Title:

How to reset an account
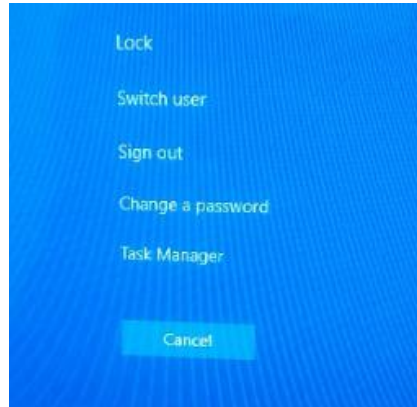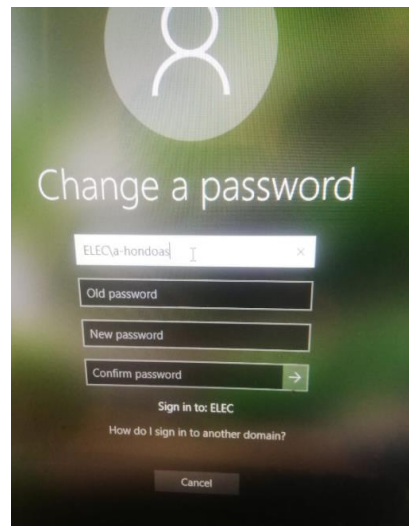
Summary/ Intro:

Steps:

- a-accounts expire monthly due to privileged access

- No email notification is sent that the account will expire as with AD accounts

- Only user Accounts get notifications via the IDVault

- Suggest that you change you're a-account as well if you receive notification for AD password change

- A-accounts cannot be changed through sspr eskom site

- If your password expired already you can call SD to assist

- If your password has not expired yet and you remember what your password is follow below

Step 1:

1) Login to a device that is on the eskom domain
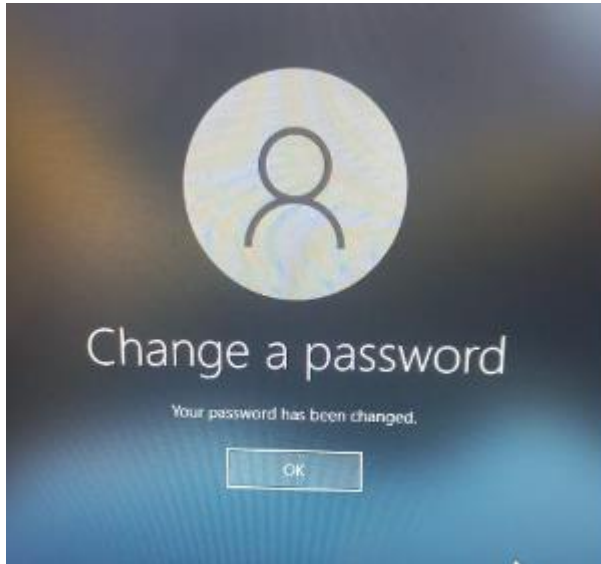
2) Press Alt-Ctrl-Del

