

# Dixons AD – Password Reset

KB0010093



2073 views

Application/Hardware	Dixons Active Directory
Issue Description	Dixons AD – Password Reset
Ticket Categorization	<b>Request Type : Incident</b> <b>Category:</b> Identity/Access Management <b>Sub Category:</b> Active Directory <b>Item:</b> Password Reset
Next level escalation	<b>Next Line Resolver Group:</b> Mndt - JML

## Description of the Issue:

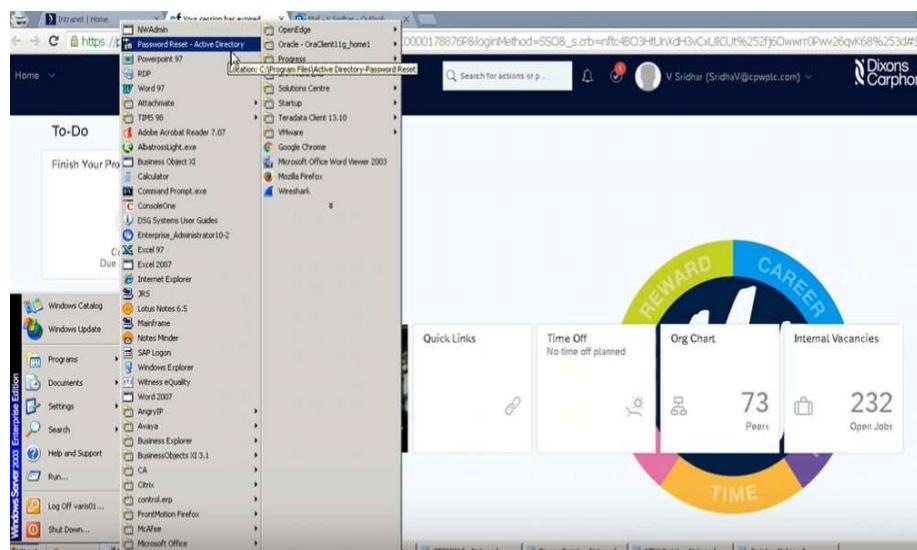
- Steps to Reset Password for Dixons AD
- This KB can be used for resetting password for applications associated with AD

## Pre-requisites:

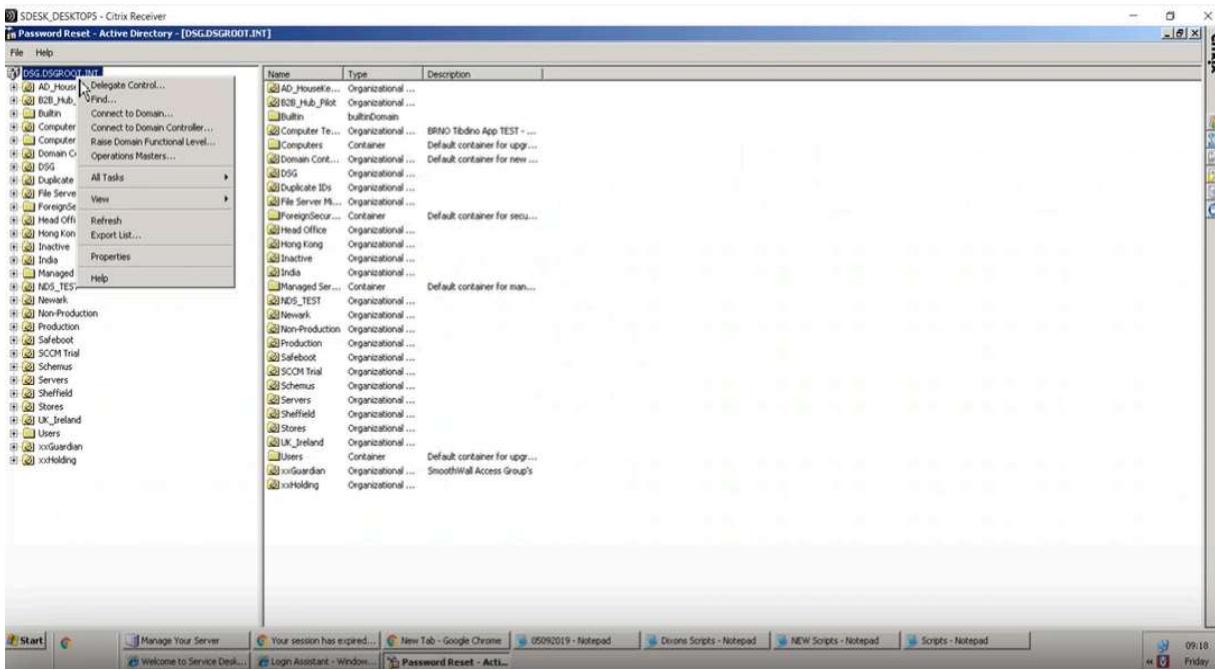
- SD should have access to Dixons Active Directory
- SD should verify user details and DOB on Success factor

