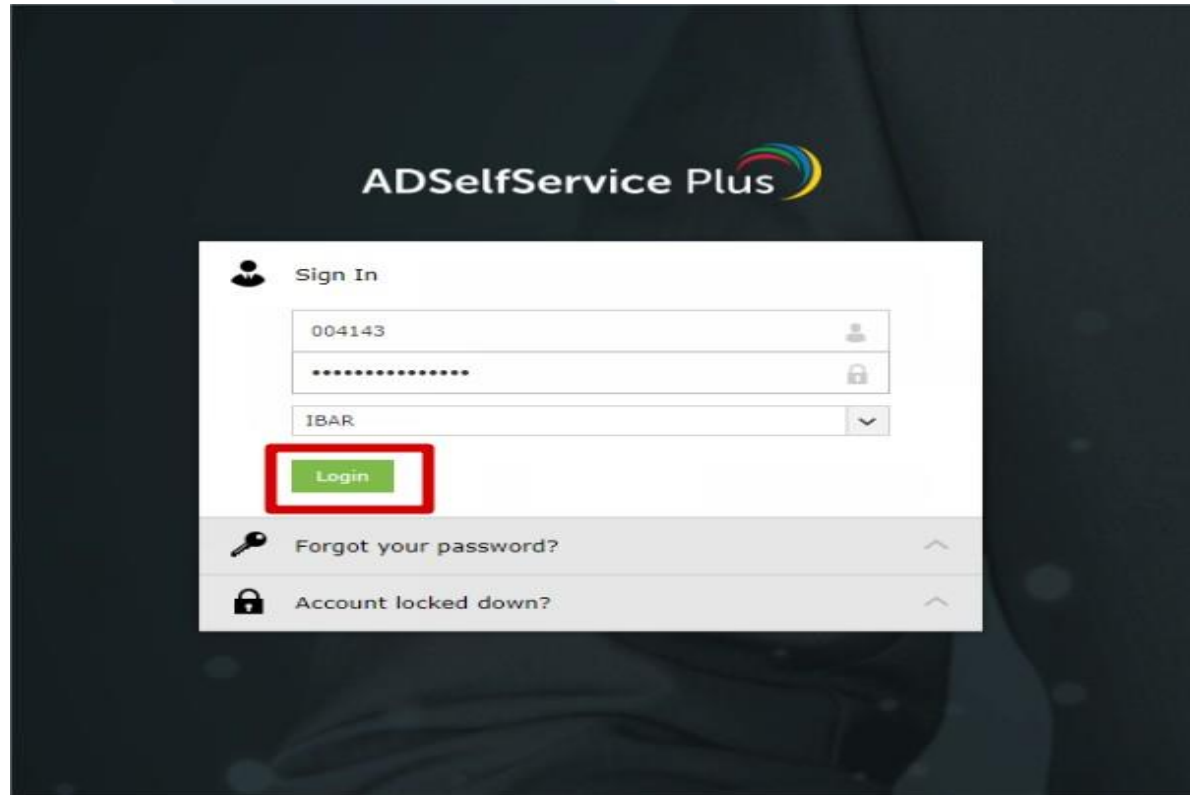


İstifadəçi şifrənizin sıfırlanması və blokun qaldırılması ilə bağlı təlimat

İnfrastruktur və əməliyyatlar departamenti

Qeydiyyat

İlk olaraq bu linkə <https://selfservice.abb-bank.az> keçid edərək aşağıdakı ekran görüntüsündə qeyd edildiyi kimi, istifadəçi adı və şifrənizlə daxil olmaq lazımdır.



ADSelfService Plus

Sign In

004143

.....

IBAR

Login

Forgot your password?

Account locked down?

Qeydiyyat

“Enrollment” bölməsinə daxil olub burada “Security Questions” və ya “Google Authenticator”-ı aktiv edirik.

ADSelfService Plus

Profile Change Password **Enrollment** Helpdesk

MFA Enrollment ⓘ

Enrolled Verification Methods

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)

✉ Email Verification

bb-bank.az Verified

N/A

Set Up Backup Verification Methods

These methods will help you prove your identity in case you face issues with other verification methods.

🛡 Security Questions & Answer

Answer the security questions to enroll. Prove your identity by answering the questions during SelfService and Logon actions.

[Set up](#)

📱 Google Authenticator

You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions.

[Set up](#)

Qeydiyyat

“Security Questions” aktiv etmək üçün qeyd olunan 2 sualı (sarı ilə işarətli) seçərək cavablandırmağınız lazımdır. Bu sualların cavabları Sizə şifrənin sıfırlanması və istifadəçinizin blokdan qaldırılması üçün zəruridir.

The screenshot shows the ADSelfService Plus interface. The top navigation bar includes Dashboard, Reports, Configuration, Admin, Self Service, Support, and Helpdesk. The left sidebar has Profile, Change Password, and Enrollment. The main content area is titled 'MFA Enrollment' and shows a progress bar. A modal window titled 'Security Questions' is open, displaying two questions with dropdown menus for selection. Each question has an 'Answer' and 'Confirm Answer' field. A checkbox for 'Hide Answer(s)' is checked. A note states: 'The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters'. An 'Update' button is at the bottom of the modal. Below the modal, the 'Email Verification' section shows 'Amil.Tarverdiyev@abb-bank.az' as 'Verified' with 'N/A' for the status. The 'Google Authenticator' section provides instructions on using the app and shows a timestamp of '2023/01/30 10:07 AM'.

Qeydiyyat

Seçdiyiniz sualları cavablandırdıqdan sonra “Update” düyməsini seçərək davam edirik.

The screenshot shows the ADSelfService Plus MFA Enrollment page. The 'Enrollment' tab is selected in the top navigation bar. A 'Security Questions' modal is open, displaying a dropdown menu for selecting a question. The dropdown list includes the following options:

- Please Select a Question --
- What is your mother's maiden name?
- What is the name of your favourite cousin?
- The country you always dreamt of vacationing in?
- What is your favourite colour?
- Who is your childhood hero?

The modal also features a 'Hide Answers' checkbox (checked) and a note: 'The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters'. An 'Update' button is visible at the bottom of the modal. In the background, the 'Set Up Backup Verification Methods' section is visible, with the 'Security Questions & Answer' option highlighted by a red box and its 'Set up' link also highlighted.

