

# **Unlocking Account with Password Reset**

**Objective:** In this lab simulation I resolve a user-reported issue that was submitted to my ticketing system involving a locked Active Directory account due to many failed logins. The user is unable to log in to their workstation and access company resources. The goal is to identify the user in the Active Directory, unlock the account, reset the password to a temporary one, and ensure successful login while enforcing password change at the next logon.

**Equipment:** Ticketing System, Windows Server 2022, and a Windows 10 PC

**Steps:** Please look at page 3

# Real World Tickets

## **Incident Details:**

Incident #: 48545

Category: Account Lockout

Department: Engineering

Priority: High

Assignee: Helpdesk Team

Date/Time Opened: 7/3/2025 10:13 AM

## **Description:**

Our employee Daniel Romero reports being locked out of their account after multiple unsuccessful login attempts. Unable to access system resources or emails.

## **Solution:**

Incident #: 48545

Steps Taken:

1. I went into the Active Directory Users and Computers to see if the account was locked
2. I made sure it was Daniel Romero from the Engineering team
3. I unlocked the account and updated the password with our random password generator
4. The password that was generated was **dG5w!b7**
5. I changed his current password to the newly generated one
6. I checked off the prompt to allow the user (Daniel Romero) to change the password after logging in

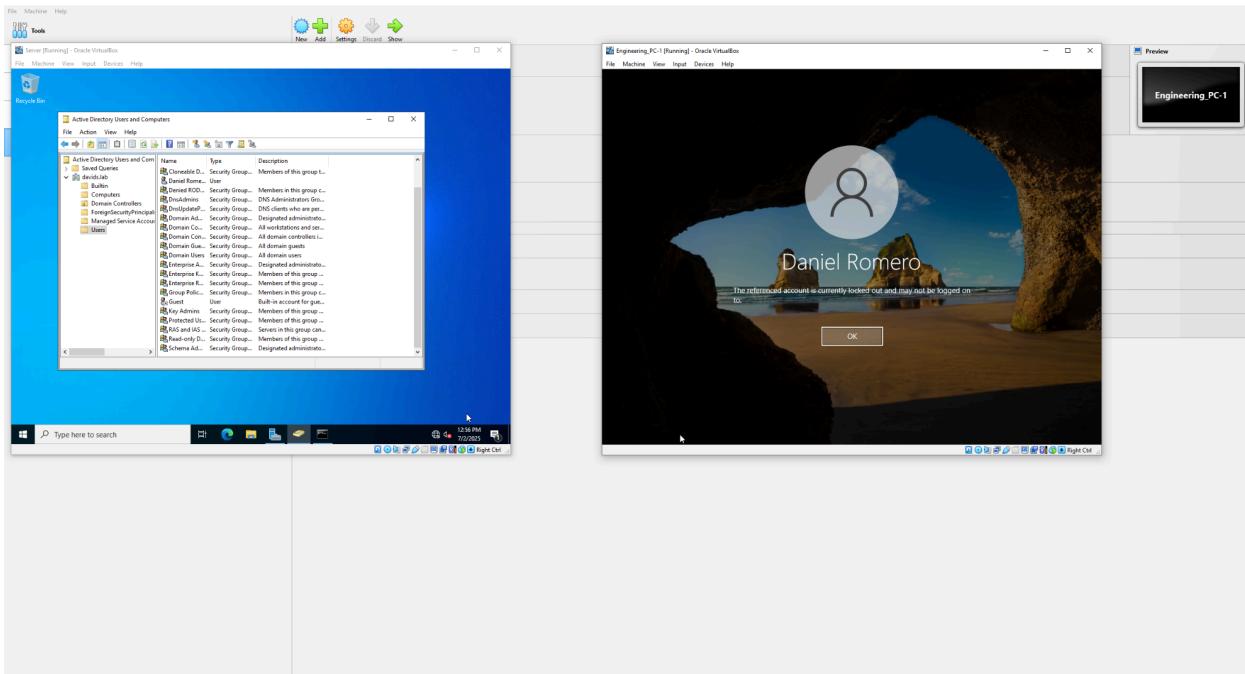
User Confirmation: Daniel Romero confirmed access to the system and has successfully changed the password upon logging in.

