

# Scenario 3:

TICKETS-1

## Password Reset

Create subtask

Link work item

Create

...

Darren

raised this request via Jira

[View request in portal](#)

Hide details

Description

Hello.

I seem to have forgotten my device password. Could you reset it for me, thanks

## Documentation:

Resolve this issue

Resolution

Done

?

Linked Issues

relates to

Issue

TICKETS-2

+

Begin typing to search for issues to link. If you leave it blank, no link will be made.

Comment

Reply to customer

Add internal comment

🔒

Your comments will not be visible to customers on the portal.

User needed a password reset. Before initiating, I contacted the user to verify their identity and also checked the device's location details for further confirmation.

exit preview

·

syntax help

Resolve this issue

Cancel

## Demonstration of password reset

Active Directory Users and Computers

File Action View Help

Active Directory Users and Computers

Saved Queries

lab.local

Builtin

Computers

Domain Controllers

ForeignSecurityPrincipals

Managed Service Accounts

Users

Branch 1

users

computers

groups

Name	Type	Description
Darren Davis	User	
Jake Jones	User	

Copy...

Add to a group...

Disable Account

Reset Password

Move...

Open Home Page

Send Mail

All Tasks

Cut

Delete

Rename

Properties

Help

Reset Password

New password:

Confirm password:

☒ User must change password at next logon

The user must logoff and then logon again for the change to take effect.

Account Lockout Status on this Domain Controller: Unlocked

☐ Unlock the user's account

OK

Cancel