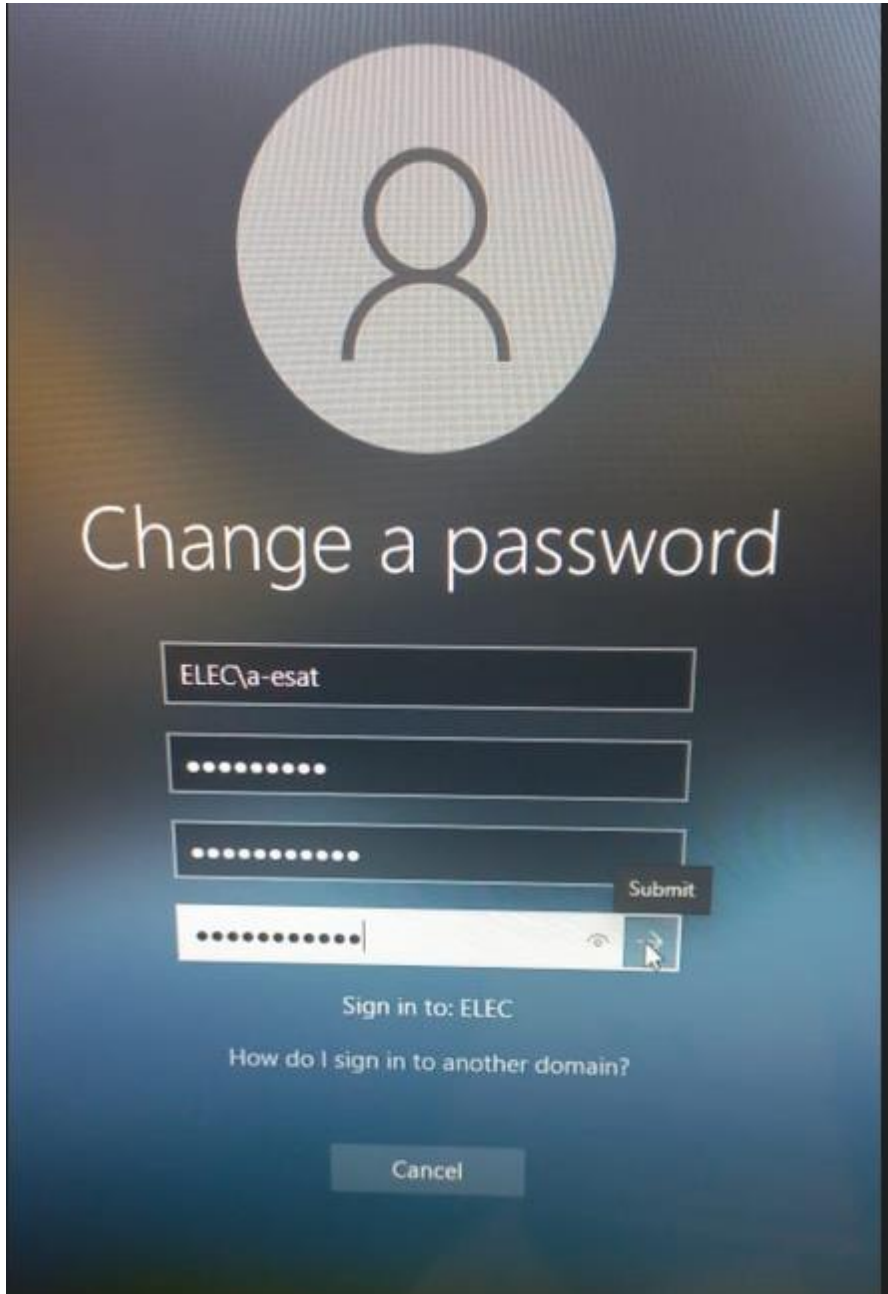3) Select change password

Step 2: 1)

2) Enter old password and new password, confirm new password

Step 3: 1) Password changed successfully

2)

3)

VC Trouble Shooting

Black Screen

▪ Ask the site to press the Presentation button (Blue) on the Tandberg Remote, if this doesn't resolve problem

▪ Disconnect the site, ask them to press the Self view button (Yellow) on Tandberg Remote, when they can see themselves on the plasma and Barco screen connect them back into the conference

Audio

▪ Site can't hear the other participants – isolate which site it is, request them to press keys on the Tandberg remote, if it makes a sound when they are pressing then problem not at that site

▪ Once site has been isolated, check that the volume is up on the Tandberg Remote

▪ Check volume is up on NEC Remote

▪ Check mute button is not been turned on, on NEC Remote

▪ Press Audio button on NEC Remote (Scroll through Audio 1, Audio 2, Audio 3 until sound is heard)

▪ On the older VC Units (such as the ones in the PSM Boardrooms at Power Stations) check whether the amplifier at the back of the Plasma screen hasn't been turned off

Presentation Issues

▪ In boardrooms with 2 VGA cables, check whether correct VGA cable has been plugged in

▪ Or check whether VC/Presentation switch has been set to VC

▪ Site must see themselves on both Plasma and Barco before pressing presentation button

▪ If presentation doesn't go through, check resolution on laptop (1024 x 768)

When connecting Tele-conference with pin code

▪ One person to connect from the MCU

▪ The other person to be in the boardroom to assist

▪ Once Telephone is connected, press # button on Tandberg remote so that a keypad appears on screen, listen to the prompts, enter pin code once prompted and end with # key (e.g.,0000#)

▪ Ensure microphone is on in boardroom

Conclusion (Optional):

Things to be aware off, Common issues goes here

References (Optional):

Articles/Videos used to prepare guide and additional resources

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Credit goes to Tasneem Esa and Tumelo Manamela.