

ServiceNow Incident Management Simulation: Domain Account Unlock & Password Reset

This walkthrough demonstrates how to use ServiceNow to simulate, manage, and resolve a common help desk issue: a user being unable to sign in due to a locked-out domain account.

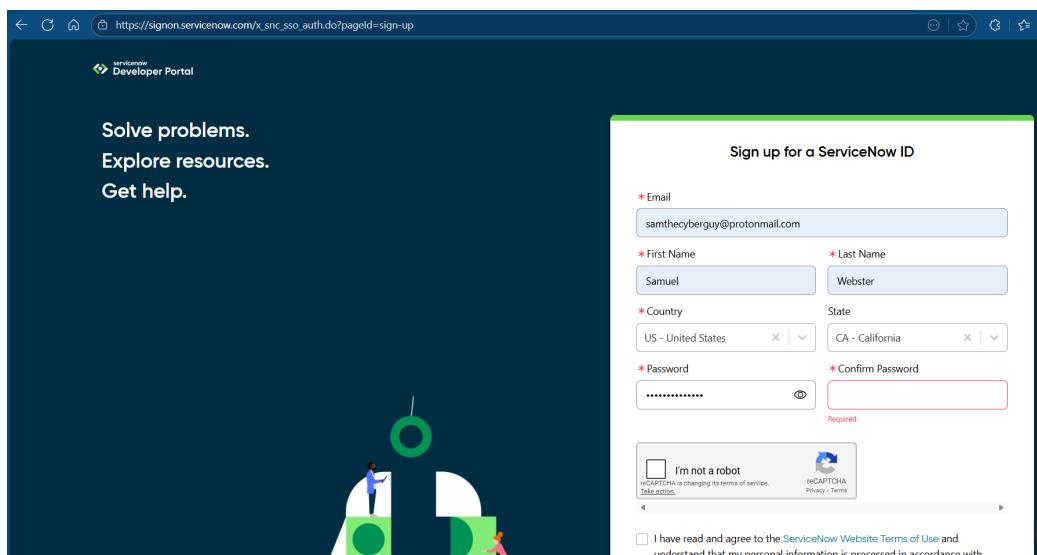
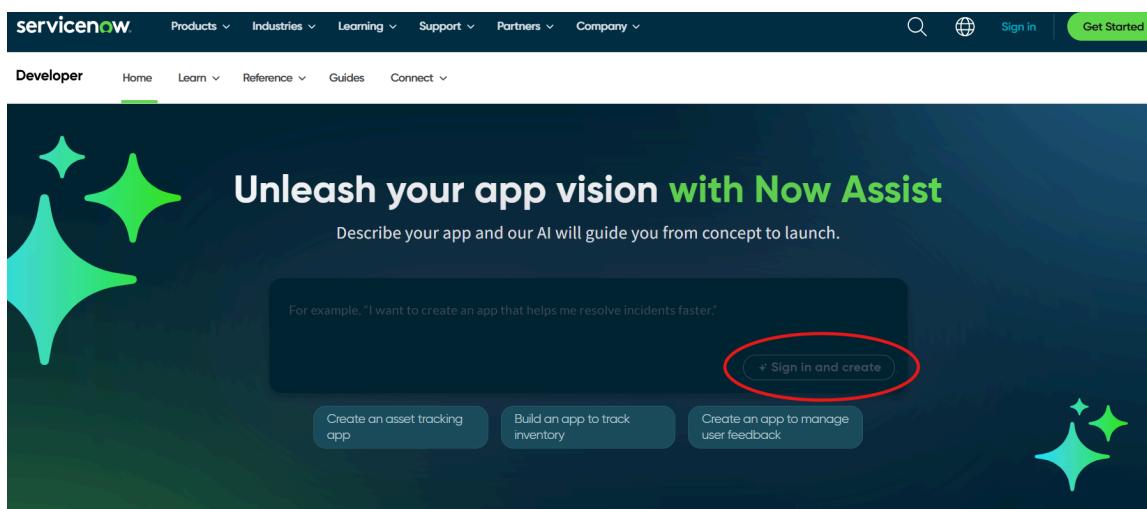
The goal of this exercise is to practice:

