Dixons AD – Password Reset

KB0010093

★ ★ ★ ★ ★   2166 views

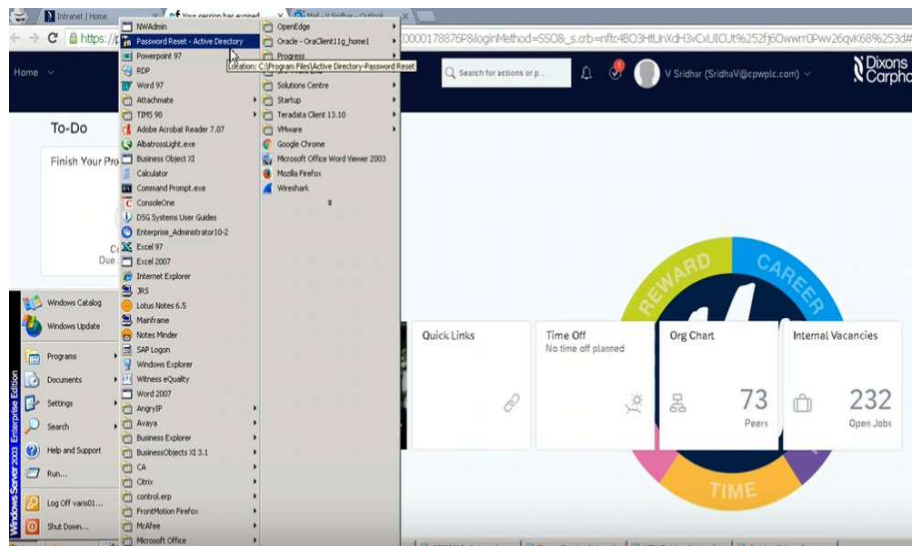| Application/Hardware	Dixons Active Directory
Issue Description	Dixons AD – Password Reset
Ticket Categorization	**Request Type : Incident** **Category:** Identity/Access Management **Sub Category:** Active Directory **Item:** Password Reset
Next level escalation	**Next Line Resolver Group:** Mndt -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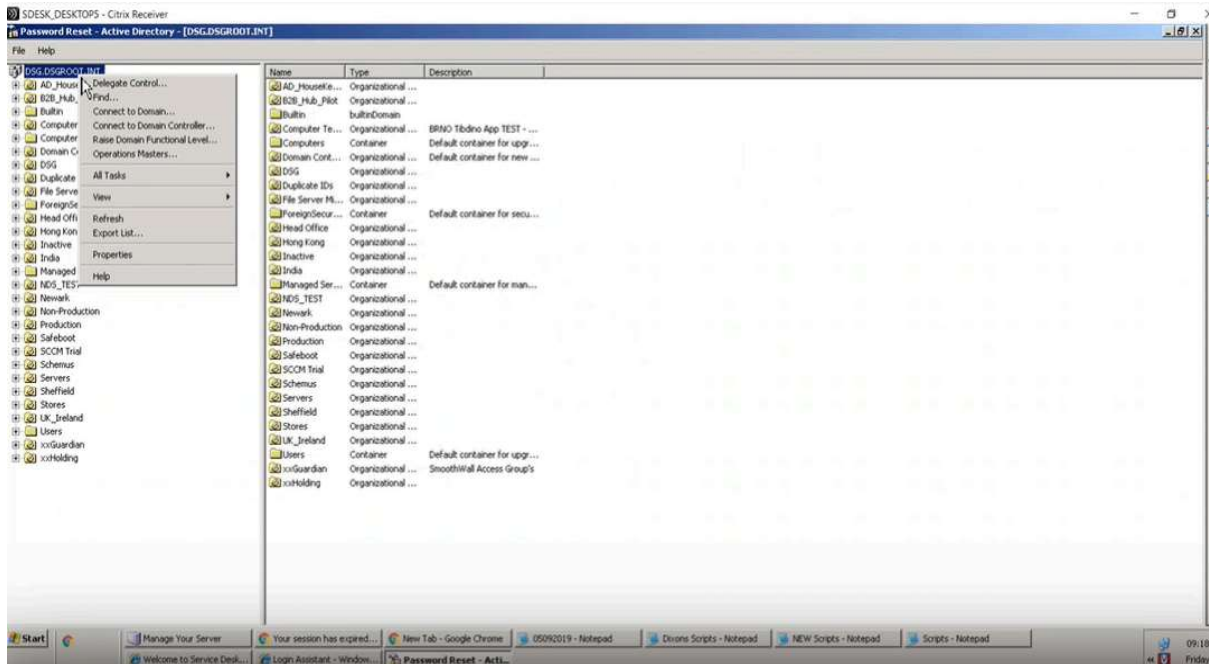
Pre-requisites:

