Brennan IT
Active Directory Self Service Portal

User Guide

Introducing the Active Directory Self Service Portal

The Brennan IT Active Directory Self Service Portal is designed to make password resets much faster, allowing users to reset passwords and unlock user accounts in a matter of seconds.
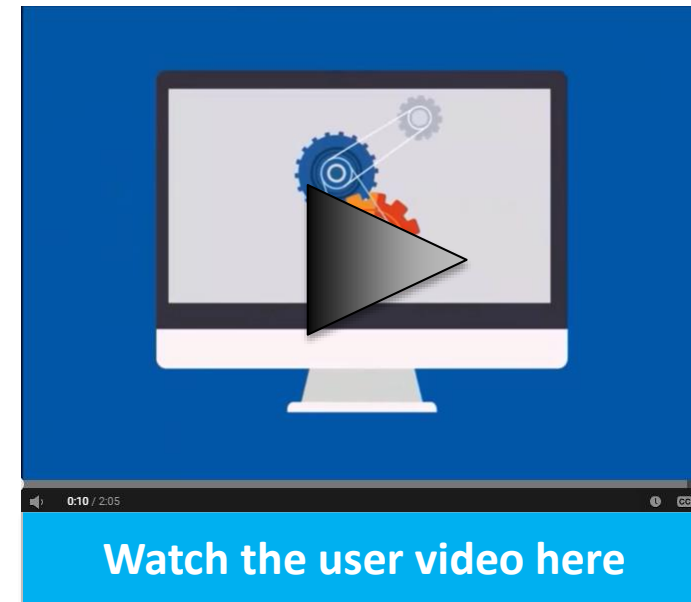
Use this guide to:

How to set up the service

Resetting your password

Performing a password change

Support

0:10 / 2:05

Watch the user video here

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Setting up your service

In order to use the Self Service Portal, you must first enrol…

1. Open your web browser and go to the self service link you have been provided from *within* your network. If you are unsure what the website address is, please contact our service desk on 1300 500 000 or by email service.desk@brennanit.com.au

2. Login using your **Windows Username** and **Password**.

3. You will now be prompted to enrol, select *Click Here*.

4. You will now be taken to the **User Registration** web page.
- Select a Security Question from the drop down list and then enter the answer.
- You are required to set up two questions.
- Once complete, select *Enrol*.

5. If you have enrolled successfully, you will see the screen below.

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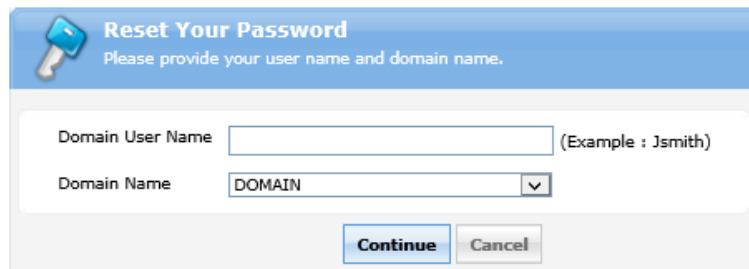
Resetting your password

1. If you have forgotten your password and you are at the Logon Screen, please select CTRL + ALT + DEL and click on **Reset Password / Unlock Account** as shown in the screenshot below.
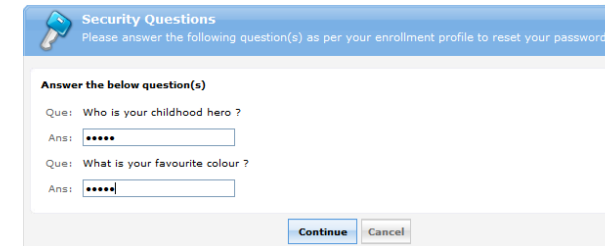
2. When you are prompted, select **Reset Password**.

3. Enter your **username** and leave the default Domain Name, select **Continue**.
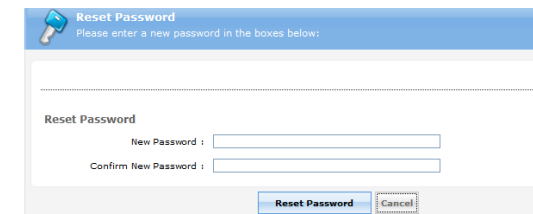
4. On the next screen, enter the answers to the **Security Questions** you set during enrolment.

5. You will be asked to enter your New Password.
Password Requirements Vary: Typically passwords should contain a minimum of eight (8) characters in length with the following attributes:
- Uppercase characters (A to Z)
- Lowercase characters (a to z)
- Base 10 digits (0 to 9)
- Non-alphabetic characters (e.g. !, $, #, %)

6. When you select **Reset Password**, the next screen shows a confirmation that the password reset has been completed successfully.

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Performing a password change

1. To change your password, when you are at your desktop, select **CTRL + ALT + DEL**. You will be presented with the screen shown below, select **Change a Password**.
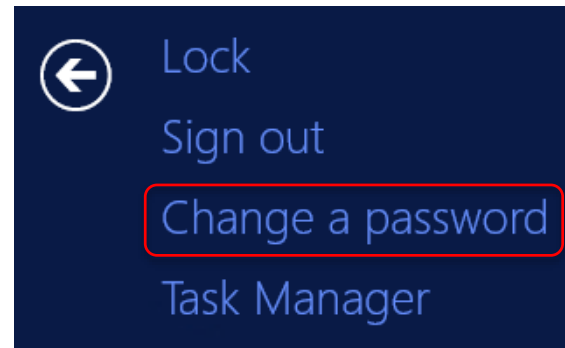
2. You will now be prompted to enter your **Existing** and **New password**. Click on the Arrow once complete.

   For password requirements, please see the previous page.

Support

If you experience any problems, please contact the Brennan IT Service Desk on **1300 500 000**.

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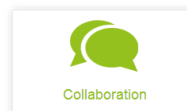
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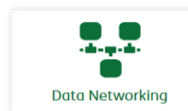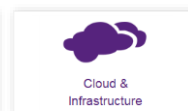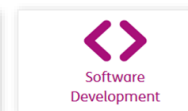Business Internet