Time Logged: 8 minutes (10:13 AM - 10:21 AM)

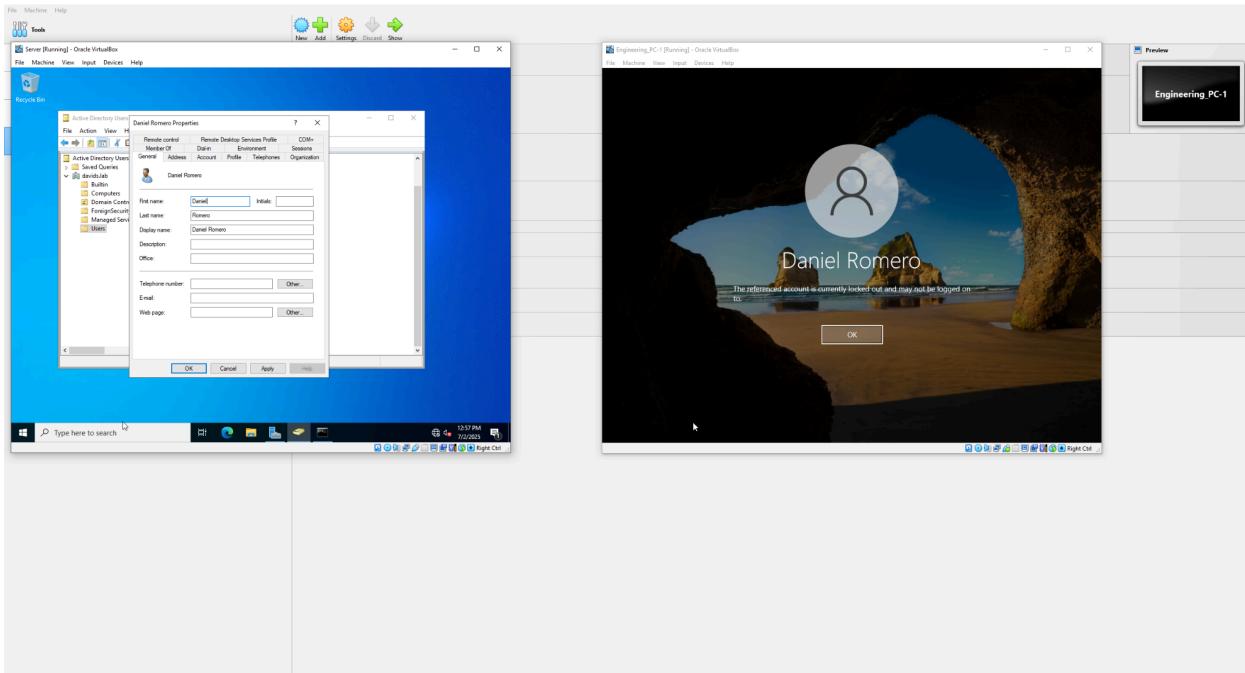
Status: Resolved and Closed

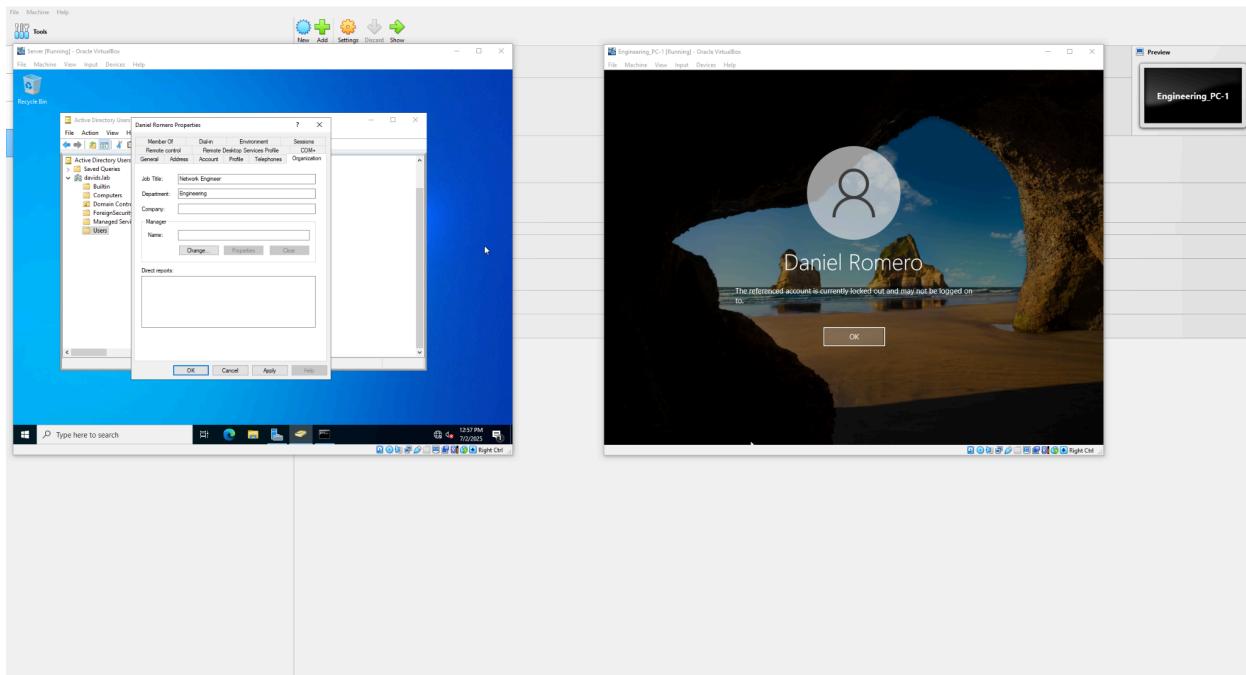
# Steps

1. Ensure that the account is locked out

