GLOBOMANTICS

Helpdesk Standard Operating Procedures

Procedure ID:	34
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Procedure

This procedure is used to positively identify a user before unlocking a locked account and resetting a user's password.

1. Open a new ticket, select the option `locked account` from the `type` options. Record the user's AD username in the ticket.
2. Switch to the Helpdesk system and select:
   `User Identification for password reset`
3. Search for the user by name or by AD username
4. Ask the user for the ID printed on their smartcard. If the user cannot provide this ask the user to speak with their line manager.
   a. Politely terminate the call.
   b. Update the ticket.
5. If the user provides the correct smartcard number, ask the user for the characters requested by the identification system.
6. Enter the two characters provided by the user and press `validate`.
   NB: This system is case insensitive.
7. If the two characters match, the system will display the message VALIDATED – you can now switch to the AD administration screen to unlock the user's account and reset their password. Remember to choose a unique password for the user's temporary password.
8. If the two characters DO NOT match, the system will request two different characters. Again enter the two characters provided by the user and press `validate.`
9. If the two characters match, go to step 7.
10. If the two characters do not match ask the user to speak with their line manager.
    a. Politely terminate the call.
    b. Update the ticket.