📒 #26 Windows AD Password Reset

Submitted	Received via	Requester
May 10, 2025 at 20:16	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 10, 2025 at 20:16

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

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Aleeza Tabassum May 10, 2025 at 20:19

Subject: Password Reset for Active Directory (AD)

Dear [Customer Name],

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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