

GSD. Windows - AD User Account Password Reset

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'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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Category: {'link':

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General Information:

Possible symptoms/errors:

Internal user wants to reset the Windows password. Citrix user wants to reset their domain password. External user needs to reset their domain password.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

If the user needs a manual password reset, he needs to be authenticated. GSD has rights to reset passwords for EK1 users and D15 users. If an end-user from D15 Medical Care location requires a password reset but their manager field is empty in AD/ServiceNow, SD team should contact Michael Rieth via e-mail for assistance. Agent should do it straight from ServiceNow, putting the ticket on awaiting and make it clear in the work notes they are awaiting a response from Michael Rieth. In urgent cases, if Michael is not available, please contact the Service Point in D15 or fme-campus-hg-it@freseniusmedicalcare.com

Solution:

User Authentication for manual password reset: Ask the user to confirm their manager's name and compare the data with the entered manager in Service Now. The password can only be reset manually if this detail matches. If the manager field is empty or the data is incorrect, user should get it amended by requesting personal data update as described in KB0016149 GSD. General – PDB Maintenance of user data in ServiceNow instead of phonebook.

Details:

Password policy:

Ways to reset the password:

If End User is within Fresenius network, knows their password and just wants to change it, Ctrl+Alt+Del -> Change Password can be used on the computer. If End User knows their old password, it can be changed

here: <https://adfs5.fresenius.com/adfs/portal/updatepassword>

Password Self Service <https://pwreset.ads.fresenius.com/pwm/private/login> - more details on Confluence: <https://confluence.intra.fresenius.de/display/FNCAD/Password+Reset+Self+Service> Citrix users can reset their AD password as per the guidelines provided in KB0015765 GSD. Citrix - Reset

Password for Citrix UsersService Desk can be called if End User does not know their password, or it's already expired – SD will reset the password. For the manual reset you have to authenticate the user first, see steps above. Then reset the password manual using the AD console.

The user will get only the first 4 letters of the new password via phone, the rest of the password will be send out of the GlobalServiceDesk@fresenius.com mailbox via e-mail to the user's manager. User needs to contact their manager to obtain the second half of the password.

The GSD mailbox has to be accessed via Citrix desktop. Every GSD agent should have it mapped to their Fresenius mailbox in Outlook. Please use one of the attached e-mail templates, available both in German and in English. (Click on one of them to download.) After sending the e-mail from the GSD Mailbox the e-mail should be documented in the ticket but before that the password has to be removed from the message. Download and edit the e-mail by replacing the password with *** before attaching it to the ticket's work notes.

It is not possible to reset the password on behalf of someone else.

Password reset for external user:

External end-user needs to ask a Fresenius internal employee to make the request on their behalf. The internal employee should call the Service Desk and request the password reset for the external user. SD Agent will reset the password and provide it in FULL to the internal Fresenius employee via phone and ask them to provide it to the external employee.

To see how to recognize an external user please check KB0016237 GSD. General - How to recognize Internal or External user in Service Now

Password policy – how the password should be set up:

User must remember about password complexity Recommended to pass 3 from 4 points 10 signs or more Small letter Capital letter Special Sign Number User can use UPN or domain\ADaccount (example: Jan.Kowalski@fresenius-netcare.com or FNC\JKowalski)

NOTE: GSD should pass the ticket to Ext_WW_OCC-User-Administration_SLS_Capgemini for the following scenarios:

If the SD Team observes that the user's Manager name is not visible in ServiceNow or if the user does not provide the correct name of his/her Manager External employee does not know any Internal user to raise a ticket on his/her behalf If the user is not able to reset the password using Password Self Service link or the issue does not get resolved even after Service Desk Team resets the password for the user

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Confluence Article:

<https://confluence.intra.fresenius.de/display/FNCAD/Password+Reset+Self+Service>

Password update:

<https://adfs5.fresenius.com/adfs/portal/updatepassword>

Password Self-Service:

<https://pwreset.ads.fresenius.com/pwm/private/login>

