#34 Window's AD Password Reset

Submitted	**Received via**	**Requester**
May 11, 2025 at 13:27	Web Form	The Customer <customer@example.com>

Status category	**Ticket status**	**Type**		**Priority**	**Group**	**Assignee**
Solved	Solved	Task	**Due date**	Low	Support	Aleeza Tabassum

Topic

Order

Aleeza Tabassum May 11, 2025 at 13:27

Customer contacted us via phone call requesting assistance with his Window's Password Reset

Aleeza Tabassum May 11, 2025 at 13:32

Subject: Active Directory Password Reset

Dear Customer,
Thank you for reaching out to us regarding the password reset request.

We've reset your Active Directory password. Your new one-time password is: TempPass123

Next Steps
1. Log in to your AD account using the one-time password.
 2. Enter the one-time password correctly when prompted.
3. Reset your password to a new one following our password protocol (minimum 8 characters, mix of uppercase, lowercase, numbers, and special characters)

Important The one-time password will expire in 15 minutes. Please reset your password within this timeframe.

Thank you for contacting us. If you have any further questions or concerns, please don't hesitate to reach out or raise a ticket.

Best regards,
Aleeza Tabassum
Roco IT Support Team

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