

# GSD. Work Instruction - How to use Active Directory

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/a9925c08c38a1a100acd3300150131f8',

'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

How to find user in Active DirectoryHow to reset user's password in AD console

Alternative names of the system:

AD

**IMPORTANT NOTICE:**

Please check KB0016151 GSD. Windows - AD account password reset before resetting user's password.

Solution:

How to access Active Directory:

To open Active Directory find AD-Console.msc on your Citrix desktop and double-click on it.

If you are searching for a computer in AD, or looking for a way to re-enable one, please check KB0039740: GSD. How to re-enable a disabled asset in Active Directory

How to search for users:

First, check the user's domain. It can be looked-up in the ServiceNow. To see the domain search for the user in ServiceNow 'new incident' view and click on 'preview this record' button on the right side of 'caller' field and look for ADS sAMAccountname. The three letters before the backslash indicate the user's domain.

Once the user's domain has been checked open active directory, expand the relevant domain's folder, then right-click on the domain and select find. NOTE: You will recognize the proper folder by checking its name. Domain name is included in the name of each of folders as you can see in the screenshot below. New window will open. In the 'Name' field type in user's first and last name then click on 'Find Now'. User's account will show up in the 'Search results' field on the bottom of the window. To see account status and other details right-click on the found user account and select 'Properties'. Once in 'Properties', select the 'Account' tab to see the account's status. How to reset user's password: Please check KB0039737 GSD. Windows - AD account password reset before resetting user's password. Find the user as described above, then right-click on the user's account and select 'Reset Password...' New window will show up. Type in the new password in the both fields and click 'OK'. You'll be informed by a pop-up window that the password has been reset.

In case of any issues with the user's account please gather the details about the fault and user's contact details and assign it to the User Administration team  
Ext\_WW\_OCC-User-Administration\_SLS\_Capgemini.

Issues with the Active Directory itself are handled by Ext\_WW\_AD\_FLS\_Capgemini

Assignment Group:

Ext\_WW\_OCC-User-Administration\_SLS\_CapgeminiExt\_WW\_AD\_FLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

KB0016151 GSD. Windows - AD account password

reset: [https://fmcna.service-now.com/sp?id=kb\\_article&sysparm\\_article=KB0039737KB0016228](https://fmcna.service-now.com/sp?id=kb_article&sysparm_article=KB0039737KB0016228):

GSD. How to re-enable a disabled asset in Active Directory:

[https://fmcna.service-now.com/sp?id=kb\\_article&sysparm\\_article=KB0039740](https://fmcna.service-now.com/sp?id=kb_article&sysparm_article=KB0039740)