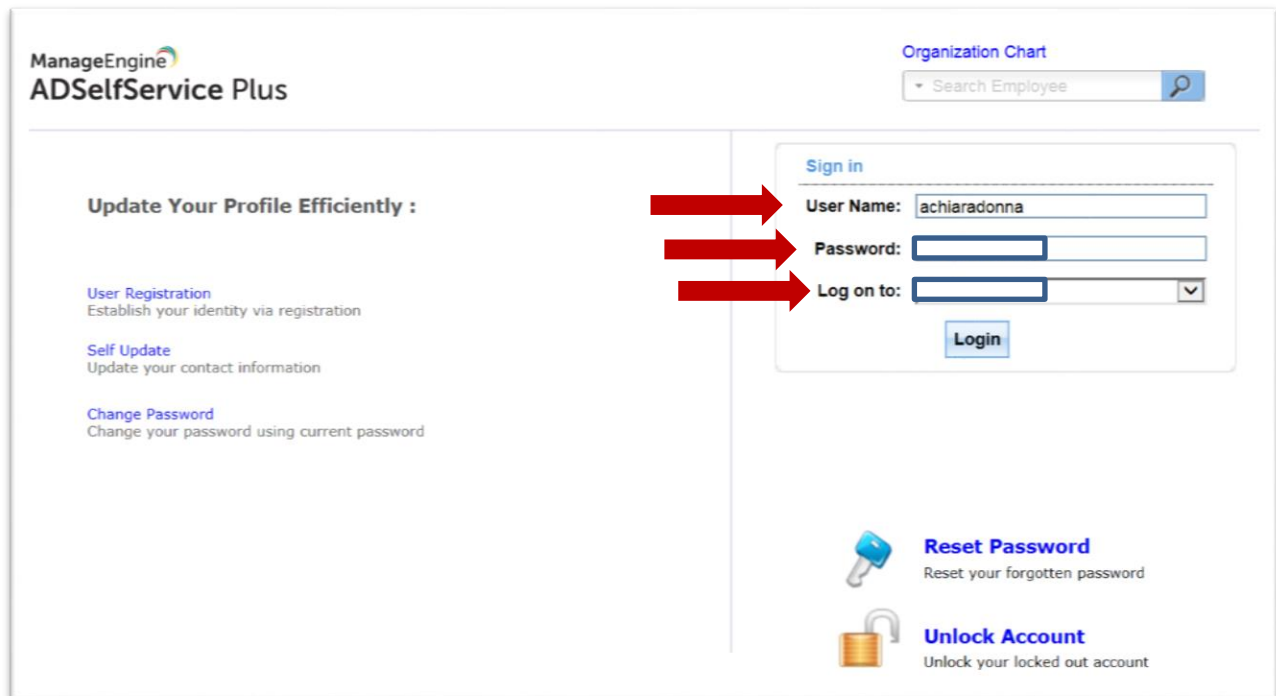


Enroll in ADSelfService Plus

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.

