

#45 Window's AD Password Reset

Submitted Received via Requester

Web Form The Customer < customer@example.com> May 13, 2025 at 12:51

Status category Ticket status Type **Priority** Group **Assignee**

Solved Solved Task **Due date** Support Aleeza Tabassum Low

Topic

Other

Aleeza Tabassum May 13, 2025 at 12:51

Customer contacted our support team via phone for assistance with resetting their Windows AD password

Aleeza Tabassum May 13, 2025 at 13:00

Subject: Password Reset for Active Directory (AD)

Dear Customer.

Thank you for contacting us regarding your Active Directory (AD) password reset request. We've processed your request and reset your password.

Your one-time password is: ASxd234&

To access your account:

- 1. Enter the one-time password correctly when prompted.
- 2. You will be required to reset your password following our password protocol.

Important

The one-time password will expire in 15 minutes. Please reset your password within this timeframe to avoid any issues.

Password Protocol

When resetting your password, ensure it meets our security requirements:

[Password length]

[Complexity requirements]

[Any other specific requirements]

If you encounter any issues or have further questions, please don't hesitate to contact us or raise a ticket. Thank you for reaching out to us for assistance.

Best regards, Aleeza Tabassum

Roco IT Support Team

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