📗 #16 AD Password Reset

Submitted	Received via	Requester
May 8, 2025 at 17:55	Web Form	Usman Khawaja <usman.khawaja@cello.com>

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

Topic

Other

Aleeza Tabassum May 8, 2025 at 17:55

User requested through slack and requested for AD password reset as he is unable to login to his active directory.

Aleeza Tabassum May 8, 2025 at 18:00

Subject: Active Directory Password Reset

Dear Usman,
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
IT Support Team

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