- **SD should have access to Dixons Active Directory**
- **SD should verify user details, the DOB, Colleague ID and their Line Manager on Success factor.**
- **In case any user is unable to provide the above falls back to Manager escalation.**
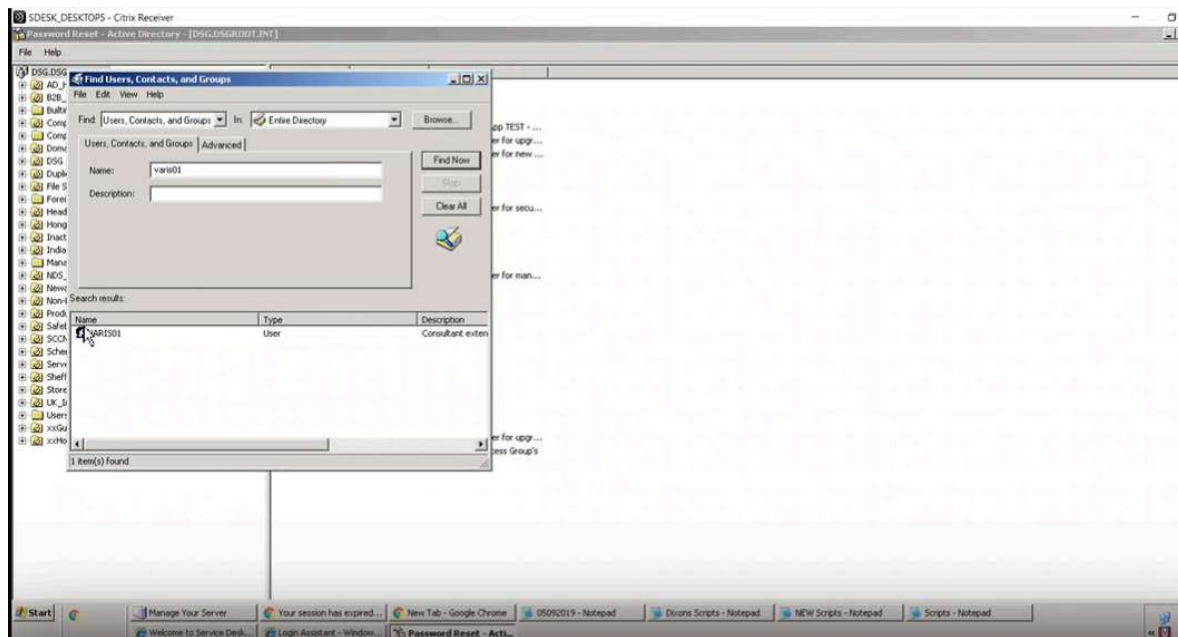- **SD should perform the above for any request to reset or add new MFA.**

Procedure:

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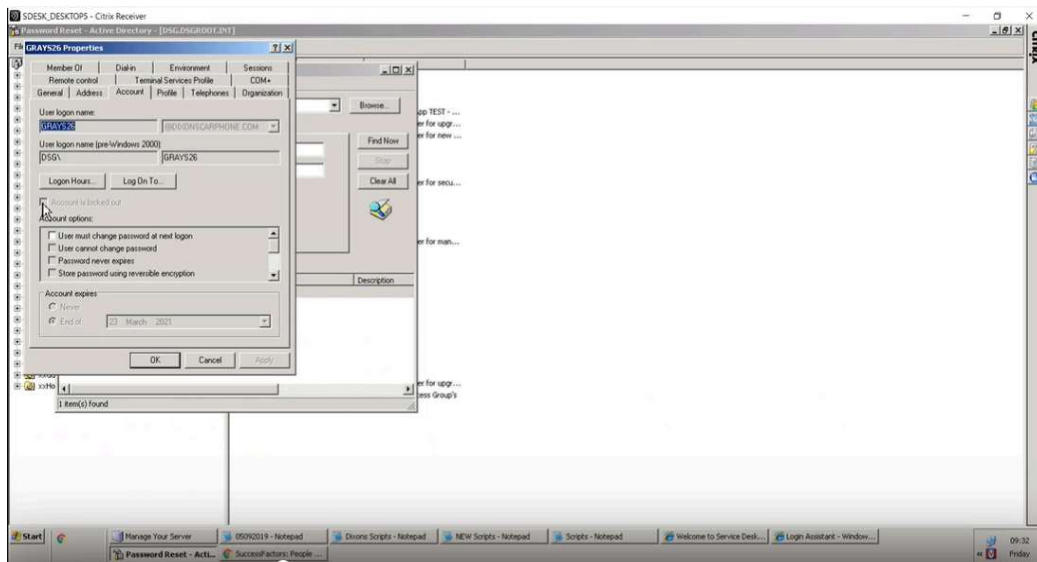

