KB LEVEL: DSE	KB ARTICLE *How to Reset Domain Accounts*	KB NUMBER: KB-DSE-2019

KB Category:	**Request Desktop Login Account**		
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Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

Note that request for user's Windows account unlock/reset should come from their immediate head.

Procedures:
Step 1: When an email/call request as such comes in, log on to OSTicket and create a ticket for the request to reset/unlock Windows profile.
Step 2: Respond to the email with the ticket number.
Step 3: Next, to reset the password, connect to the management PC via RDP using your elevated Domain Account.
   IP Address: 172.22.18.200
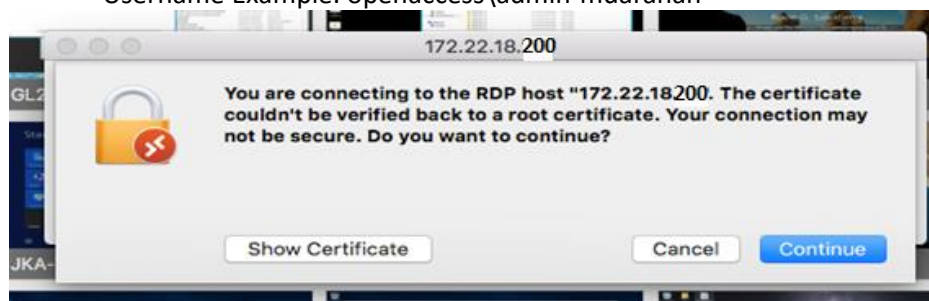   Username Example: openaccess\admin-mdarahan

Figure 1: It shows that the user is connecting to the RDP.

Step 4: Press Windows key > Scroll down and Select Windows Administrative Tools > Click the Active Directory Users and Computers.
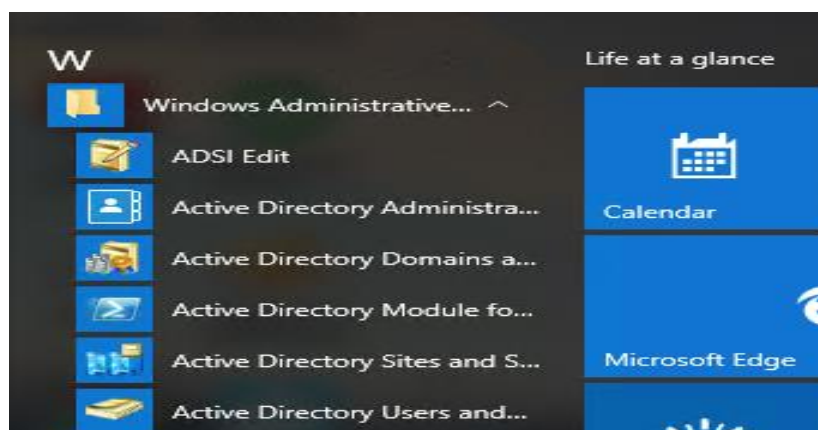

Figure 2: It show the files in Windows Administrative Tools.

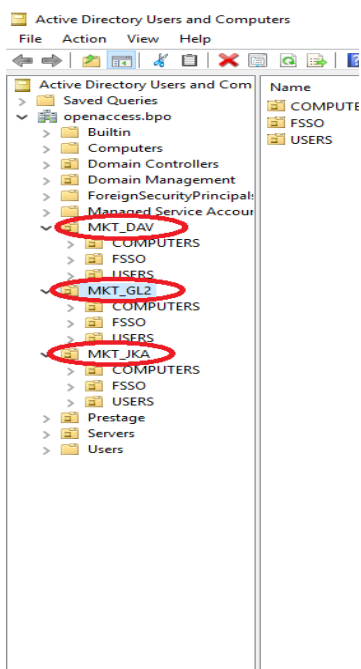**Step 5:** Expand openaccess.bpo Domain.

Figure 3: It shows the Users per Site (MKT_DAV, MKT_GL2, MKT_JKA).

