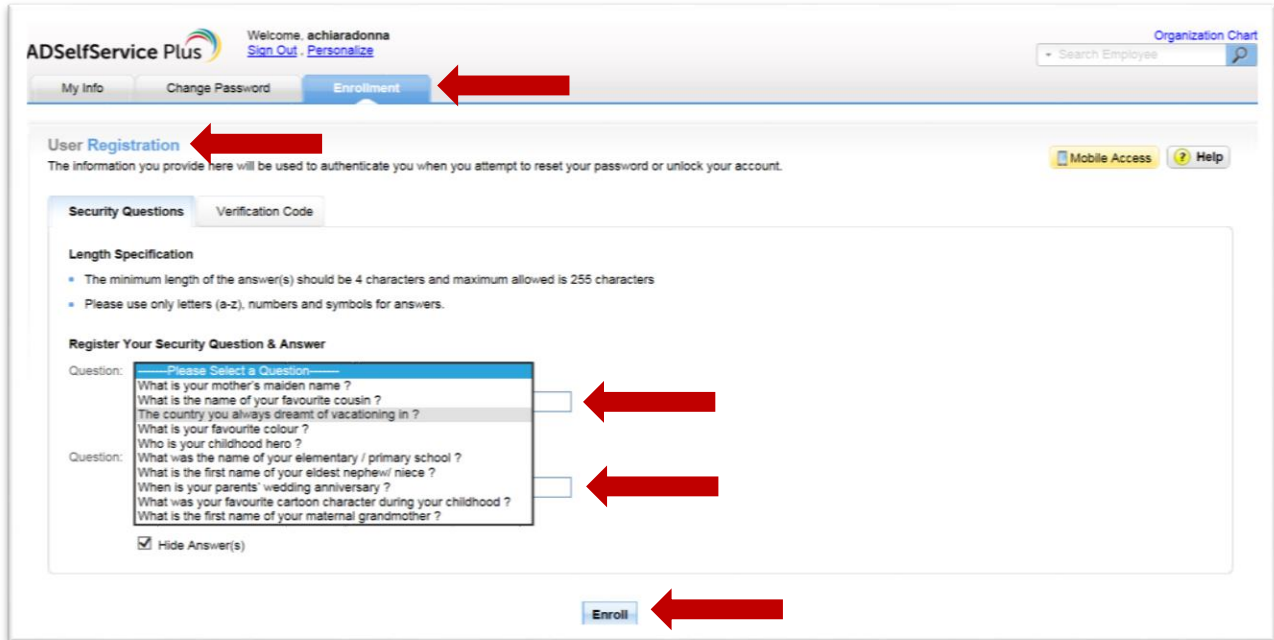
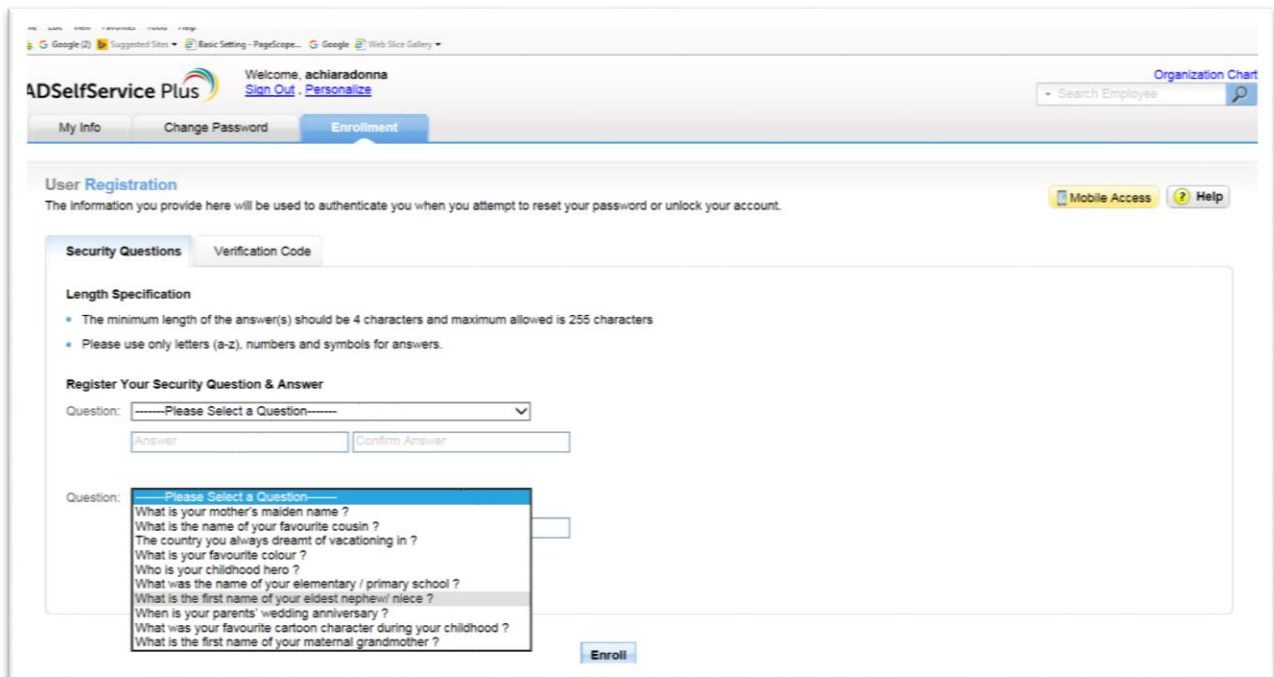Click **Update** at the bottom of the page.