Qeydiyyat

“Google Authenticator” aktiv etmək üçün “Set up” bölməsinə daxil oluruq.

ADSelfService Plus

Profile Change Password **Enrollment** Helpdesk

MFA Enrollment ⓘ

Enrolled Verification Methods
You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)

✉ Email Verification
[redacted]@abb-bank.az Verified
N/A

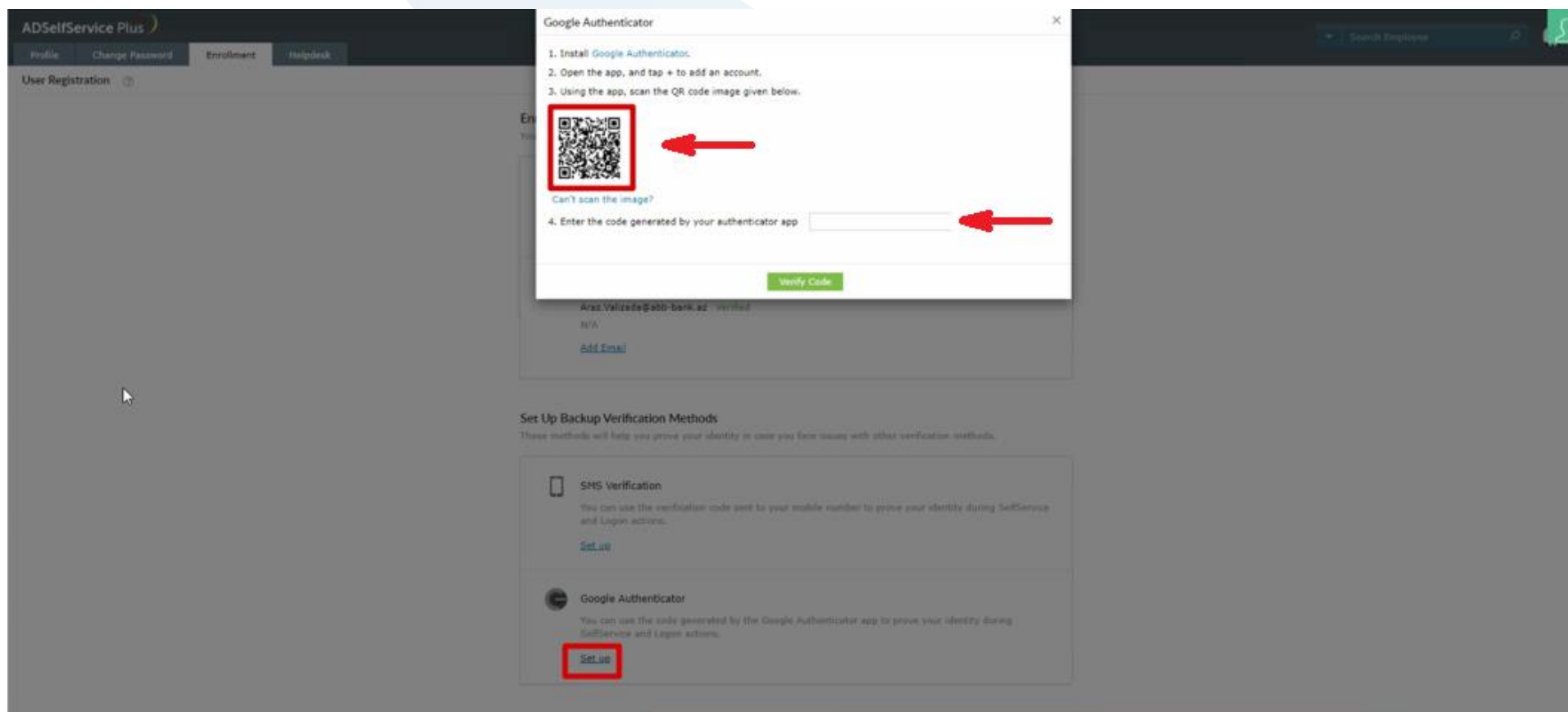
Set Up Backup Verification Methods
These methods will help you prove your identity in case you face issues with other verification methods.

🛡 Security Questions & Answer
Answer the security questions to enroll. Prove your identity by answering the questions during SelfService and Logon actions.
[Set up](#)

📱 Google Authenticator
You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions.
Set up

