

How do I change my Password?

1. Lets walkthrough a password reset:
 - a. On the Self Service click the Reset Password link.
 - b. You will be asked for your username (normally firstname.lastname) and continue.

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

Domain User Name: test.user1 (Example : Jemith)

Domain Name: MCOECN

Buttons: Continue, Cancel

- i.
- c. You will select the email address you would like to receive a verification code for and click continue.

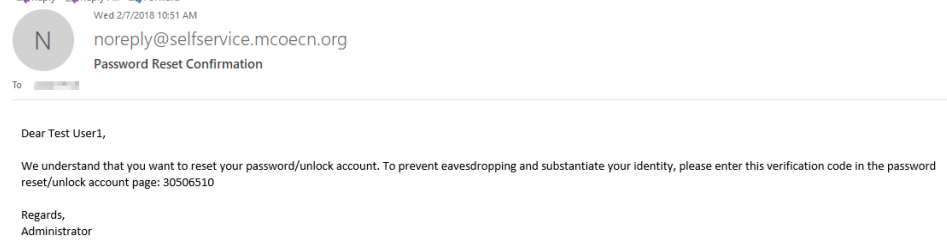
Select where you want to receive the verification code
A verification code ensures that it is indeed "you" that we are talking with.

Send verification code to my

Email Id: pr***@mc****.org

Buttons: Continue, Cancel

- i.
- d. Once you receive the verification email type the code in Self Service to continue.



- i.
- ii.
- e. You will be prompted for your new password

- i. **IMPORTANT NOTE:** For Management Council password there are complexity standards that must be met. Self Service will alert you on most of these when reset your password. For example in the screenshot below you can see Self Service is not showing a green checkmark next to the special characters requirement since I have not typed in a special character which is required.

1. If you receive a failure on password change yet all the complexity requirements appear correct it is possible you are trying to use one of your previous 10 passwords which is not allowed (see screenshot below).

Change Password Failed

1. Incorrect Old Password
2. Password chosen failed to meet any or all of the standards stated below:
 - Minimum Password Length: A longer password is required.
 - Password Complexity: Password should be a combination of alphabets & numerals.
 - Minimum Password Age: When set, you cannot change password for specified time.
 - Password History: Reuse of old password(s) prohibited.

- a.
2. We also highly recommend setting a secure passphrase instead of a password as it will be easier to remember and more secure. See <http://www.useapassphrase.com/> for more information.
3. We also highly recommend using a password manager such as LastPass, 1Password, Dashlane, KeePass, etc. as unique passwords per login are extremely important.
 - a. <https://www.theverge.com/2017/7/24/15921282/best-password-manager-1password-lastpass-dashlane-how-to>

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

New Password: [redacted]

Confirm New Password: [redacted]

Requirements:

- ✓ Minimum length should be at least "8"
- ✗ Number of special characters to include "1" (You have not typed in a special character which is required)
- ✓ Must contain both upper and lowercase characters
- ✓ Number of numerals to include "1"
- ✓ Must not have 5 consecutive characters from username

Buttons: Reset Password, Cancel

- ii.
- f. Once reset you should receive a confirmation email confirming. You can now login with you new password.

- i. **IMPORTANT NOTE!!!!:** *If you did not request a password reset but received this message contact your district tech staff and ITC support staff immediately!!!*



Wed 2/7/2018 10:54 AM

noreply@selfservice.mcoecn.org

Password Reset Acknowledgement

To [REDACTED]

Dear Test User1,

You have successfully reset your password using ADSelfService Plus.

Regards,
Management Council Staff

- ii.