Under the **Enrollment** tab, complete the User **Registration** by registering two of your own Security Questions and Answers, when completed, click **Enroll** at the bottom of the page.

Same Page

Same Page Cont.

User Registration
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Mobile Access   ? Help

Security Questions   Verification Code

Length Specification
- The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters
- Please use only letters (a-z), numbers and symbols for answers.

Register Your Security Question & Answer

Question: What is the name of your favourite cousin ?

Question: Who is your childhood hero ?

☑ Hide Answer(s)

Enroll

✔ **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.

Configure your Mobile Access for iPhone/Androids

Android devices:

- Download and install the app from the Play Store.
- Open 'Google Authenticator' application.
- If you are using the app for the first time, click **Add** an account button. If you're adding a new account, choose **Set up** account from the menu.
- Now, to link your phone to your account, use either of the below methods:
  - o Using Barcode: Tap **Scan a barcode** and point your camera at the QR code on your computer screen.
  - o Using Secret Key: Tap **Enter provided key** and enter the **Account Name** and the **Key** displayed by ADSelfService Plus. Select **Time Based** from the drop-down menu and then tap **Add**.
- Test whether the application is working, by entering the verification code in the **Code** field on your computer and then click **Verify**.

iPhone & iPad:

- Download and install the app from App Store.
- Open the Google Authenticator application.
- Tap the **Plus** icon.
- Tap **Time Based**.
- To link your phone to your account, use either of the below methods:
  - o Using Barcode: Tap "**Scan a barcode**" and then point your camera at the QR code on your computer screen.
  - o Using Secret Key: Tap "**Manual Entry**" and enter an account name. Then, enter the secret key on your computer screen in the **Key** field and tap **Done**.
- Test whether the application is working, by entering the verification code in the **Code** field on your computer and then click **Verify**.

Note: If your IT administrator has provided you with all the above options for enrollment process, you need to provide all the respective details to get yourself enrolled.
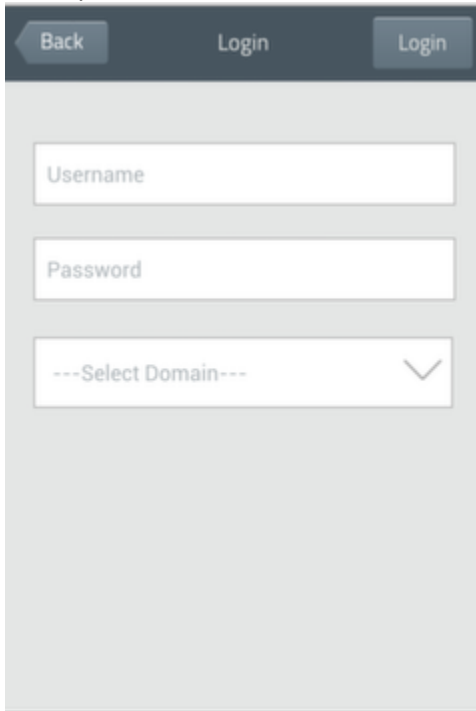
How to enroll for self-service from your mobile device?