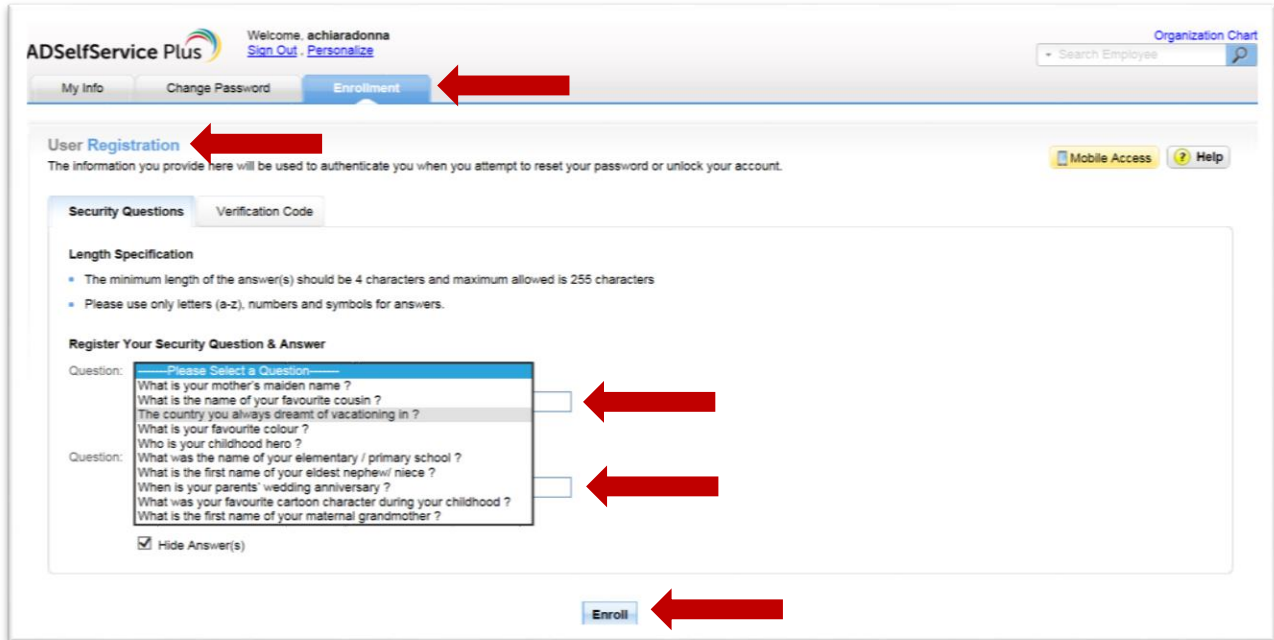
The screenshot shows the ADSelfService Plus 'Self Update' page. The page has a navigation bar with 'My Info' and 'Enrollment' tabs. The 'My Info' tab is selected, and the 'Self Update' section is active. A pop-up window is displayed in the center, titled 'Welcome! This portal offers you the power of password self-service!'. The pop-up contains the following text:

- 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..

Below the list, it says 'Enroll now to enjoy these benefits! [Click Here](#)'. A red arrow points to the 'Click Here' link. Another red arrow points to the 'My Info' tab, and a third red arrow points to the 'Self Update' section. A large red bracket on the right side of the page encompasses the 'General', 'Contact', and 'Address' sections. The 'General' section includes fields for 'Description' (Technology Services), 'Office' (Technology Services), and 'Web Page'. The 'Contact' section includes fields for 'Home Phone', 'Pager', 'Mobile', 'IP Phone', and 'Fax'. The 'Address' section includes fields for 'Street' (1280 San Marco Rd.), 'State' (FL), 'PO Box', 'City' (Marco Island), and 'Zip' (34145). At the bottom of the page, there is an 'Update' button.

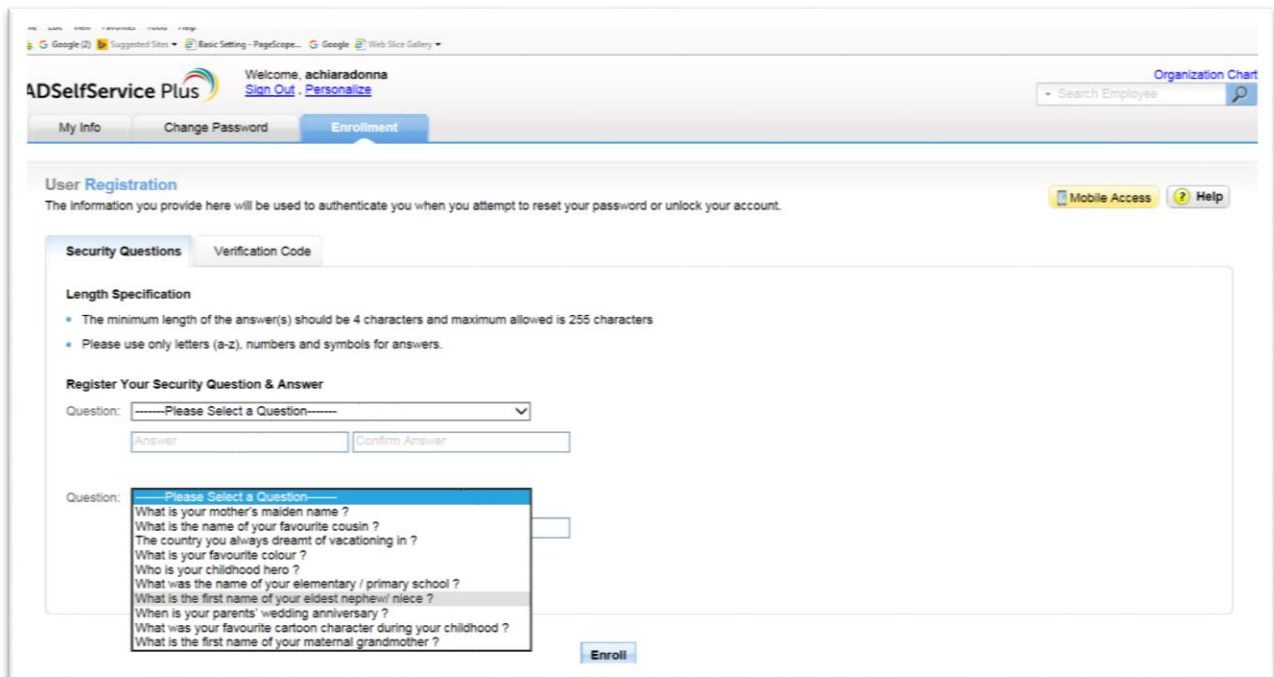
Under the **Enrollment** tab, complete the User **Registration** by registering two of your own Security Questions and Answers, when completed, click **Enroll** at the bottom of the page.