## Procedure:

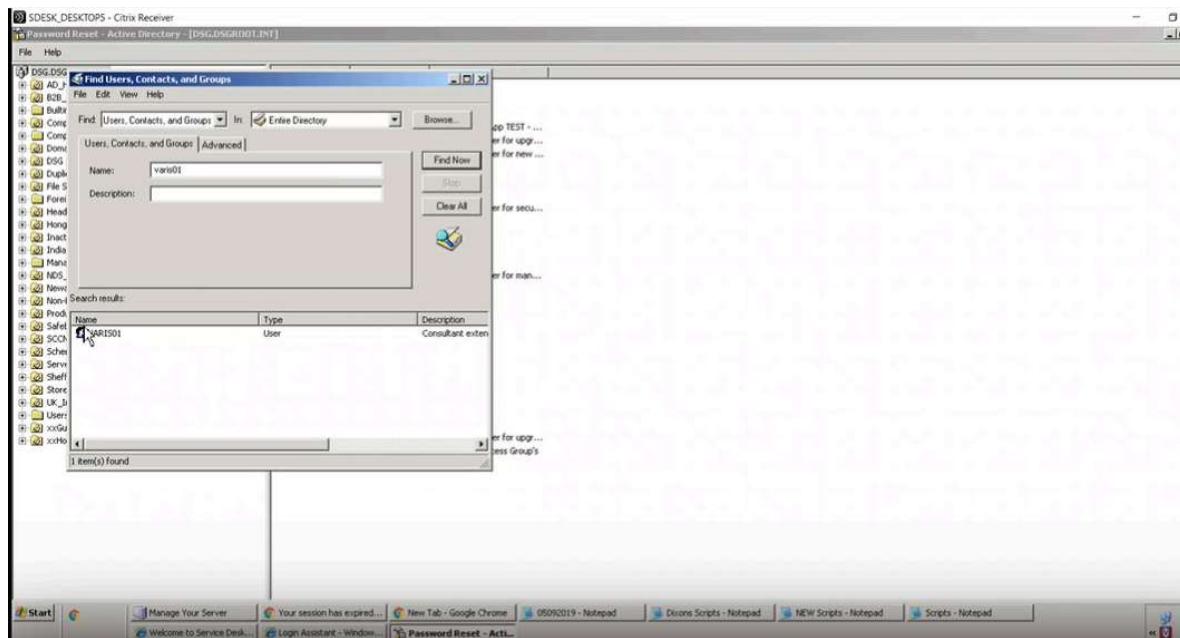
- Open the AD – password reset by clicking on **start > programs >Password Reset > Active Directory**



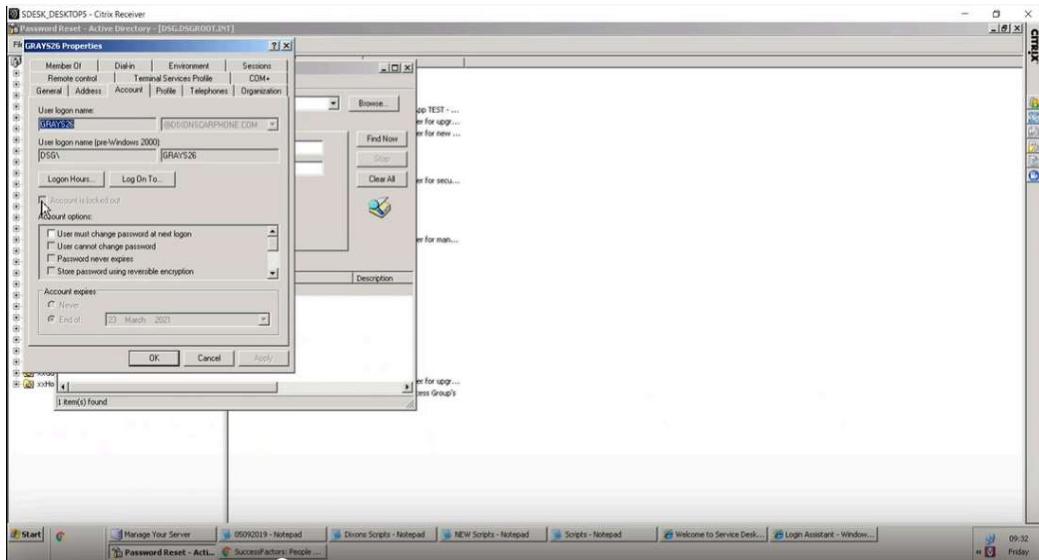
- After the AD console is launched right click on DSG.DSGROOT.INT and click on find