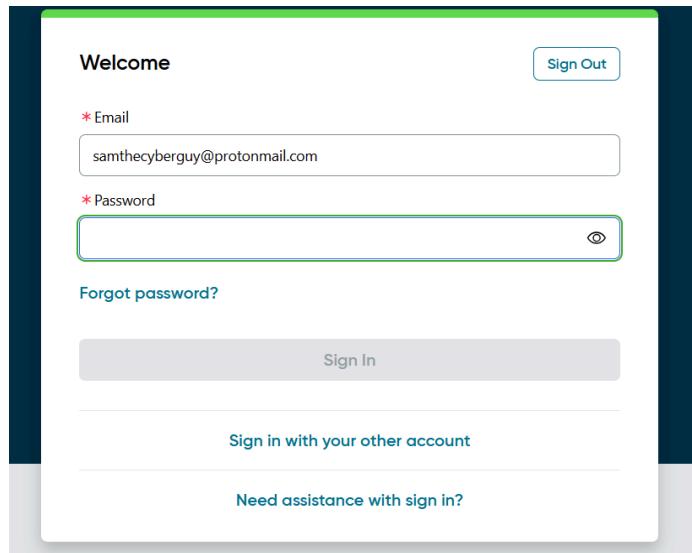
- Creating and logging in as an end user in ServiceNow
- Submitting an incident ticket through the Self-Service portal
- Receiving, triaging, updating, and assigning incidents as an IT support agent
- Performing account unlock and password reset actions using PowerShell
- Communicating status updates with end users through ServiceNow
- Closing incidents with proper work notes, resolution details, and documentation

This lab provides hands-on experience with the **full ServiceNow incident lifecycle**, from ticket creation to technical troubleshooting and final resolution.

1) Create a free ServiceNow Developer Instance (PDI)

1. Open a browser on your **host machine**.
2. Go to developer.servicenow.com and create/sign in to a developer account.





GETTING STARTED

Hello, Samuel! Help us tune your experience.

1

2

Do you code?

Yes

I need a developer oriented IDE.

No

I need a guided experience.

Next

GETTING STARTED

You are ready to create something great!

1 2

What best describes your job responsibilities? (Optional)

- Developer
- Designer
- IT Admin
- Other



I have read and agree to the ServiceNow Developer site terms of use.

Previous

Finish Setup

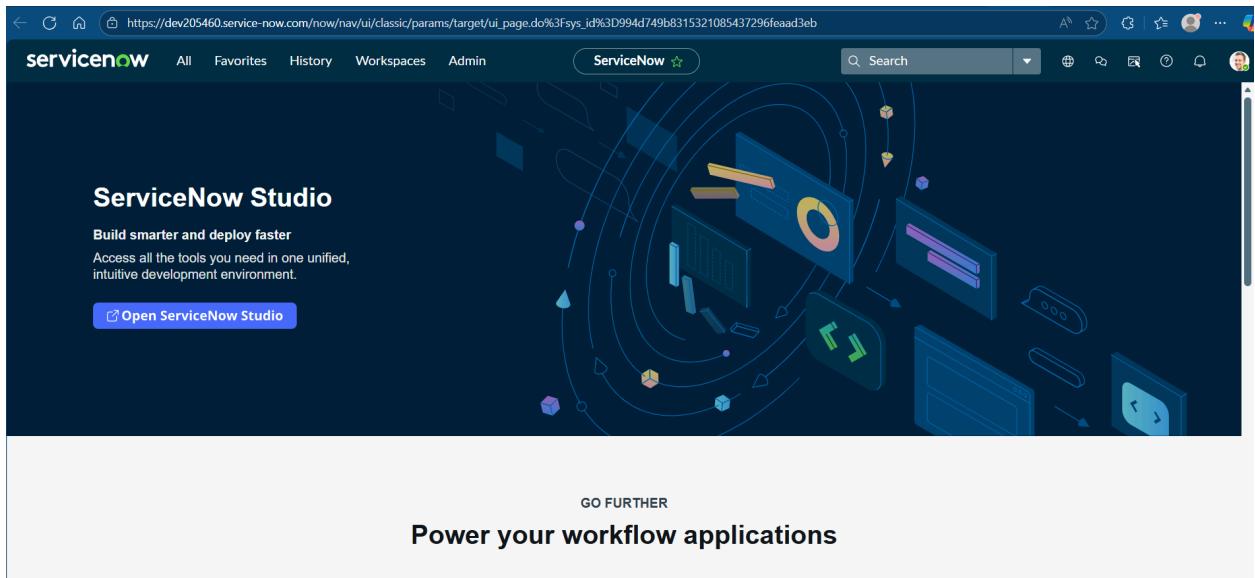
3. After sign-in: choose **Request instance** in the top right of the screen.