1 of 3



2 of 3

Same Page



The screenshot shows the 'User Registration' page in ADSelfService Plus. The user is logged in as 'achiaradonna'. The page has tabs for 'My Info', 'Change Password', and 'Enrollment'. The 'Enrollment' tab is active. Below the tabs, there is a 'User Registration' section with a sub-header 'Security Questions' and a 'Verification Code' tab. A message states: 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' There are links for 'Mobile Access' and 'Help'. Under 'Length Specification', it says: '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.' The 'Register Your Security Question & Answer' section has two questions: 'What is the name of your favourite cousin?' and 'Who is your childhood hero?'. Each question has a dropdown menu and two text input fields. A checkbox 'Hide Answer(s)' is checked. An 'Enroll' button is at the bottom.

The screenshot shows the 'Enrollment' tab in ADSelfService Plus. A green message box with a checkmark icon says: '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.' Below the message box is a button that says '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:
 - Using Barcode: Tap **Scan a barcode** and point your camera at the QR code on your computer screen.
 - 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**.

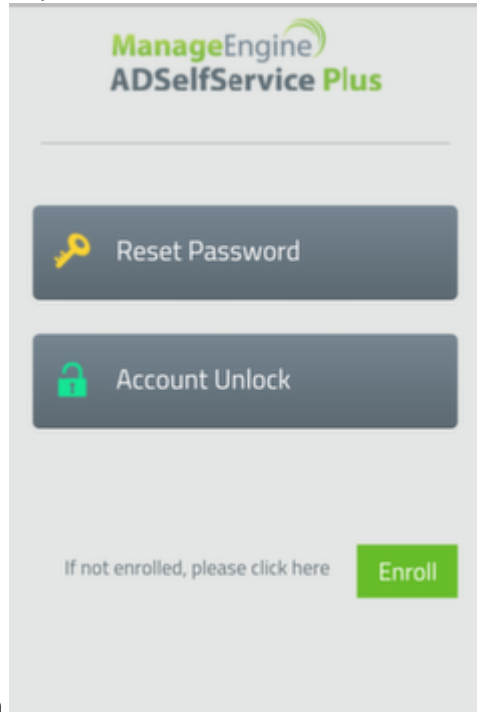
iPhone & iPad:

- 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:
 - Using Barcode: Tap "**Scan a barcode**" and then point your camera at the QR code on your computer screen.
 - 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.

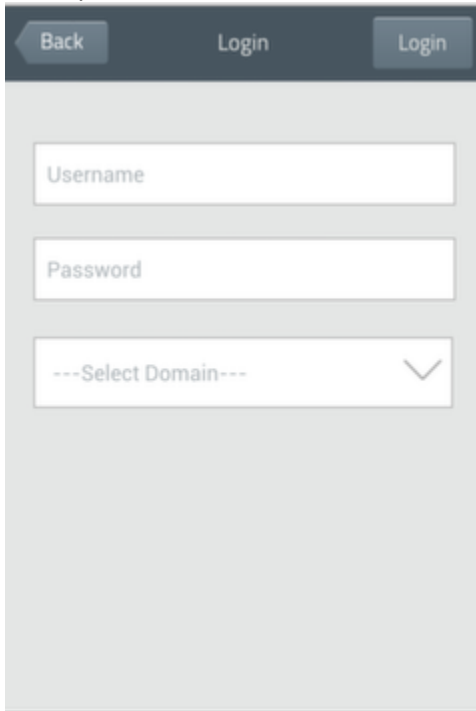
How to enroll for self-service from your mobile device?