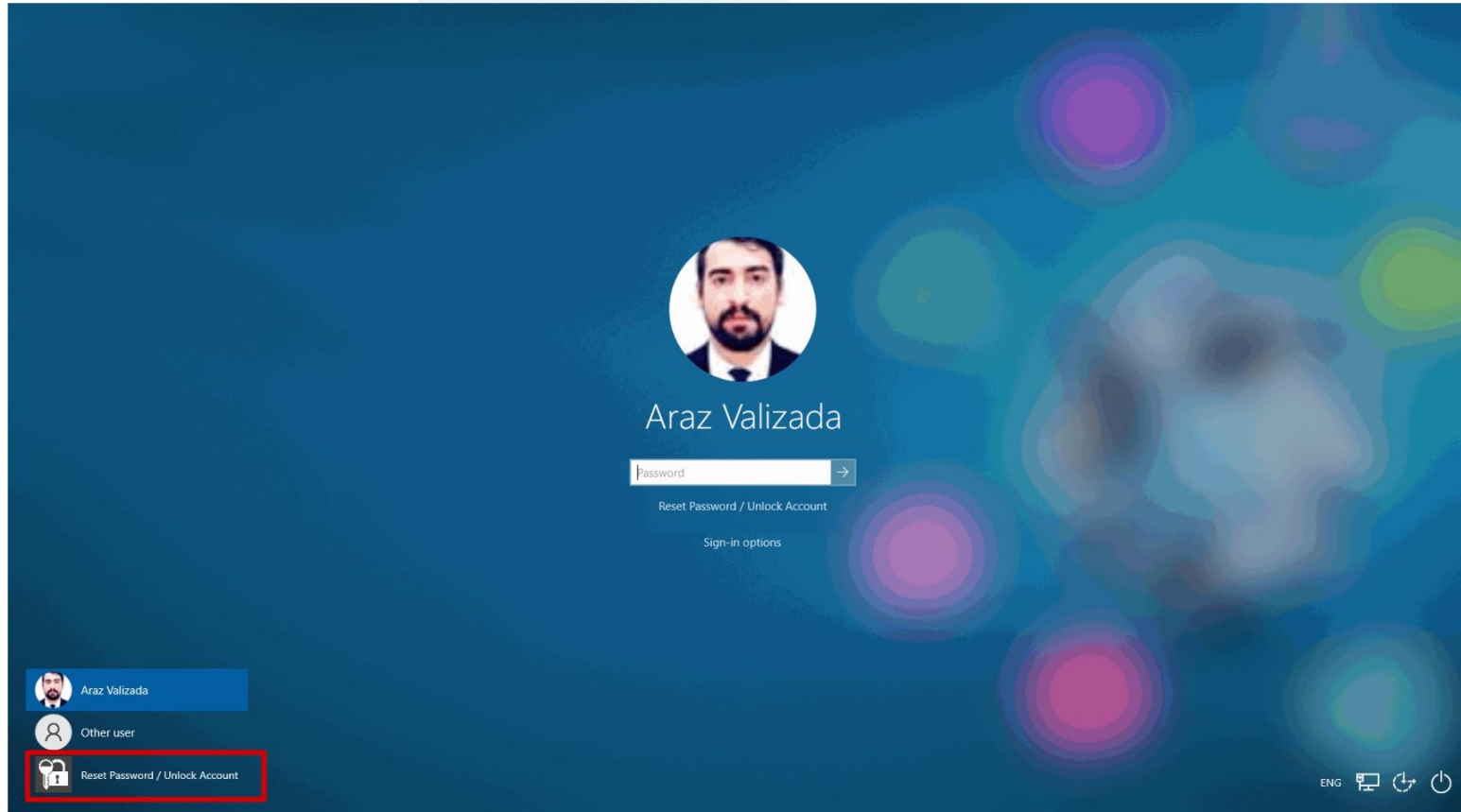
Qeydiyyat

Mobil telefonunuza “Google Authenticator” mobil tətbiqini yükləyirik. Tətbiqə daxil olaraq aşağıdakı şəkildə qeyd olunan barcode skan edilir və tətbiqdə qeyd olunan şifrə müvafiq olaraq fotoda qeyd olunan bölməyə daxil edilməlidir.



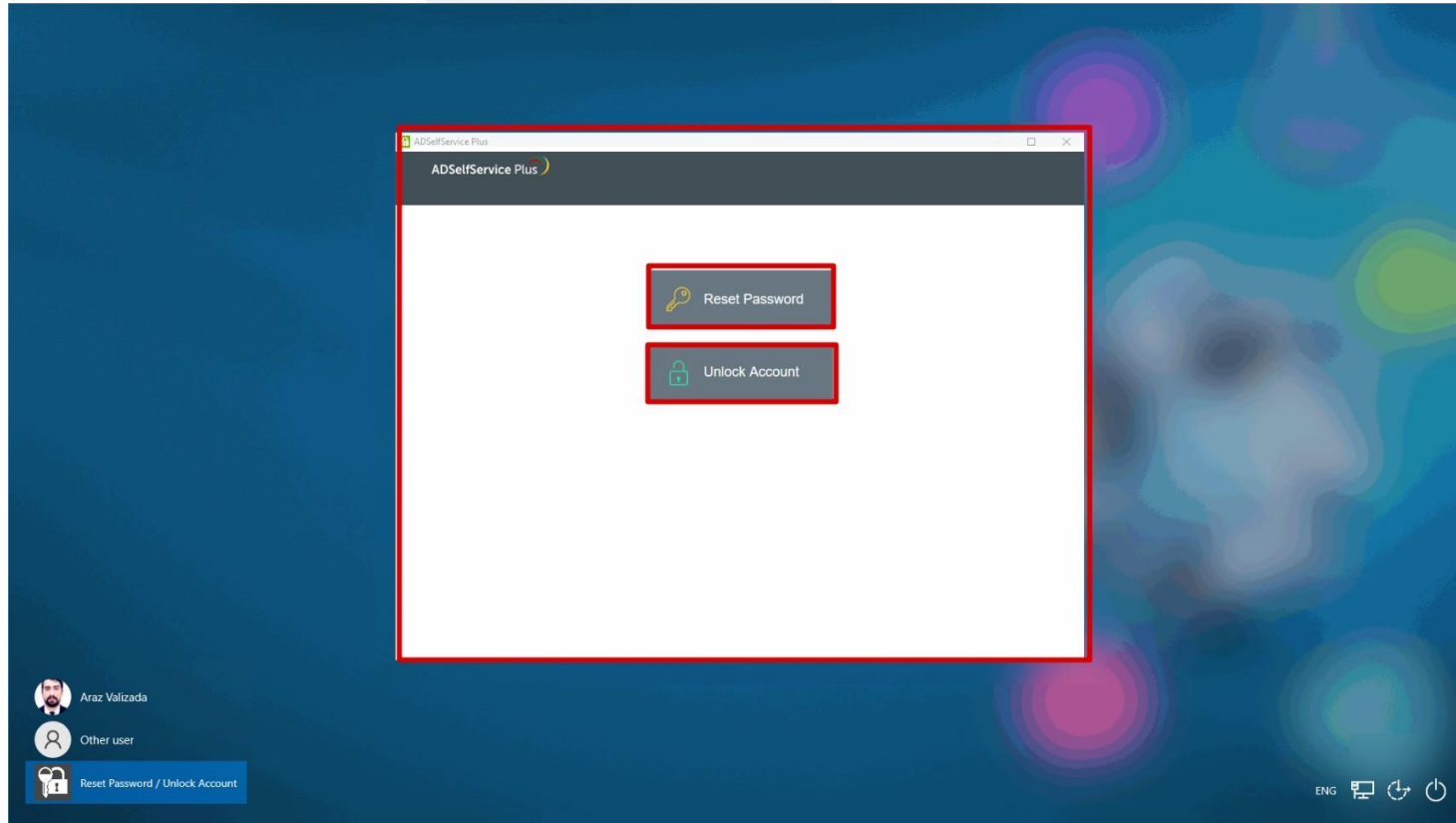
İstifadə qaydası və tətbiqi

Ekran kiliddə olduqda qeyd olunan bölməyə daxil oluruq.