The screenshot shows the ServiceNow developer portal. The top navigation bar includes links for MyNow, Products, Industries, Learning, Support, Partners, and Company. Below the navigation is a secondary menu with 'Developer' selected, followed by Home, Learn, Reference, Guides, and Connect. In the top right corner, there is a search bar, a globe icon, and a user profile icon. A prominent green button labeled 'Request instance' is located in the top right area, which is circled in red.

4. After about 30 seconds to a minute, click **Start building**. Wait a few moments for provisioning.

The screenshot shows the ServiceNow developer portal after provisioning. The top navigation bar and secondary menu are identical to the previous screenshot. In the top right corner, there are two buttons: 'Manage my instance' and 'Start building'. The 'Start building' button is highlighted with a red circle.

5. When the instance is ready, click **Open Instance**. You'll see a URL like:
<https://devXXXXXX.service-now.com>



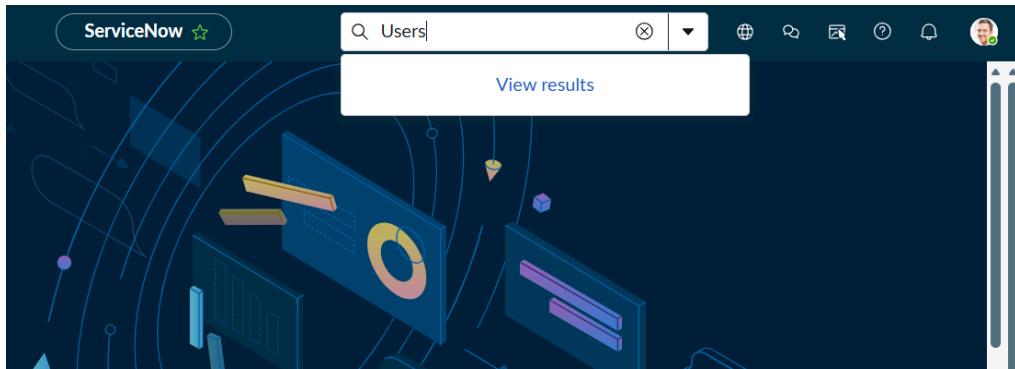
Note: ServiceNow is cloud-hosted – you do everything through this URL in a browser.

2) – Create a Password Reset/Locked-Out Ticket (End-User Simulation)

Do these from your host browser using your admin account.

2.1 Create an End User and Log in as the End User

1. On your ServiceNow home page, type “Users” into the filter navigator.



2. Click People - Users.

A screenshot of the ServiceNow search results page for "Users". The search bar at the top shows "Search Results - Users". The main area displays a list of users with their names, email addresses, and roles:

User Type	Name	Email Address	Role
SU	survey user	survey.user@example.com	None
UI	User ITIL	User_ITIL@example.com	None
AU	ATF User	ATF.User@example.com	None
PU	Password User	pwd.user@example.com	None
PU	PDI Analytics User	pdi.analytics.user@example.com	None
SU	Sitemap Scheduler User	None	None
MU	ml_report.user	None	None
SU	Security Center Data Collection User	None	None
CU	Certification User	certification@example.com	None