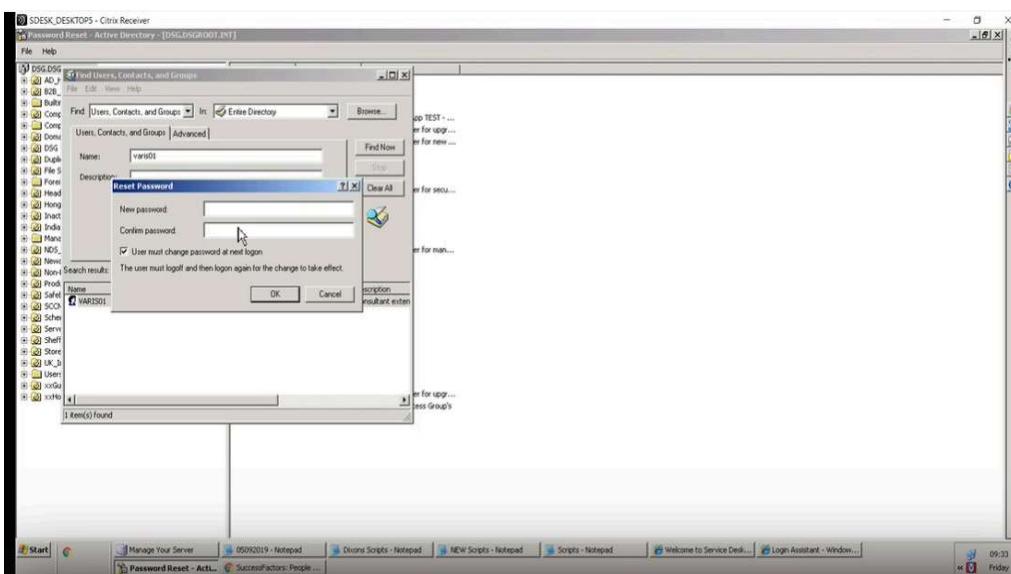
- Enter the user id of the user by choosing from Entire Directory and click on find now



- Right click on the user and go to password reset, after checking the validity of the account and if the account is locked



- Give a password for the user and check the **user must change password at next logon** option and click on OK



- Check if the user has been able to login. Confirm and close the ticket

#### Service Now Template:

- Citrix Password Reset – Forgot (This can vary with the application the user has reported)

#### Resolution Comments:

- Reset the password from Dixons AD

**Most recent tasks**  [INC2424149 - MFA RESET REQUEST \(task.do?\)](#)

[sys\\_id=4b650b06fb2c62104cd4f46daaefdc1&sysparm\\_referring\\_url=kb\\_view.do.](#)  [INC2424126 - DSG Password Reset \(task.do?\)](#)  
[sys\\_id=27c0c342fbe862104cd4f46daaefdc8c&sysparm\\_referring\\_url=kb\\_view.do.](#)  [INC2423868 - DSG Password Reset-Expired \(task.do?\)](#)  
[sys\\_id=81940686fb2062104cd4f46daaefdc9c&sysparm\\_referring\\_url=kb\\_view.do.](#)  [INC2425412 - Citrix Password Reset-Forgot \(task.do?\)](#)  
[sys\\_id=22c540fafbe8a6104cd4f46daaefdc8b&sysparm\\_referring\\_url=kb\\_view.do.](#)  [INC2419876 - Citrix Password Reset-Forgot \(task.do?\)](#)  
[sys\\_id=8c777645fb68ee104cd4f46daaefdc2&sysparm\\_referring\\_url=kb\\_view.do.](#)  [INC2425506 - Citrix Password Reset-Forgot \(task.do?\)](#)  
 [INC2424874 - DX - ECLIPSE PASSWORD 9.2 \(task.do?\)](#)

[sys\\_id=11b6c0e6fb6826104cd4f46daefdcb7&sysparm\\_referring\\_url=kb\\_view.do](#)) □ [INC2425467 - Citrix](#)

[Password Reset-Forgot \(task.do?\)](#)

[sys\\_id=f057d8b6fb20e6104cd4f46daefdc28&sysparm\\_referring\\_url=kb\\_view.do](#)) □ [INC2424787 - Webmail](#)

[Password reset-Forgot \(task.do?\)](#)

[sys\\_id=8b3923d6fb2426104cd4f46daefdc1a&sysparm\\_referring\\_url=kb\\_view.do](#)) □ [INC2425464 - Citrix](#)

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[sys\\_id=edc594bafbeca6104cd4f46daefdcceb&sysparm\\_referring\\_url=kb\\_view.do](#))



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Helpful?

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