SC Judicial Department

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Introduction

This document will describe features and instructions of the AD Self Service password reset tool.

Prerequisites

- General understanding of password administration.

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User Enrollment

Before you can use the AD Self-Service password reset tool, you must enroll in the application. To do this, visit the CMS Portal, and click the button labeled "Reset Password".

Enter User name, Password and Captcha to begin the enrollment process.

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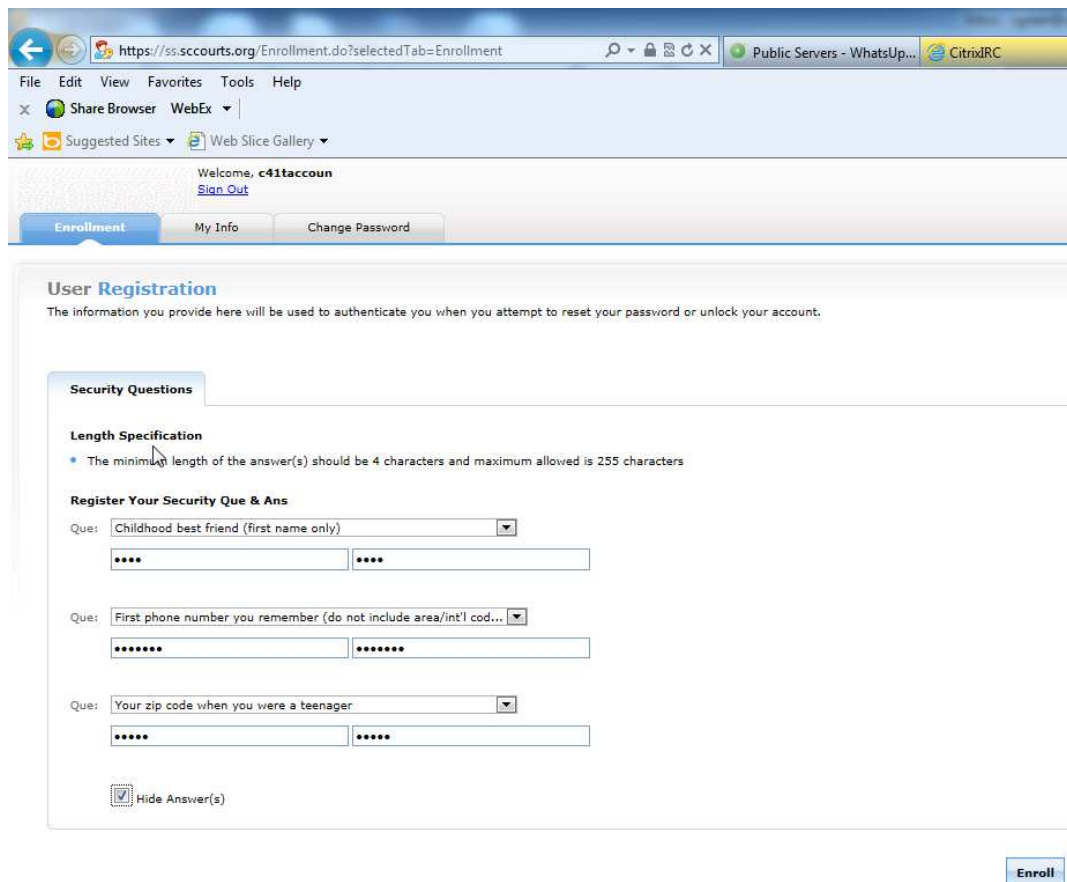If you have not previously enrolled in AD SelfService Plus, the enrollment process will begin automatically.

You must select and answer three security questions from the dropdown lists. **Carefully select your challenge questions and enter answers that you will remember**. **You must provide the answer to at least one of the challenge questions during the password reset process.** Answers are not case sensitive, but they must be entered exactly (other than upper/lower case) as they were entered during the enrollment process. For example, if you typed *Myrtle Beach* as the answer to a question, then *MyrtleBeach* or *Myrtle Beach, SC* would **not** be accepted as a correct answer during the password reset process. *Myrtle Beach* or *myrtle beach* would be accepted.

Click "Enroll"

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An email address and mobile telephone number are required for enrollment in SelfService Plus. If this information is already included in your account profile, your enrollment is complete and you will see the message below. At this point, you should click the **My Info** tab and verify your information.

If this information is not included in your account profile, you will be required to enter it on the screen below. After entering your email address and mobile phone number, click **Update** to complete the enrollment process.

You have completed the enrollment process. Click "Sign Out" in the top left corner of the page:

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Reset Password

Visit the CMS Portal, and click the button labeled "Reset Password".

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Click the **Password Reset** 🖰 icon.

Enter your User Name and click **Continue**
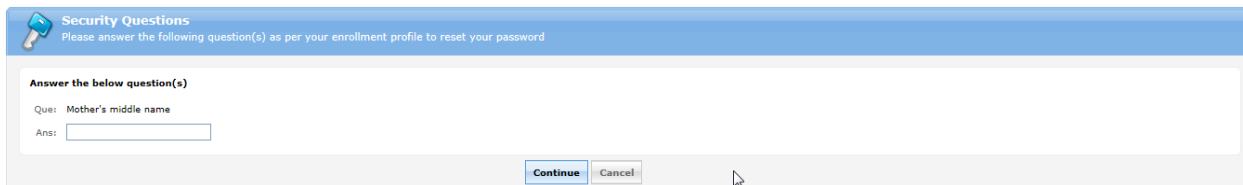
Successfully answer the security questions you selected during the registration process and click **Continue**.

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Enter & confirm your new password and click **Reset Password.**

ADSelfService Plus - Other Features

You can either change your password or update profile information (email or mobile phone) by logging into ADSelfService Plus and clicking either the tab labeled "Change Password" or "My Info", filling the required fields and click **Update**.

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