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

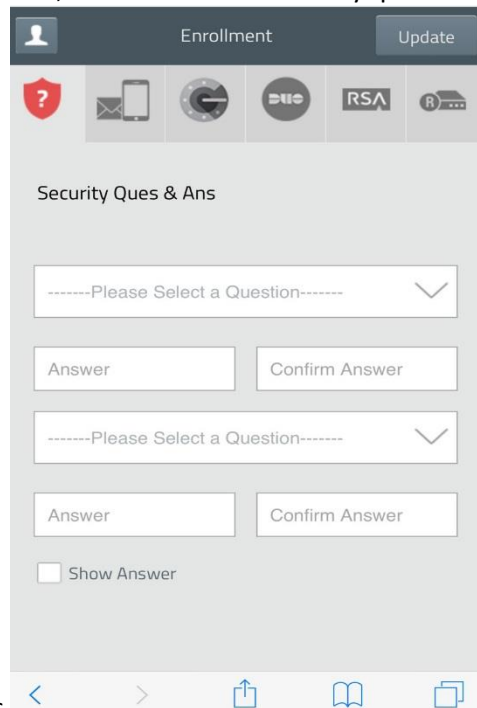


2. Tap the **Enroll** button

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

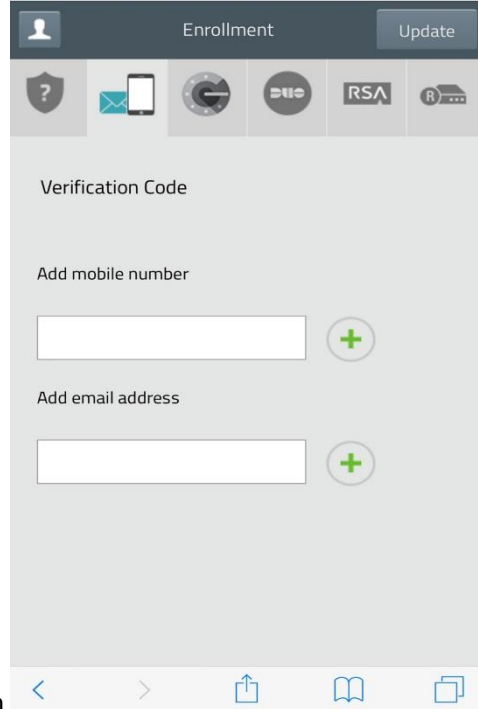


4. Based on the identity verification method chosen by your administrator, you will have to enter the necessary details
5. If Security Questions & Answers method is enabled, then choose the security questions of your



choice and provide the corresponding answers

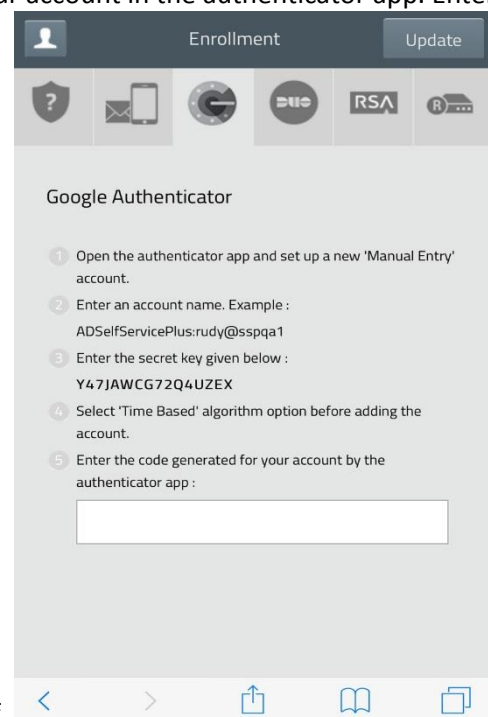
6. If Verification Code method is enabled, tap the **Verification Code** tab and enter your mobile number and / or the email address. You can also add your secondary mobile number and email



The screenshot shows the 'Enrollment' screen with a dark header containing a user icon, the title 'Enrollment', and an 'Update' button. Below the header is a row of icons: a question mark, a mobile phone with an envelope, a circular arrow, a 'BIO' icon, 'RSA', and a mobile phone with a plus sign. The main content area is titled 'Verification Code' and contains two sections: 'Add mobile number' with a text input field and a green plus icon, and 'Add email address' with a text input field and a green plus icon. At the bottom, there is a navigation bar with icons for back, forward, share, bookmark, and tabs.