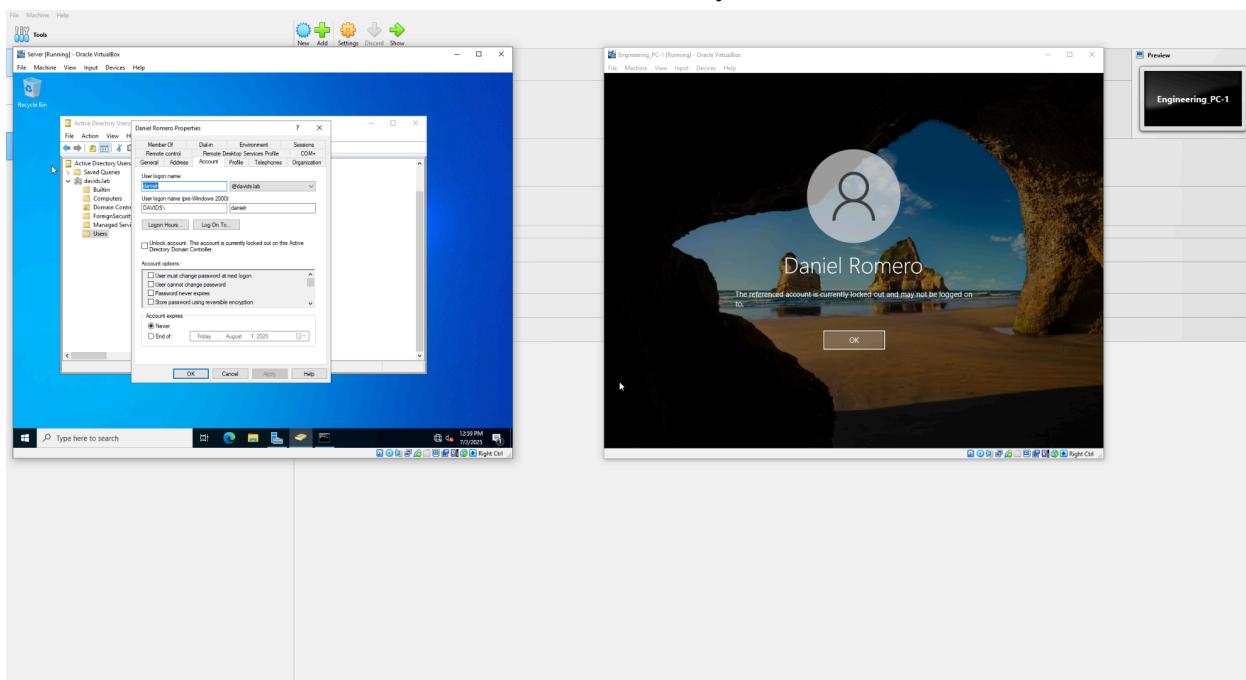


2. Look for Daniel Romero in the Active Directory and ensure it's the right person by looking at the department he is apart of