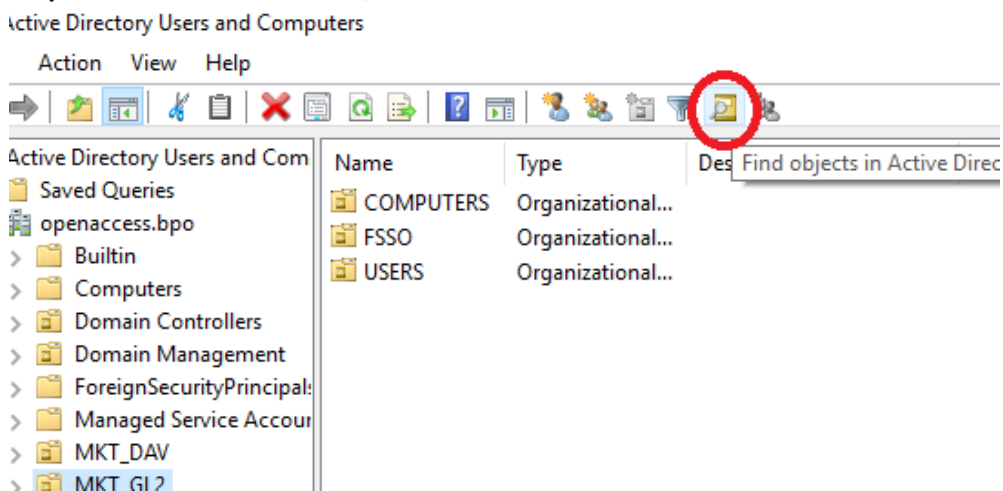**Step 6:** To reset the Password, Click the book search icon.

Figure 4: It shows the Book Search icon for Search.

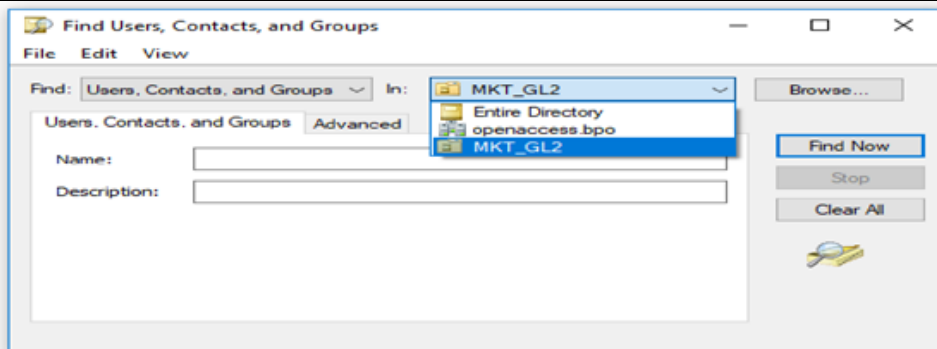**Step 7:** Next, Click the Dropdown and select entire directory.

Figure 5: It shows the search for the users.

Step 8: Search Users account by Entering the Last name or the users Logged on profile name.
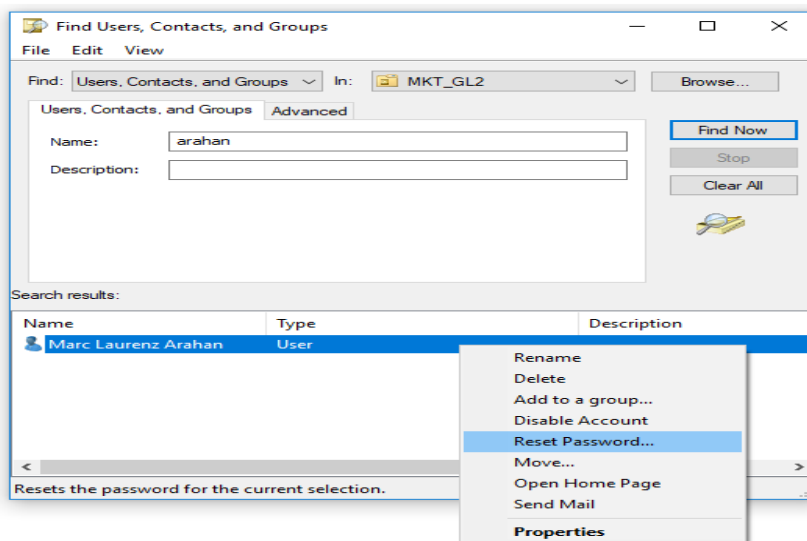

Figure 6: Right click the profile, and then click Reset Password.