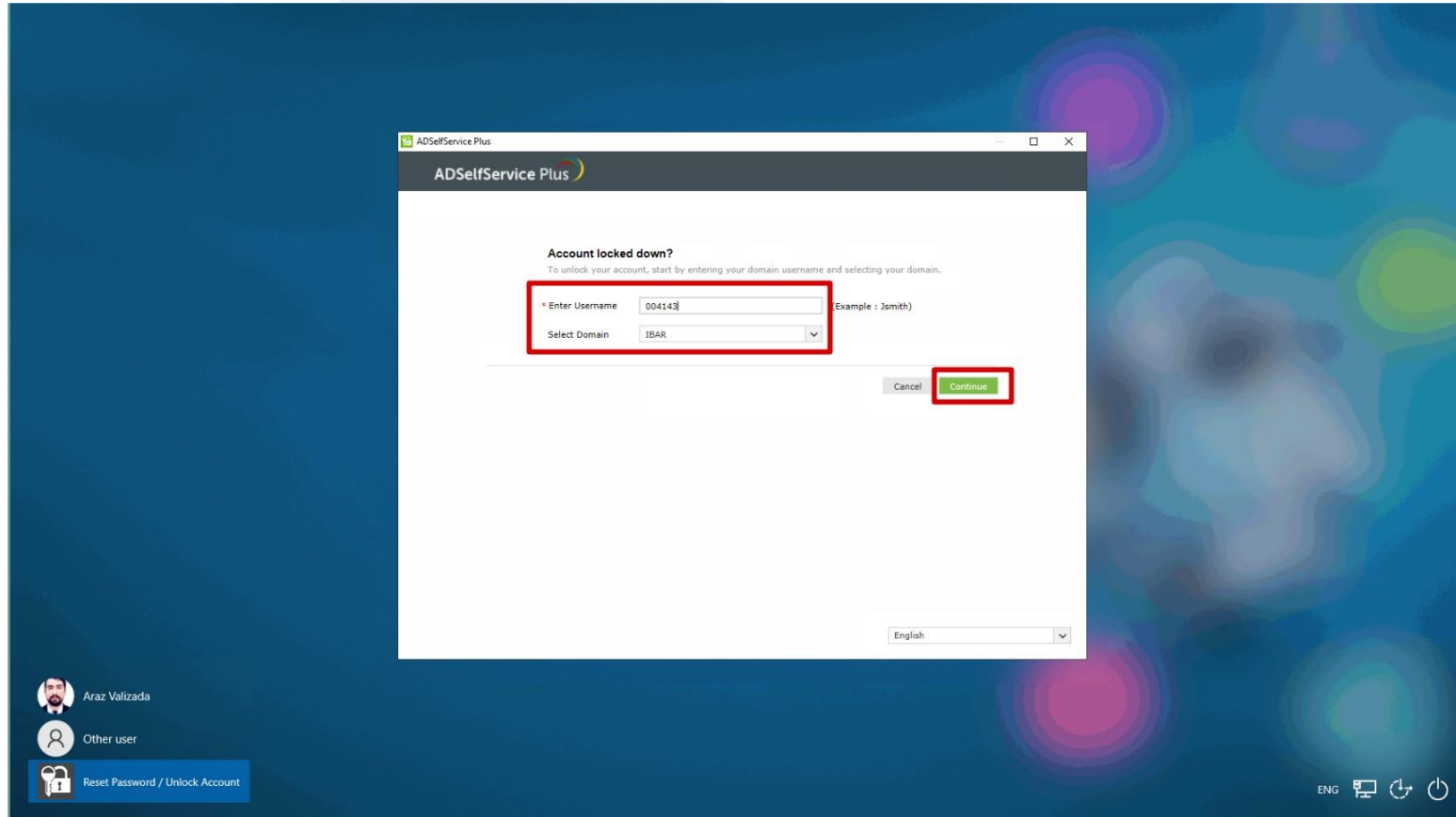
İstifadə qaydası və tətbiqi

İstifadəçi hesabını unlock və ya reset etmək istədikdə müvafiq olaraq aşağıdakı ekran görüntüsündə yer alan seçim edərək davam etmək lazımdır.