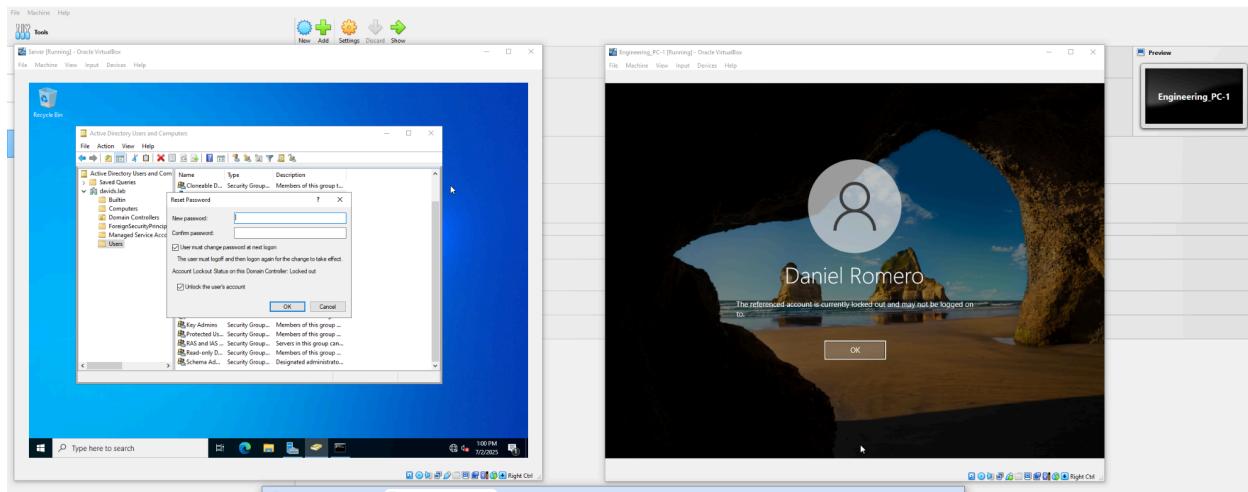




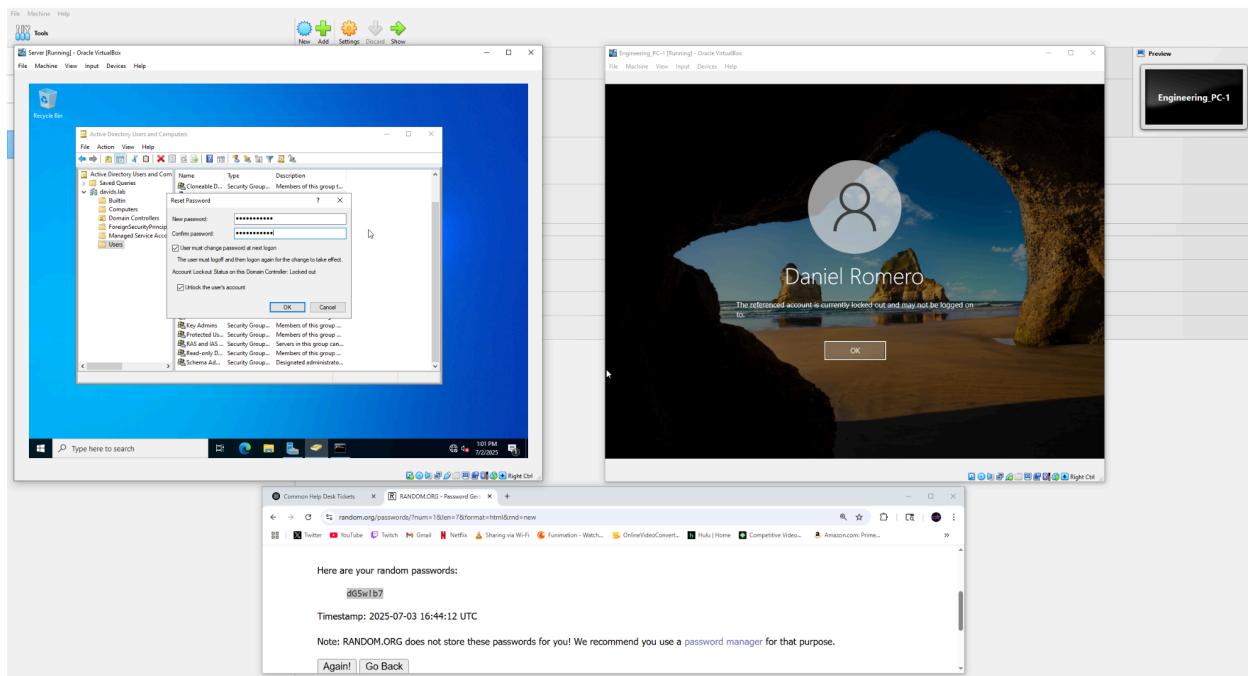
### 3. Check if the account is locked in the Active Directory