Id by tapping the plus icon

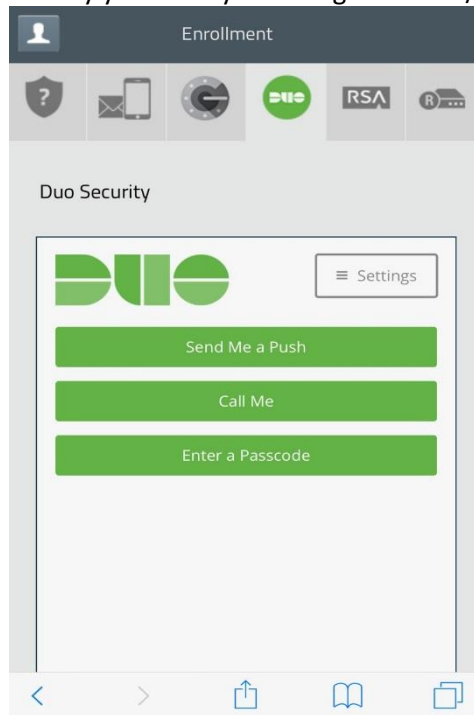
7. If Google Authenticator is enabled, manually set up your account in the authenticator app. Enter



The screenshot shows the 'Enrollment' screen with the same header and icon row as the previous image. The main content area is titled 'Google Authenticator' and contains a list of five numbered steps: 1. Open the authenticator app and set up a new 'Manual Entry' account. 2. Enter an account name. Example : ADSelfServicePlus:rudy@sspqa1 3. Enter the secret key given below : Y47JAWCG72Q4UZEX 4. Select 'Time Based' algorithm option before adding the account. 5. Enter the code generated for your account by the authenticator app : Below the steps is a text input field for the code. At the bottom, there is a navigation bar with icons for back, forward, share, bookmark, and tabs.

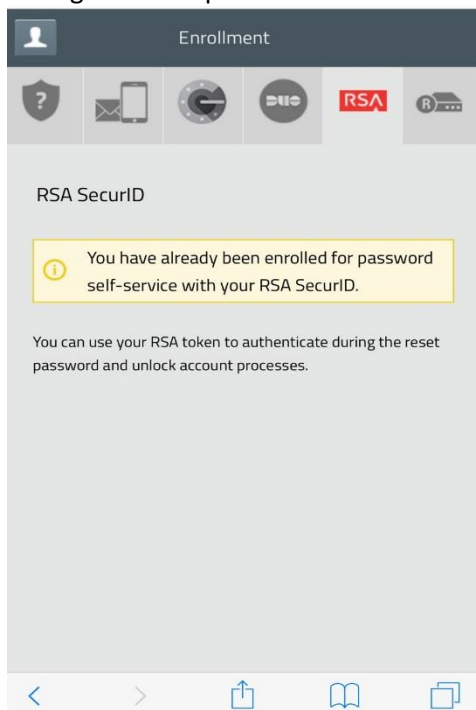
the code generated in the app to authenticate yourself.

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

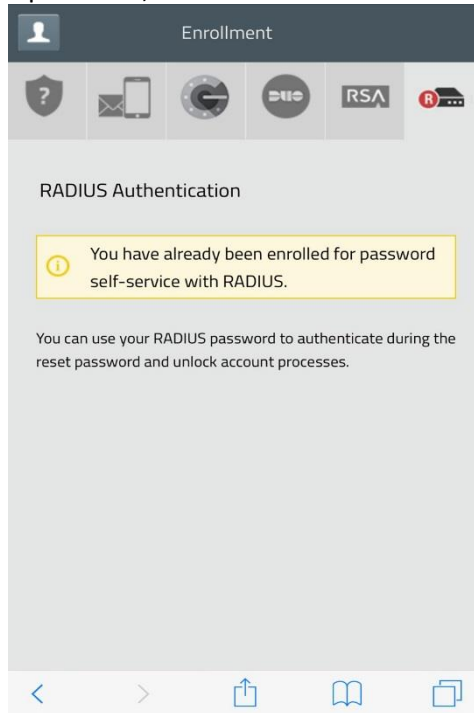


enrolling in ADSelfService portal.

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.