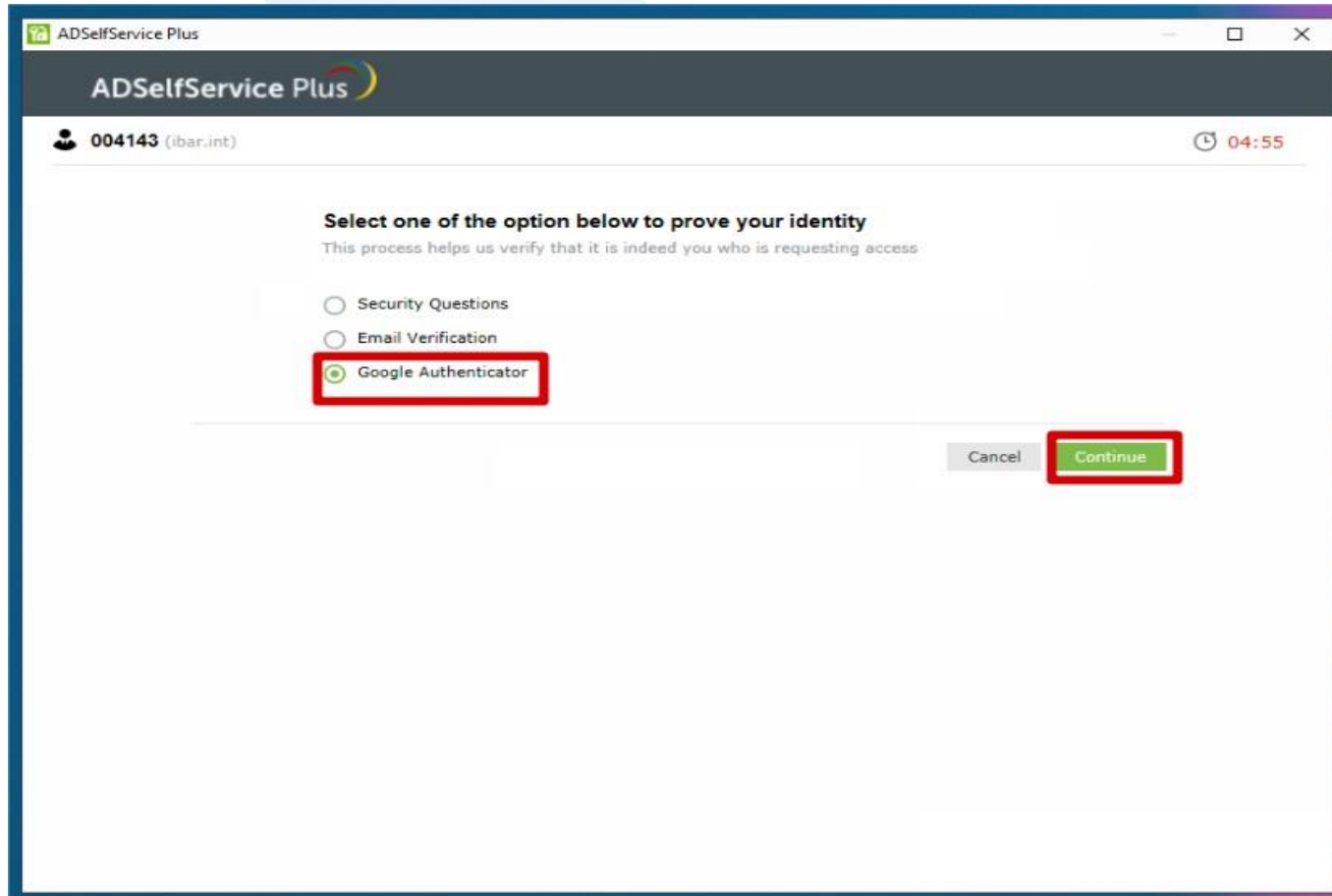
İstifadə qaydası və tətbiqi

İstifadəçi ID nömrənizi ekran görüntüsündə qeyd edildiyi kimi daxil edirik.



İstifadə qaydası və tətbiqi

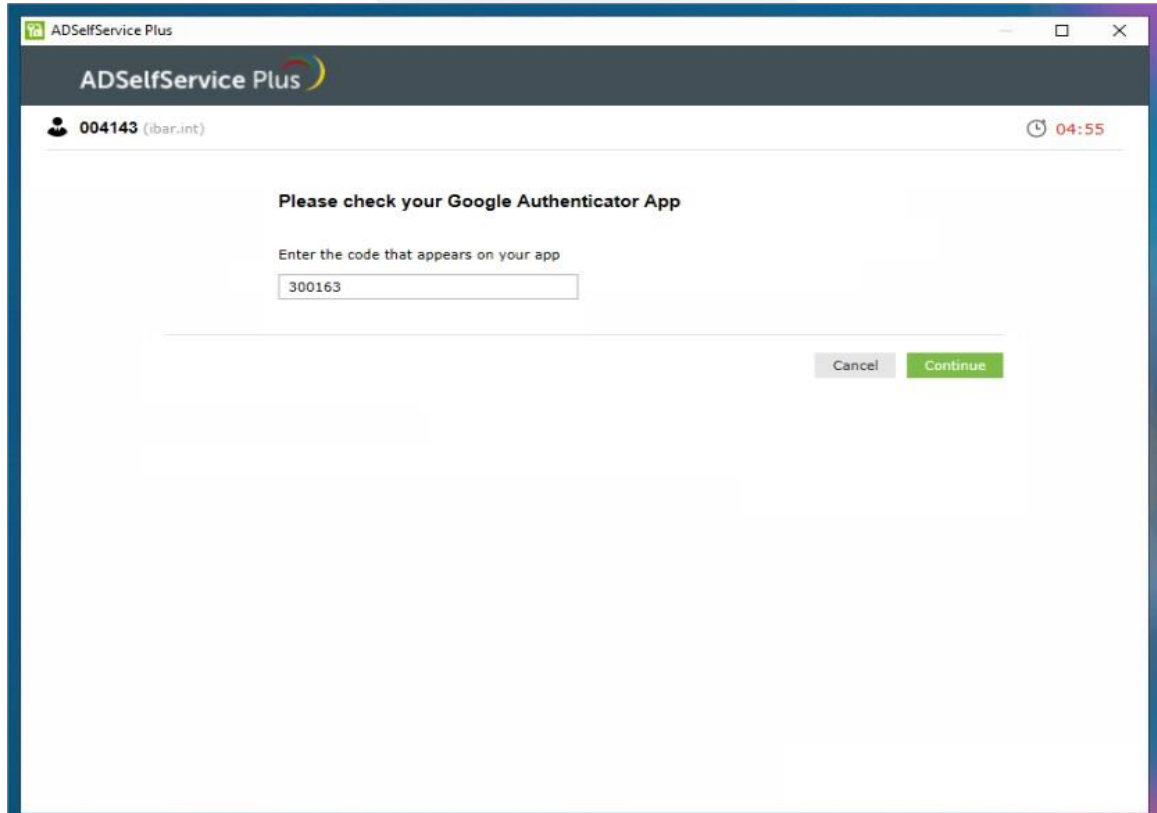
İdentifikasiya metodunu seçirik.



The screenshot displays the ADSelfService Plus web application interface. At the top, the title bar reads "ADSelfService Plus". Below the header, the user's ID "004143 (ibar.int)" and a clock icon showing "04:55" are visible. The main content area prompts the user to "Select one of the option below to prove your identity" with the subtext "This process helps us verify that it is indeed you who is requesting access". Three radio button options are listed: "Security Questions", "Email Verification", and "Google Authenticator". The "Google Authenticator" option is selected and highlighted with a red rectangular box. At the bottom right, there are two buttons: a grey "Cancel" button and a green "Continue" button, with the "Continue" button also highlighted by a red rectangular box.

İstifadə qaydası və tətbiqi

Mobil tətbiqdə (Google Authenticator) birdəfəlik 6 rəqəmli şifrə daxil edərək davam edirik.