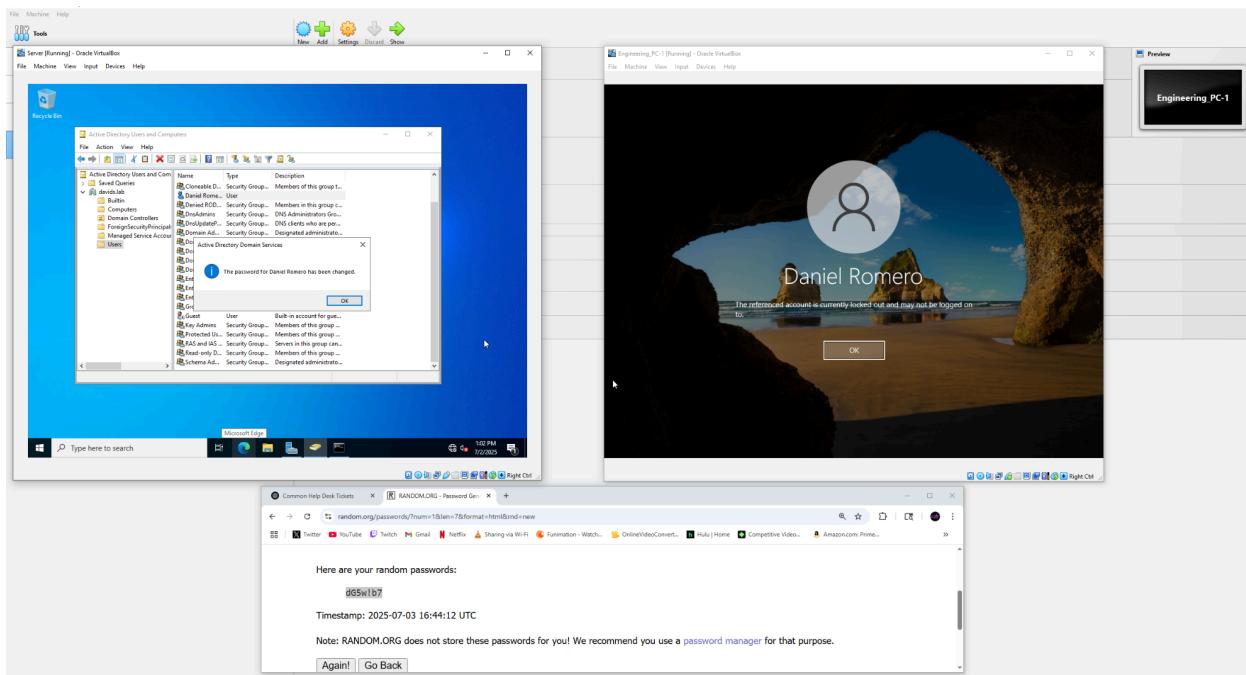


4. Open Daniel Romero's account properties to unlock his account and reset his password

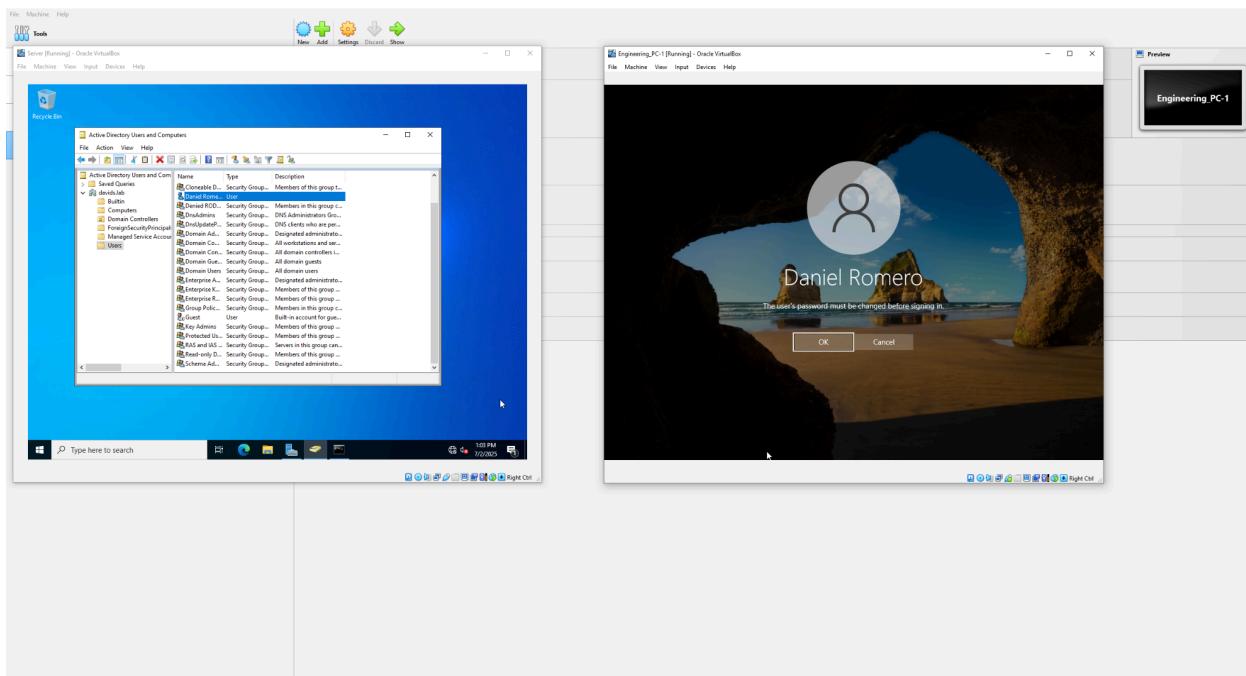