1. Access ADSelfService Plus from your mobile web browser. [Click here](#) to learn how to access ADSelfService Plus from your mobile device.
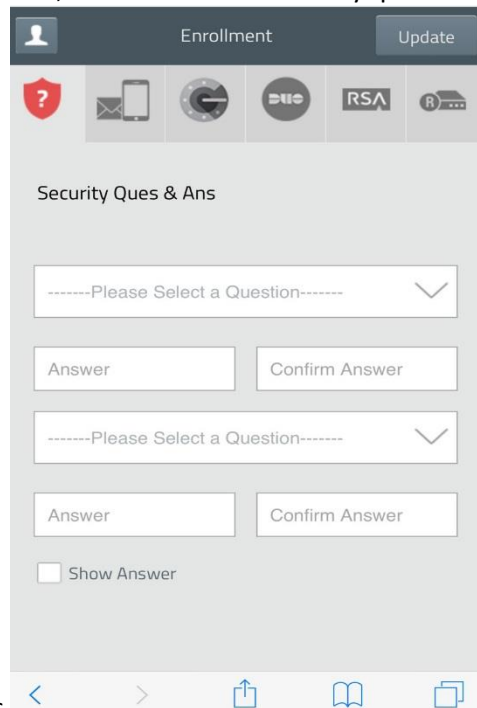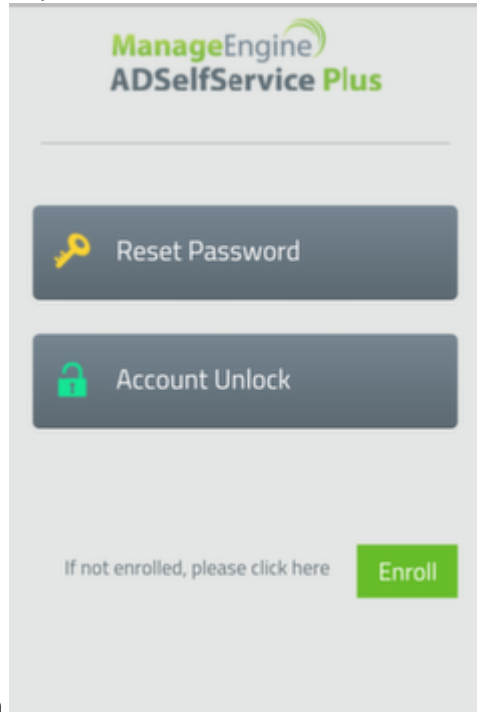

2. Tap the **Enroll** button

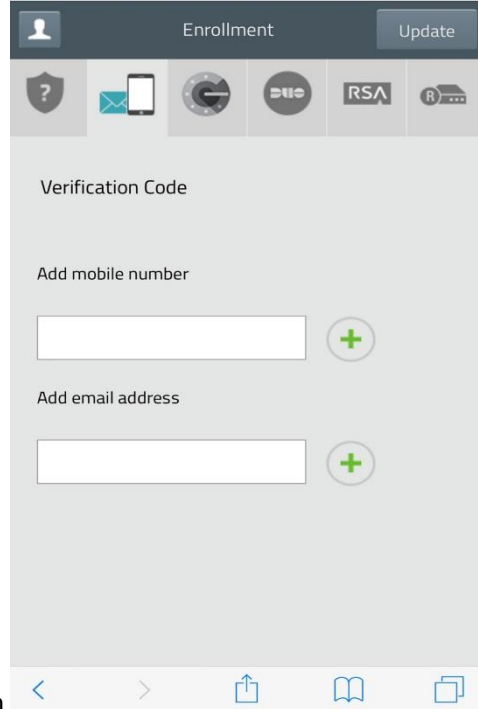3. Enter your **Username, Password** and select your **Domain**, and then tap **Login**.

4. Based on the identity verification method chosen by your administrator, you will have to enter the necessary details
5. If Security Questions & Answers method is enabled, then choose the security questions of your
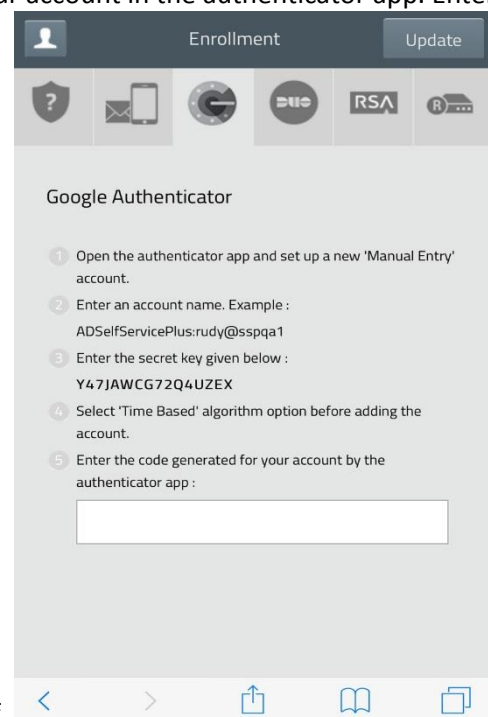