Step 9: Input the New password and Confirm password and don't forget to check the unlock the user's account and User must change password at next logon.
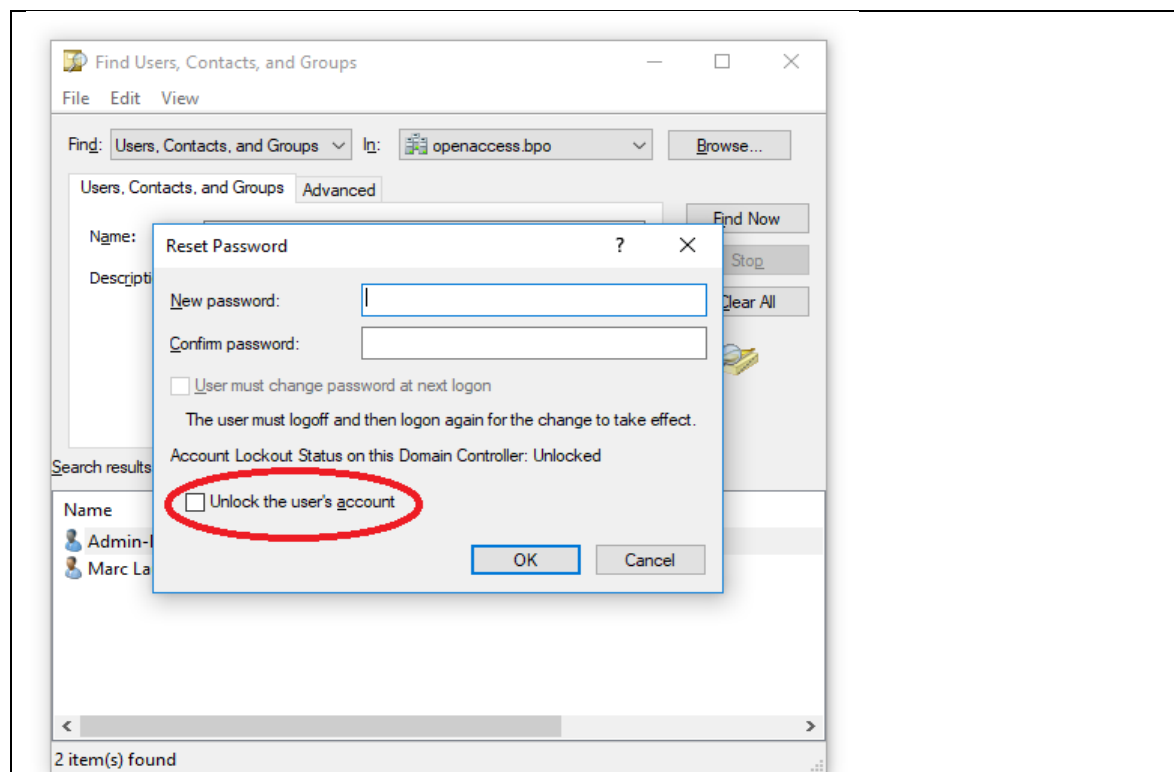
Figure 7: Make sure to check the unlock the user's account.

Step 10: Respond to the email with the password you have set for the Windows account.

Verification:
Step 1: The immediate should confirm that user was able to successfully log on to their Windows account.
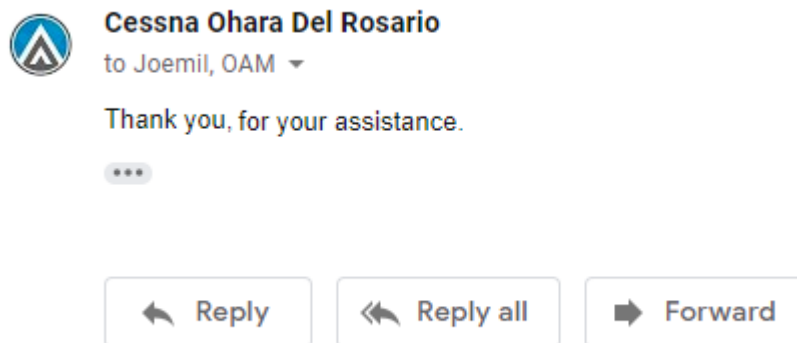

Figure 8: It show the Immediate head's Confirmation that the agent was able to login successfully.