To the right of the user list is a sidebar with various navigation links and counts:

- Tasks - Incidents (28)
- Tasks - Change Requests (68)
- Tasks - Change Tasks (1)
- Tasks - Problems (2)
- People - Users (15)** (This link is circled in red)
- People - Groups (12)
- Knowledge & Catalog - Knowledge (17)
- Knowledge & Catalog - Catalog Items (9)

3. Click Go to list view.

The screenshot shows a user interface for managing users. At the top, there's a search bar with the placeholder 'Users'. Below the search bar, there are two user profiles displayed. The first profile is for 'ATF User' with the email 'ATF.User@example.com'. The second profile is for 'Siteman Scheduler User'. At the bottom of the list, there are navigation links for 'Tasks - Incid...', 'Tasks - Chai...', 'Tasks - Chai...', 'Tasks - Prob...', and 'People - Us...'. A red circle highlights the 'Go to list view' button, which is located just above the 'Siteman Scheduler User' profile.

4. To create a new user click **New** in the top right corner.

The screenshot shows a list of users in a table format. The columns are labeled 'Active', 'Created', and 'Updated'. The 'Active' column contains values like '=true' and 'true'. The 'Created' and 'Updated' columns show dates and times. A red circle highlights the 'New' button, which is located in the top right corner of the table header. The table lists several users, including 'Admin@example.com', 'John@example.com', and 'John@ple.com'.

Active	Created	Updated
=true	Search	Search
true	2014-01-09 15:28:33	2025-11-23 18:28:13
true	2016-07-07 11:56:17	2025-11-23 18:28:13
John@example.com	2012-10-02 11:40:54	2025-11-23 18:28:07
	2025-11-23 19:02:30	2025-11-24 08:23:50
Admin@example.com	2012-03-19 18:02:55	2025-11-23 18:28:11
John@ple.com	2004-07-03 11:26:21	2025-11-23 18:28:10
	2017-08-23 15:51:03	2025-11-23 18:28:12
John@example.com	2013-07-26 10:28:50	2025-11-23 18:28:11

5. Fill in the following information for your End User:

- **First name:** John
- **Last name:** Doe
- **User ID:** john.doe
- **Email:** john.doe@simotech.com

- Make sure to leave the **Active** box checked.
- Click **Submit**.

User ID: john.doe

First name: John

Last name: Doe

Title: HR Specialist

Department: HR

Email: john.doe@simotech.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Active:

Internal Integration User:

Photo: Click to add...

Submit

Related Links
[View linked accounts](#)
[View Subscriptions](#)

6. Confirm the End User has been created and click **All** (this will remove the conditions and show all users).

All : Keywords = Users > Active = true

User ID	Name	Email	Active
ATF.User	ATF User	ATF.User@example.com	true
ml_report.user	ml_report.user		true
User_ITIL	User ITIL	User_ITIL@example.com	true
rick.berzle	Rick Berzle	rick.berzle@example.com	true
approver	Approver User	approver@example.com	true
inventory_admin	Inventory Admin	Inventory.Admin@example.com	true
itil	ITIL User	itil@example.com	true
sitemap.scheduler.user	Sitemap Scheduler User		true
aes.creator	Creator User		true
certification_user	Certification User	certification@example.com	true
pwd.user	Password User	pwd.user@example.com	true
pdi.analytics.user	PDI Analytics User	pdi.analytics.user@example.com	true
securitycenter.user	Security Center Data Collection User		true
Help Desk	User 1	help.desk@example.com	true
survey.user	survey user	survey.user@email.com	true

1 to 15 of 15

7. Now type **john.doe** in the **User ID** search bar to see the new End User.

The screenshot shows the ServiceNow user search interface. At the top, there is a navigation bar with links for All, Favorites, History, and Workspaces. Below the navigation bar is a search bar with the text "User ID" and a dropdown arrow, followed by the search term "john.doe". The main area displays a table with columns for "User ID" and "Name". The results are:

