

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

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](#)