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AUTHOR, REVISION HISTORY AND DOCUMENT REVIEW PERIOD	ERROR! BOOKMARK NOT DEFINED.

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".

South Carolina Judicial Department
Case Management System

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Announcements

Scheduled Maintenance
REMINDER -- In accordance with SCJD's approved schedule, maintenance will be performed on **Tuesday evening, August 19, 2014, beginning at 10:00 pm. A patch will be applied on SCJD's external firewall that will likely cause some disruption of connections.** Courts may follow their manual procedures during this maintenance event. It is anticipated that the maintenance will be completed by **2:00 AM**, Wednesday morning, August 20. If users experience any connection issues Wednesday morning, please notify the CMS/JMS support team.

System Status
Citrix Login
Reset Password
Password Reset Instructions

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

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: c01taccoun
Password: ●●●●●●●●
Log on to: JUDICIAL
j6mpdj
j6mpdj
Login

[Reset Password](#)
Reset your forgotten password

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

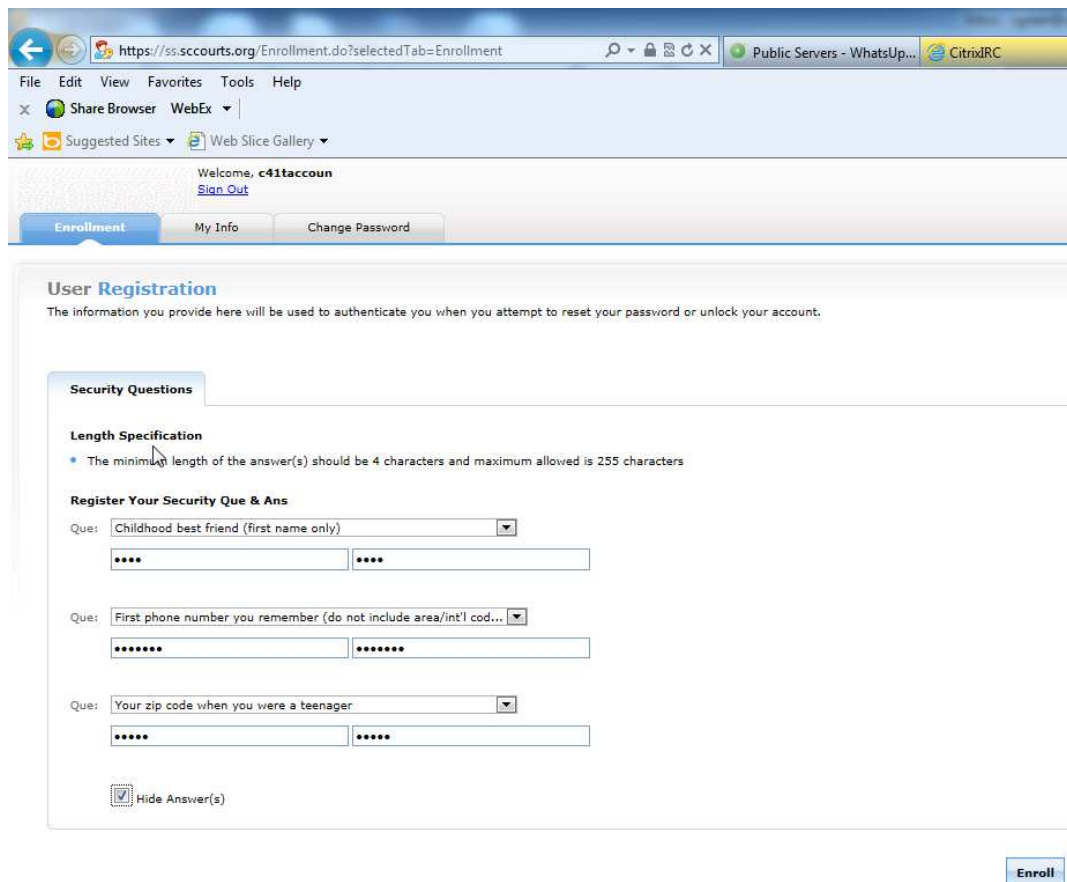
Welcome! This portal offers you the power of password self-service!



- 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](#)


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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Thank you for enrolling!



