Quick Start Guide

This is a short guide to get you started, for more information please follow this link:
https://my2.firstonsite.ca/it/Shared%20Documents/ADSelfService%20-%20UserGuide.pdf

Step 1: Go to this website: https://account.firstonsite.ca

- **Log in with your FirstOnSite username and password**
- **Update your profile information on the "My Info" tab**
- **Setup your Enrollment options on the "Enrollment" tab**
    - **Register your mobile phone number(s)**
    - **Register your email address(es)**
    - **Setup your Security Questions (optional)**

Step 2: Use it! Please see the user guide for more details

STEP ONE: Enroll for Password Self-Service

* Security questions & answers
* Mobile number to which verification code will be sent

Logon to https://account.firstonsite.ca using your FOS credentials

Update your personal information
Register your mobile number
Register your security questions (pick any two)

For any questions or info: helpdesk@firstonsite.ca

STEP TWO: Using ADSelfService

* Reset your password (https://account.firstonsite.ca)
* Unlock your locked-down account
* Change your password
* Update your profile information
* Search for other employees

MOBILE ACCESS:

AppleStore: search for ManageEngine ADselfService
* download and install
* server settings: enable https; URL: account.firstonsite.ca port: 9251

GooglePlay: same info

IMPORTANT: If you change your password while outside the office, you'll still need to use the old password to logon to the laptop/tablet.

When you return to the office you can use the new password, the laptop will update the credentials and from now on the new password will work anywhere.

iPhone email, Outlook, ClaimTrak, mobileFP/CT, SharePoint, and Citrix applications will require the new password immediately.

If you have any problems please contact helpdesk@firstonsite.ca or (866) 458-5094
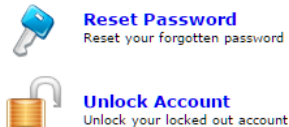
How To: Unlocking Your Account

Go to https://account.firstonsite.ca

1) Click Unlock Account   **2) Enter Your Username**   **3) Select Verify Method**

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

Domain User Name

Domain Name   FOS

Send verification code to my

○ Email Id
○ Mobile

4) Enter the verification code you receive in email or on your mobile phone

You requested a password reset/account unlock. In the verification page, please enter this verification code: 95257231

5) DONE!

Follow the same steps to reset your password.

If you installed the ADSelfService Apple iOS app on your phone, follow the same steps! Simple.

Password Reset

Account Unlock

Change Password

Server Settings >

Login to enroll for password self-service

Login
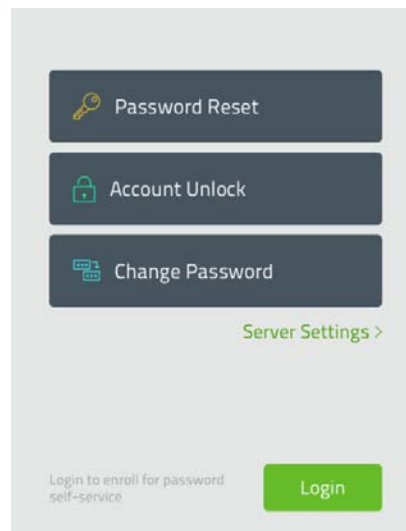
ADSelfService Plus is a secure, web-based, <u>end-user password reset management</u> program. This software helps users to perform <u>self-service password reset</u>, <u>account unlock</u> and <u>employee self-update</u> of personal details (e.g. telephone numbers) in Microsoft Windows Active Directory.

Analysts state that 30% of <u>helpdesk</u> queries are related to **password reset management** and **account lockout**. ADSelfService Plus <u>reduces the most critical password tickets</u> which consumes a substantial amount of help desk time by rendering a secure, reliable and robust **web based self-service solution** to the end user. The end user can manage their own password and also <u>update their personal details</u> in Active Directory with ease. The program also provides security during <u>password resets</u> through an enrollment and <u>identity verification questionnaire.</u>

Self-Reset Password: A <u>Self Service Password Reset</u> Solution that empowers an end user to self-reset their domain password in Windows Active Directory remotely from a web browser without IT-Helpdesk's assistance

Self-Unlock Account: A Self Service Account-Unlock Solution that enables a domain user to self-unlock their domain account (in case of a lock-out) through a web browser and from any remote machine

Change Password: Self Service <u>Change Password</u> solution provides an easy-to-use web interface through which domain users can change their passwords. The password policy is displayed on the ADSelfService Plus change password screen

Password/Account Expiry Notification: <u>Notify users via SMS/Email</u> about their impending password expiry. Extremely useful for VPN & OWA users, who can now change their passwords from anywhere, anytime

Mobile Password Management: Let users gain access to their Windows account (for self-service) immediately from anywhere, anytime and any device. ADSelfService Plus has Mobile Apps for Android, iOS and other platforms for 24/7 self-service support to end-users who are 'on the move'

Self-Directory Update: Self Directory Update: Empower end-users to <u>self-update</u> their contact & other personal information into Active Directory without depending on IT helpdesk. Keeps your Windows Active Directory up-to-date with regard to end-user personal information.

Corporate / Employee Directory Search: Corporate Directory Search: A fast and efficient <u>employee search engine</u> for Windows Active Directory. It allows users to search for their colleague's profile information like contact numbers and can be easily integrated with intranet or any web portal

PASSWORD SELF-SERVICE
Users have two choices of ID verifications:
1. Challenge Q&A
2. SMS/Mobile base verification