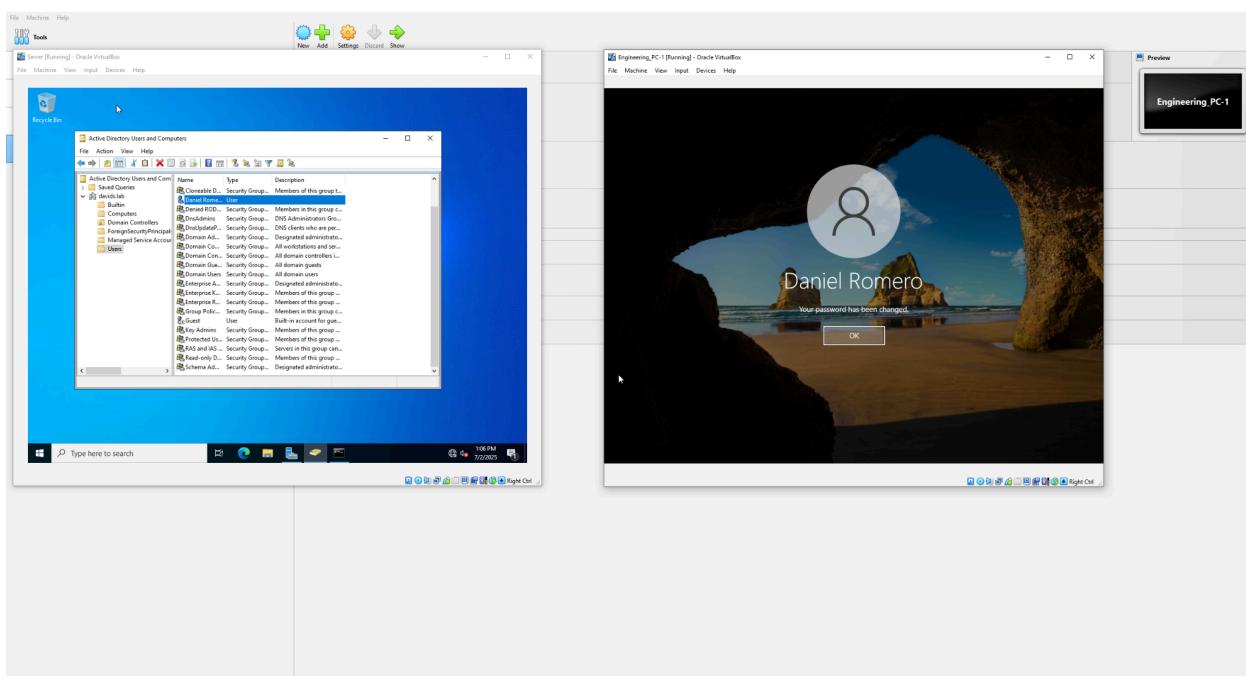
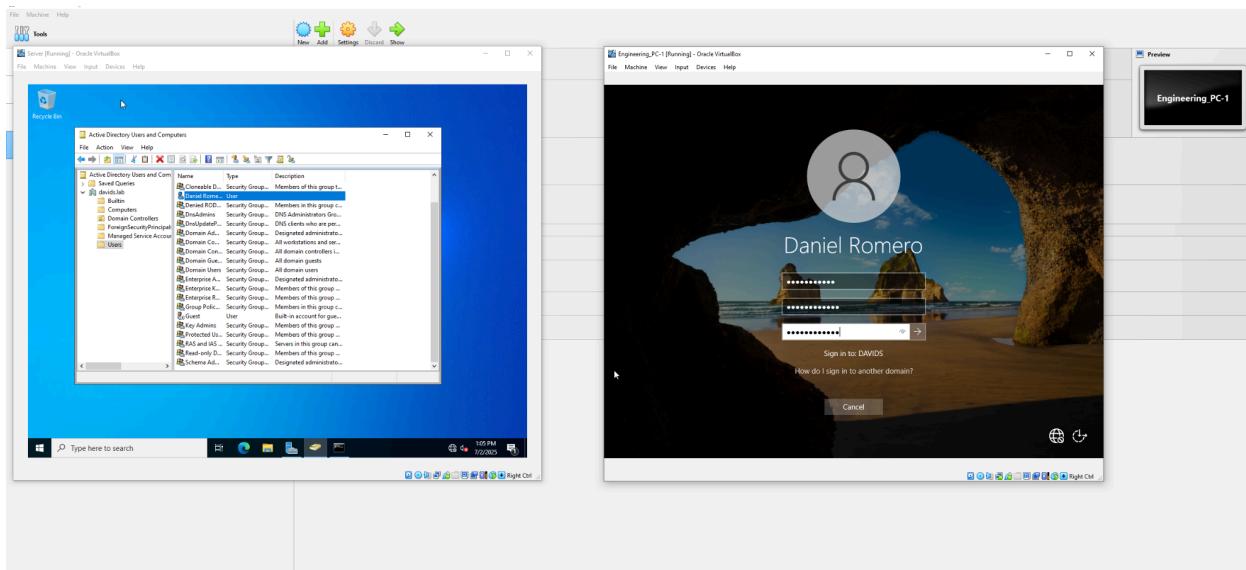
5. Use the random password generator to ensure Daniel Romero can access the account and enforce a password change upon logging on





## 6. Ensure the the account has been unlocked by signing into the account with the new credentials





7. Account has been updated and now is accessible