choice and provide the corresponding answers

6. If Verification Code method is enabled, tap the **Verification Code** tab and enter your mobile number and / or the email address. You can also add your secondary mobile number and email
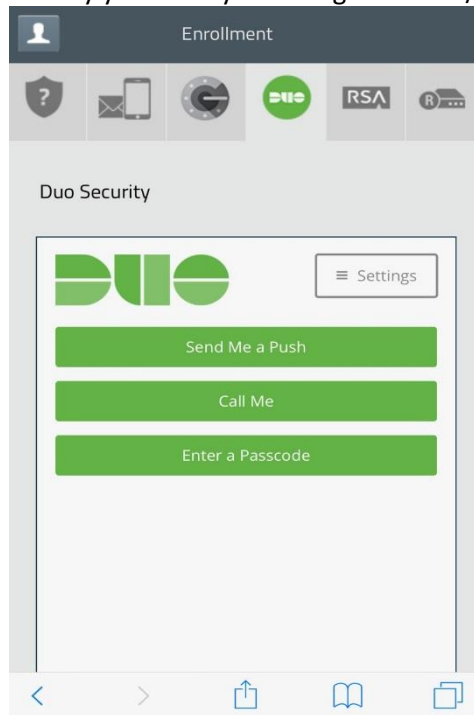

Id by tapping the plus icon

7. If Google Authenticator is enabled, manually set up your account in the authenticator app. Enter
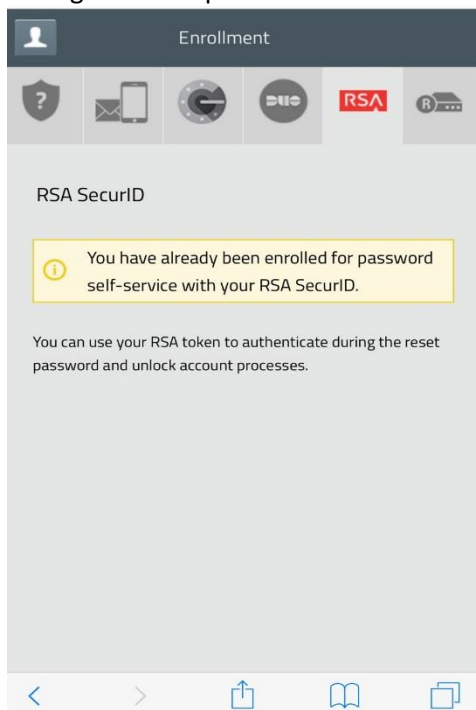

the code generated in the app to authenticate yourself.

8. If Duo Security is enabled, you can verify yourself by choosing Duo Push/Call/Passcode for


enrolling in ADSelfService portal.
9. For RSA, there is no manual enrollment. You can use the RSA token received from administrator during the reset password and unlock account processes.

10. For RADIUS Authentication method, there is no manual enrollment. You can authenticate yourself by giving the RADIUS password, that will be used besides the username & password, for
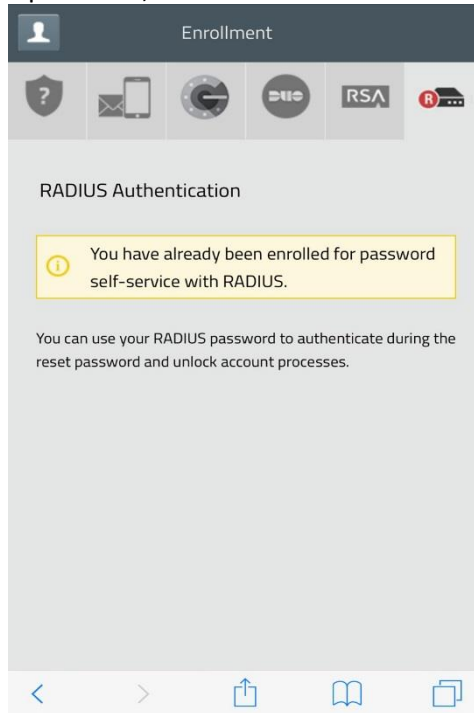
   enrollment and verification.
11. Once you have entered all the details, tap the **Update** button to finish the enrollment process.