ADSelfService Plus

004143 (ibar.int) 04:55

Please check your Google Authenticator App

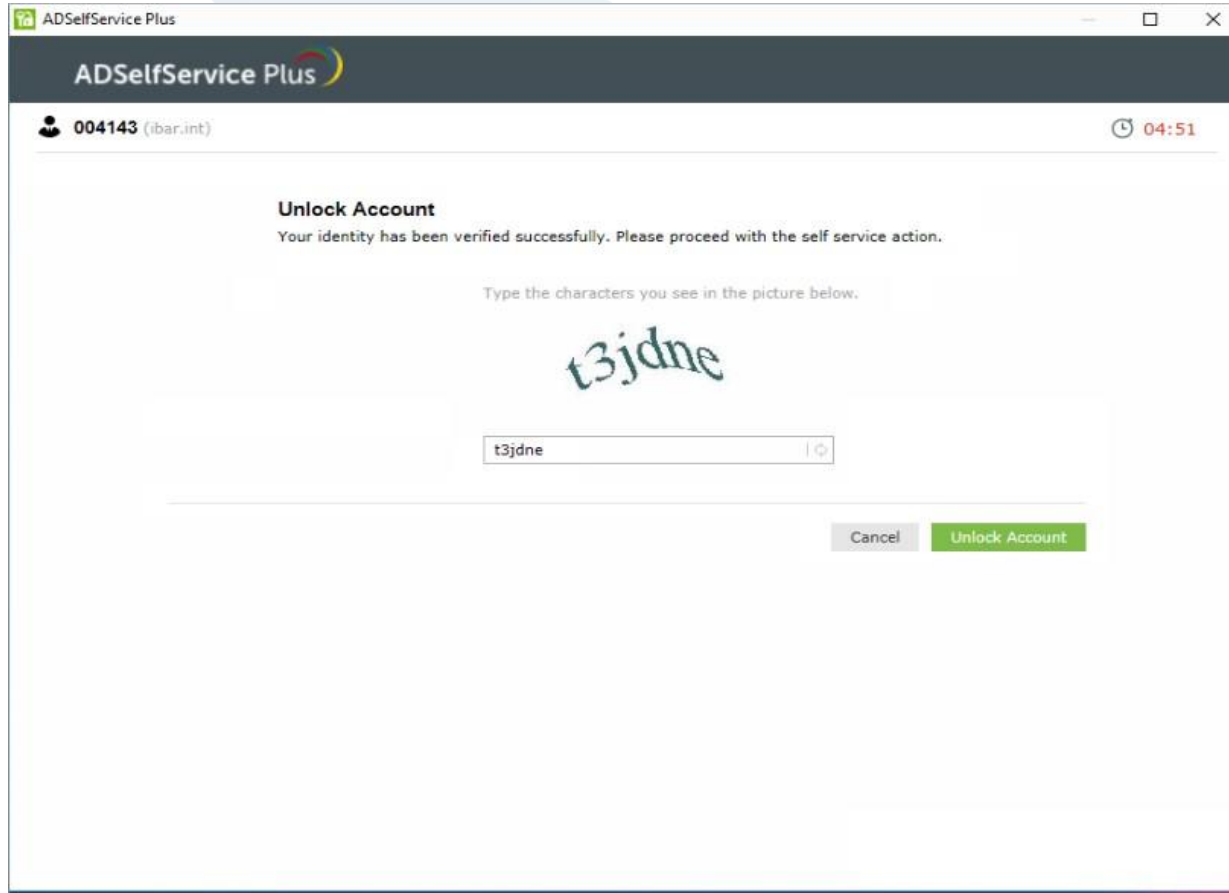
Enter the code that appears on your app

300163

Cancel Continue

İstifadə qaydası və tətbiqi

Daha sonra hər birimizə tanış olan doğrulamadan (şəkildə göstərilmişdir) keçərək davam edirik.



ADSelfService Plus

ADSelfService Plus

004143 (ibar.int) 04:51

Unlock Account
Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.