- After the AD console is launched right click on DSG.DSGROOT.INT and click on find
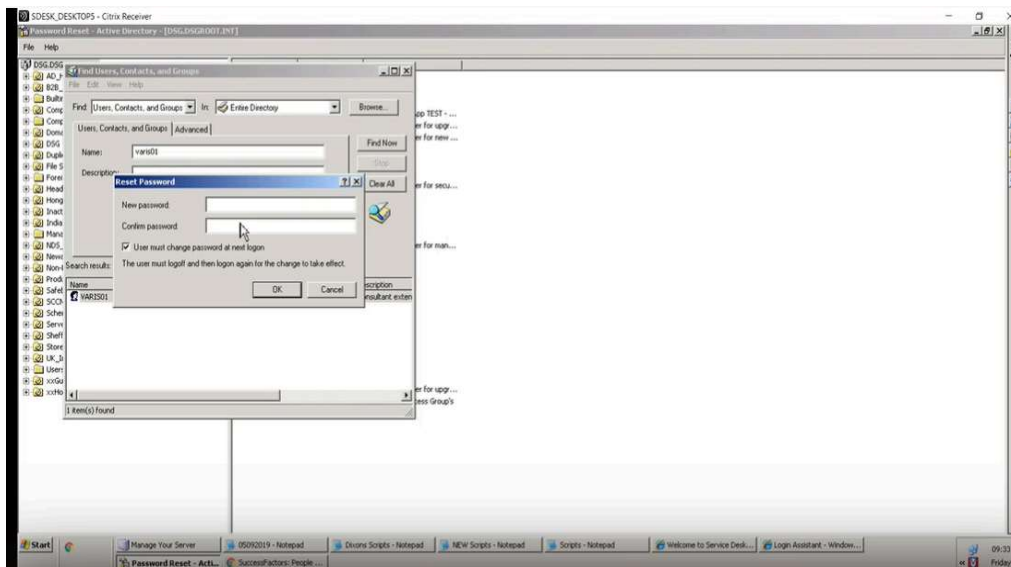
- Enter the user id of the user by choosing from Entire Directory and click on find now

- 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 🗋 INC2495058 - User needs a password Reset for DSG Citrix (task.do?
sys_id=dc2a4e3efba92e104cd4f46daeefdc33&sysparm_referring_url=kb_view.do)   🗋 INC2494347 - User needs a password Reset for DSG Citrix (task.do?
sys_id=9e2329a2fba1a610e020feceaeefdcf2&sysparm_referring_url=kb_view.do)   🗋 INC2493943 - User needs a password Reset for DSG Citrix (task.do?
sys_id=def44926fb616610e020feceaeefdc05&sysparm_referring_url=kb_view.do)   🗋 INC2494170 - AD Password Reset (task.do?sys_id=685395eafbe96610e020feceaeefdcec&sysparm_referring_url=kb_view.do)   🗋
INC2494237 - User needs a password Reset for DSG Citrix (task.do?
sys_id=b396d5a6fb6d6610e020feceaeefdcc6&sysparm_referring_url=kb_view.do)   🗋 INC2493060 - Citrix Password Reset-Forgot (task.do?
sys_id=2de3c99afb69a210e020feceaeefdc91&sysparm_referring_url=kb_view.do)   🗋 INC2494398 - User needs a

password Reset for DSG Citrix (task.do?
sys_id=da896d2efb25a610e020feceaeefdc81&sysparm_referring_url=kb_view.do)   📄 INC2493902 - User needs a
password Reset for DSG Citrix (task.do?
sys_id=4741092efbed2610e020feceaeefdc07&sysparm_referring_url=kb_view.do)   📄 INC2495288 - Citrix
Password Reset-Forgot (task.do?
sys_id=2be536b6fbad6e104cd4f46daeefdcf1&sysparm_referring_url=kb_view.do)   📄 INC2495859 - Citrix
Password Reset-Forgot (task.do?
sys_id=d1f7b643fbed22504cd4f46daeefdc88&sysparm_referring_url=kb_view.do)

Authored by Rubina Chandan
Last modified 2 weeks ago

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