- You have successfully enrolled for password self-service. At the time of password reset/account unlock, you will be authenticated using this info.
- And, you have some mandatory profile details that need to be updated.

[Click Here](#) to update now.

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.

You have enrolled for password self-service successfully!

When you request for password self-service, you will be authenticated using this info.

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.

Welcome, **c01taccoun**
[Sign Out](#), [Jump To](#)


Dashboard Reports **Self Service**

Self Service

Enrollment

My Info

Change Password

 [Need New Features ?](#)

Self Update

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

Group1

* E-mail :

* Telephone number :

[Update](#)

Successfully updated the user properties. ✕

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

Welcome, **c41taccoun**
[Sign Out](#)

Enrollment **My Info** Change Password

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Reset Password

Visit the [CMS Portal](#), and click the button labeled "Reset Password".

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Scheduled Maintenance
REMINDER -- In accordance with SCJD's approved schedule, maintenance will be performed on **Tuesday evening, August 19, 2014, beginning at 10:00 pm. A patch will be applied on SCJD's external firewall that will likely cause some disruption of connections.** Courts may follow their manual procedures during this maintenance event. It is anticipated that the maintenance will be completed by **2:00 AM**, Wednesday morning, August 20. If users experience any connection issues Wednesday morning, please notify the CMS/JMS support team.

System Status
Citrix Login
Reset Password
Password Reset Instructions

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Click the **Password Reset**  icon.



Sign in

User Name:

Password:


Log on to: JUDICIAL



 **Reset Password**
Reset your forgotten password

Enter your User Name and click **Continue**

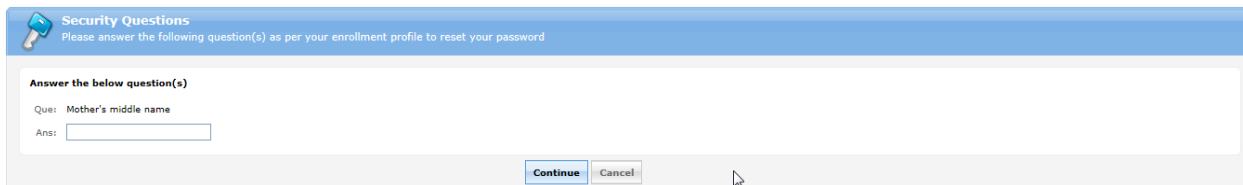



 **Reset Your Password**
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

Domain Name

Successfully answer the security questions you selected during the registration process and click **Continue**.



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

Answer the below question(s)

Que: Mother's middle name

Ans:

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

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

Domain Password Policy Requirements

Length: **Ten** or more characters (the longer the password, the better)

Complexity: At least **one** character from **three** of the following four categories:

- Uppercase letter (A - Z)
- Lowercase letter (a - z)
- Numbers (0 - 9)
- Symbols (!, \$, #, %, etc.)

- You are required to wait 48 hours between password resets.

- You may not re-use any of your past 24 passwords.

Reset Password

New Password :

Confirm New Password :

✓

The password reset has been done successfully.

[Back to home](#)

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**.

Welcome, **c01taccoun**

[Sign Out](#), [Jump To](#)

Dashboard

Reports

Self Service

Self Service

Enrollment

My Info

Change Password

Need New Features ?

Self Update

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

Group1

* E-mail :

* Telephone number :

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The screenshot shows a web application interface for 'AD Self Service'. At the top, there is a navigation bar with 'Dashboard', 'Reports', and 'Self Service' (the active tab). The user is logged in as 'c01taccoun' and has options to 'Sign Out' or 'Jump To'. A left sidebar contains links for 'Self Service', 'Enrollment', 'My Info', and 'Change Password'. The main content area is titled 'Change Password' and includes a 'Domain Password Policy Requirements' section with the following details:

- Length: **Ten** or more characters (the longer the password, the better)
- Complexity: At least **one** character from **three** of the following four categories:
 - Uppercase letter (A - Z)
 - Lowercase letter (a - z)
 - Numbers (0 - 9)
 - Symbols (!, \$, #, %, etc.)
- You are required to wait 48 hours between password resets.
- You may not re-use any of your past 24 passwords.

Below the requirements are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right of the form are 'OK' and 'Cancel' buttons.