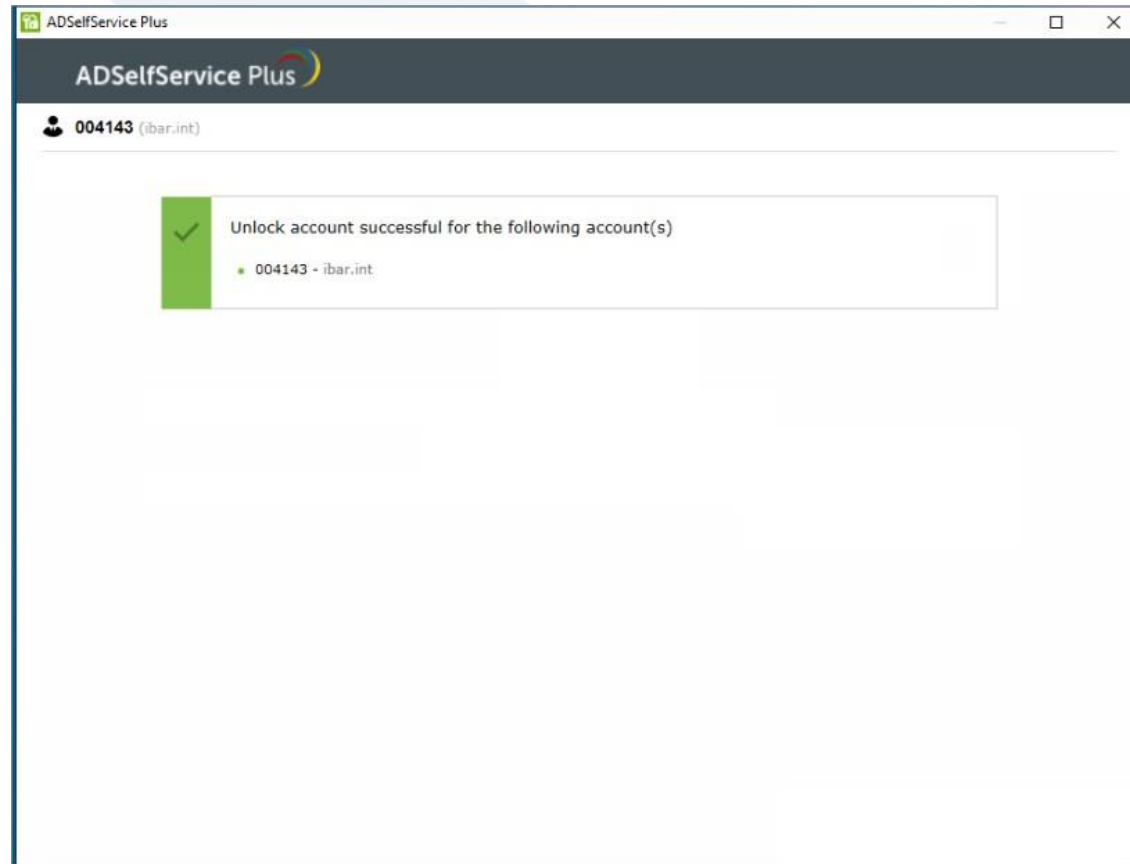
t3jdne

t3jdne

Cancel Unlock Account

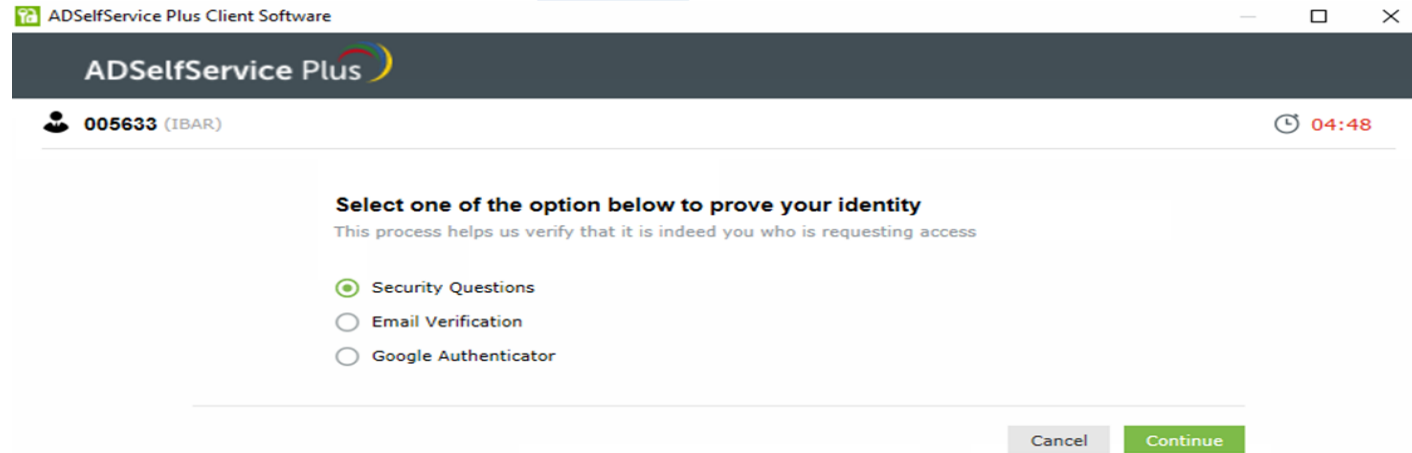
İstifadə qaydası və tətbiqi

İstifadəçiniz müvəffəqiyyətlə unlock edilmişdir. Eyni proseduru izləyərək istifadəçinizin şifrəsini bərpa edə bilərsiniz.



İstifadə qaydası və tətbiqi

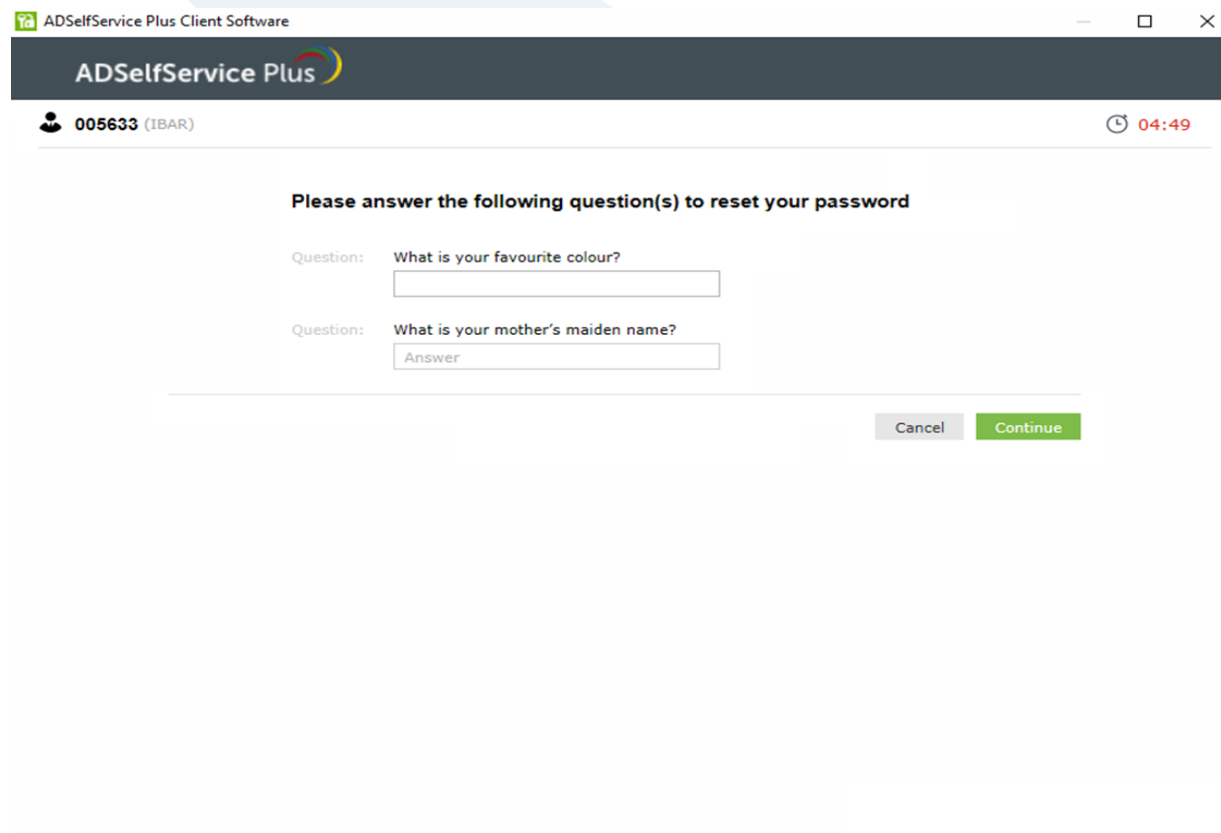
“Security Questions” metodu ilə istifadəçi şifrəsinin “unlock” və “reset” edilməsi üçün aşağıdakı addımları izləməyiniz lazımdır.



