



### Title:

Active Directory

### Summary/ Intro:

This guide will explain how to change \unlock password via intranet so that it synchronizes and not give issues when the user connects on VPN, Emails and MS teams.

### Steps:

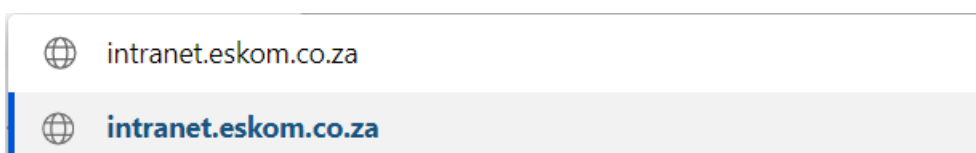
#### Step 1:

Go to any internet browser **Microsoft edge \ Firefox \Google Chrome\ Internet explorer**



#### Step 2:

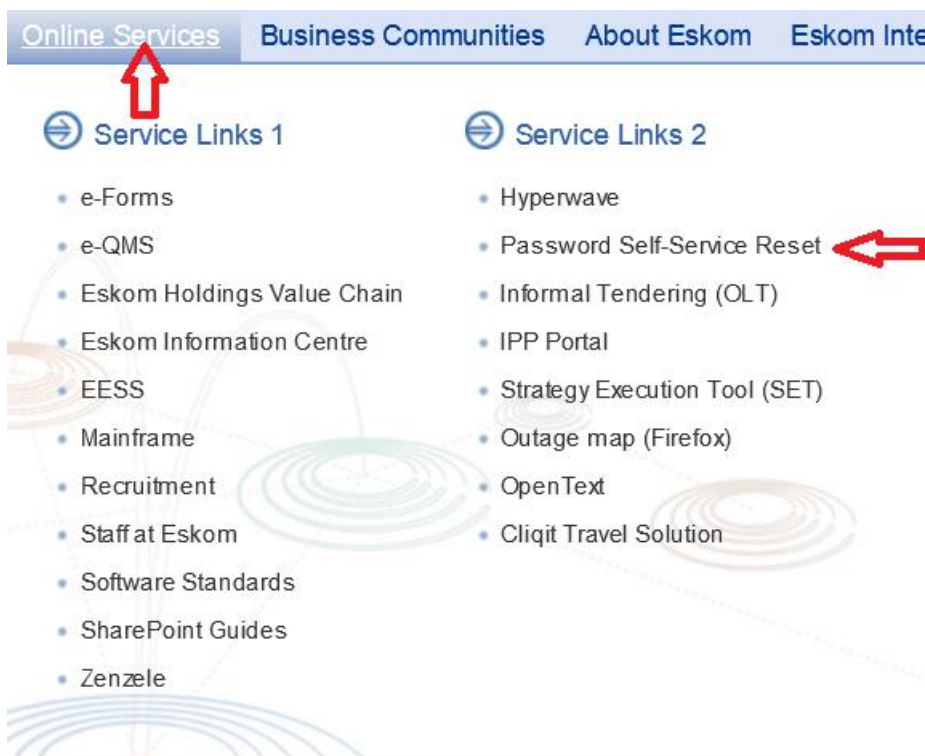
Type in: **Intranet .eskom.co.za** and press enter.





### Step 3:

Click on the Online Services tab and select **Password Self-Service Reset**.



### Step 4:

Fill in your **User name**, **Password** and then **Sign in**



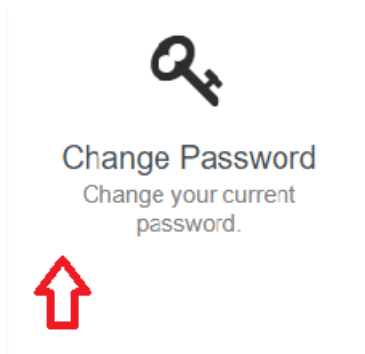
Username: Motauss

Password: Password

Sign in

[Forgotten Password or Unlock Account](#) Regain access to your account if you have forgotten your password or locked your account

A screen with menus will appear select the **change password** option.



### Step 5:


Enter **New password** and confirm Password, click on change password button.



Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is not case sensitive.
- Must be at least 8 characters long.
- New password may not have been used previously.

New password accepted, please click change password

New Password 

.....



Strength: Good



Confirm Password

.....



▶▶ Change Password

✕ Cancel

Click on the change Button, then the password will rest successfully.

The password has been changed successfully.

▶▶ Continue



### **Conclusion (Optional):**

I have noticed that when user's change their password using **Ctrl+ Alt +Delete** their active directory and machine password don't synchronise fully, thus resulting in user's struggling with their applications that are linked to their password.

So the best way to reset the password is to user the online service on intranet and the LAN cable must be plugged in for best results.

### **References (Optional):**

#### **Created By:**

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