The screenshot shows the ADSelfService Plus Client Software window. The title bar reads "ADSelfService Plus Client Software". The main header displays "ADSelfService Plus" with a logo. Below the header, the user ID "005633 (IBAR)" is shown on the left, and a timer "04:48" is on the right. The main content area contains the instruction "Select one of the option below to prove your identity" followed by a subtext "This process helps us verify that it is indeed you who is requesting access". There are three radio button options: "Security Questions" (which is selected), "Email Verification", and "Google Authenticator". At the bottom right, there are "Cancel" and "Continue" buttons.

İstifadə qaydası və tətbiqi

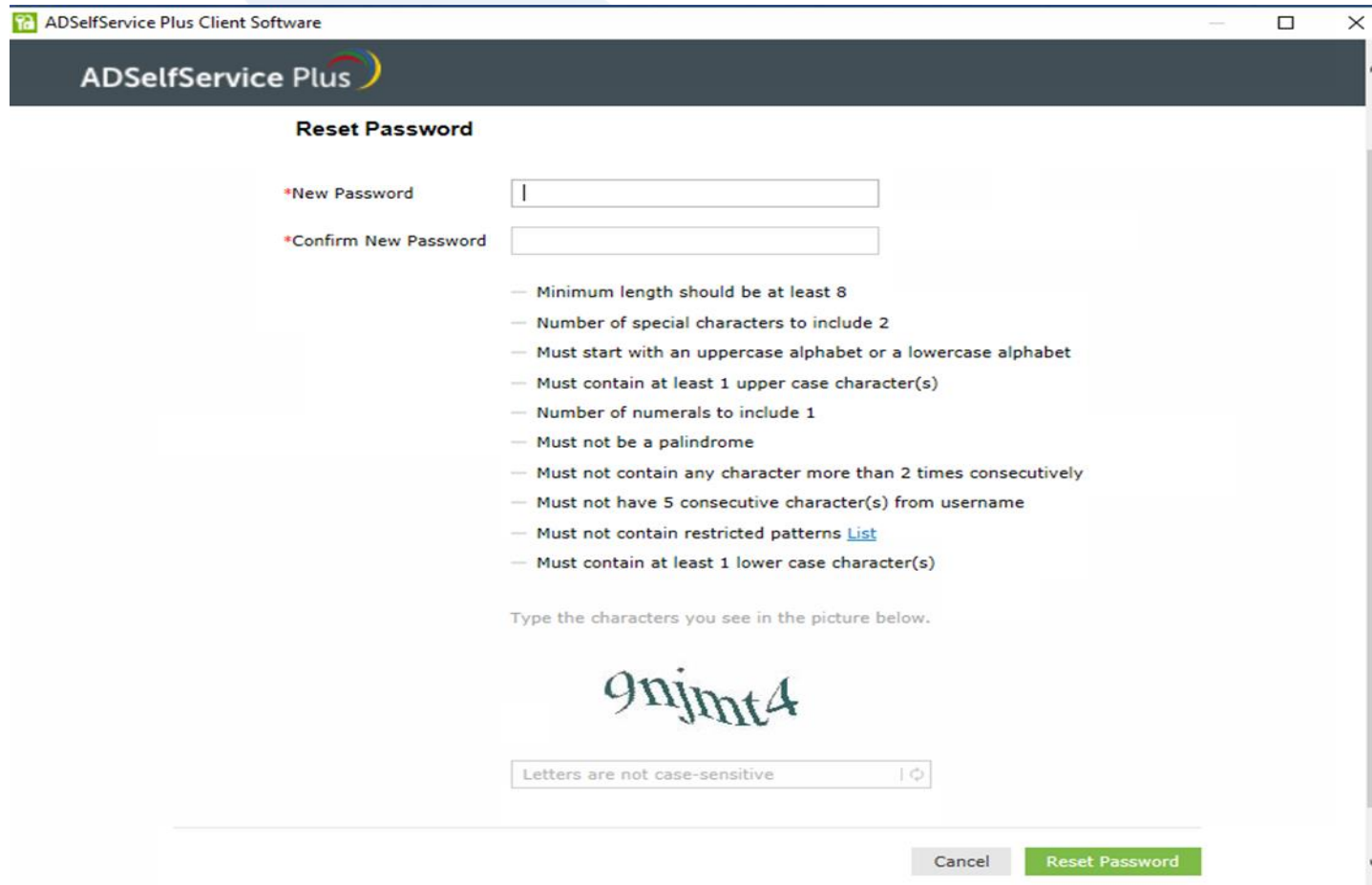
Müvafiq olaraq qeydiyyat zamanı daxil etdiyiniz cavabları yazaraq irəliləmək lazımdır.



The screenshot displays the ADSelfService Plus Client Software window. The title bar reads "ADSelfService Plus Client Software". The main header area contains the "ADSelfService Plus" logo. Below the header, a user ID "005633 (IBAR)" is shown on the left, and a timer "04:49" is on the right. The main content area prompts the user to "Please answer the following question(s) to reset your password". It lists two security questions: "What is your favourite colour?" and "What is your mother's maiden name?". Each question has a corresponding text input field. At the bottom right of the form, there are two buttons: "Cancel" and "Continue".

İstifadə qaydası və tətbiqi

Qeyd edilən kriteriyalar daxilində yeni şifrə təyin edə bilərsiniz.



ADSelfService Plus Client Software

ADSelfService Plus

Reset Password

*New Password

*Confirm New Password

- Minimum length should be at least 8
- Number of special characters to include 2
- Must start with an uppercase alphabet or a lowercase alphabet
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not be a palindrome
- Must not contain any character more than 2 times consecutively
- Must not have 5 consecutive character(s) from username
- Must not contain restricted patterns [List](#)
- Must contain at least 1 lower case character(s)

Type the characters you see in the picture below.

9njmt4

Letters are not case-sensitive

Cancel Reset Password

Təşəkkürlər