User ID	Name
aqib.mushtaq	Aqib Mushtaq
abel.tuter	Abel Tuter
abraham.lincoln	Abraham Lincoln

The screenshot shows a list view of users. The header includes filters for "User ID" and "Search", and buttons for "Actions on selected rows..." and "New". The table has columns: "User ID", "Name", "Email", "Active", "Created", and "Updated". The data is as follows:

User ID	Name	Email	Active	Created	Updated
john.doe	John Doe	john.doe@simotech.com	true	2025-11-24 23:22:42	2025-11-24 23:22:42
john.retak	John Retak	john.retak@example.com	true	2006-07-11 14:04:03	2025-11-23 18:28:09
johnie.minaai	Johnie Minaai	johnie.minaai@example.com	true	2012-02-17 19:04:53	2025-11-23 18:28:13

8. Set a password for the End User by first clicking their **User ID** in the table.

The screenshot shows a list view of users with a red circle around the "User ID" "john.doe". The table has columns: "User ID" and "Name". The data is as follows:

User ID	Name
john.doe	John Doe
john.retak	John Retak
johnie.minaai	Johnie Minaai
johnnie.rheaves	Johnnie Rheaves

9. Click the **Set Password** button.

servicenow All Favorites History Workspaces Admin

User John Doe

User ID	john.doe
First name	John
Last name	Doe
Title	HR Specialist
Department	HR

Password needs reset

Locked out

Active

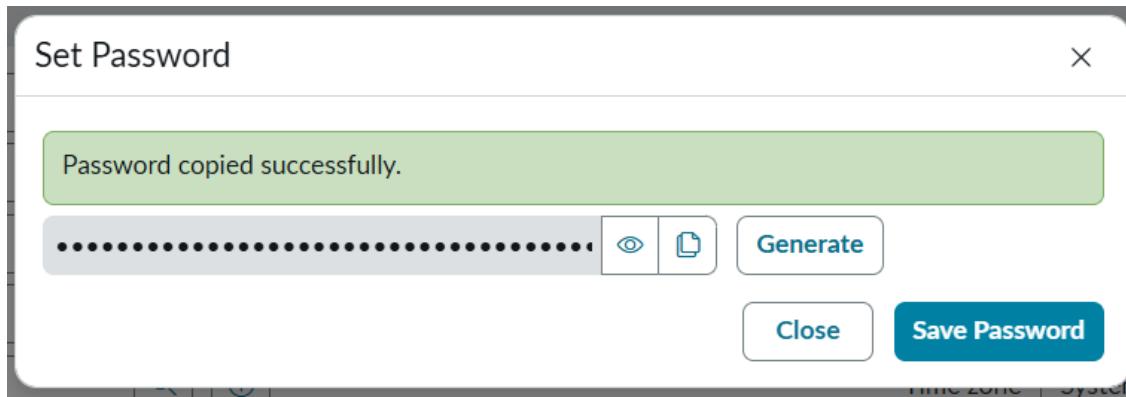
Internal Integration User

Update **Set Password** **Delete**

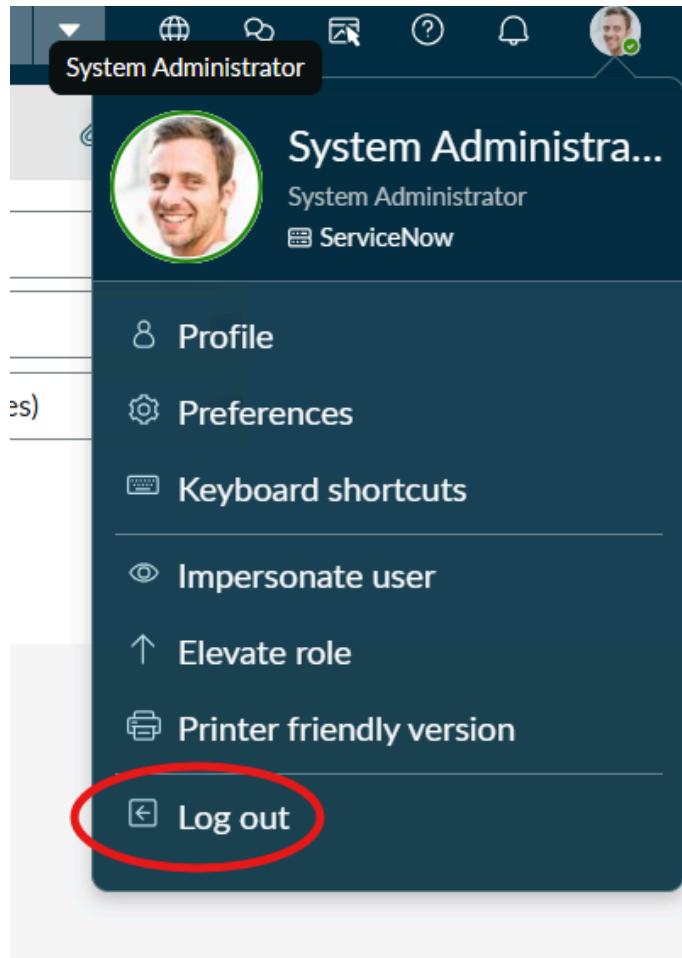
Related Links



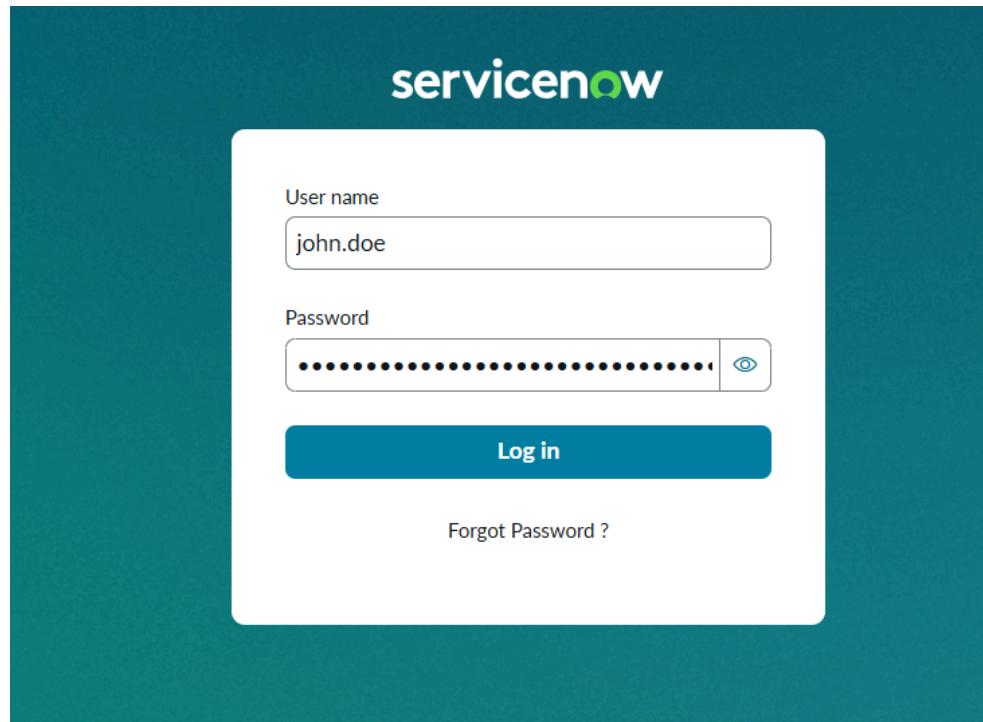
10. Click **Generate** and then **Copy** the password and **Save password**.



11. Log out of your admin account.



12. Log back in using the new user:
 - o **Username:** john.doe
 - o **Password:** (the password you generated)



13. After logging in with the system generated password, it prompts you to create a new password.

A screenshot of the ServiceNow "Change Password" screen. The title "Change Password" is at the top. It shows the user name "john.doe". Below it is a "Current Password" field with a series of dots and an "eye" icon. A section titled "Password Requirements:" lists the following rules:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

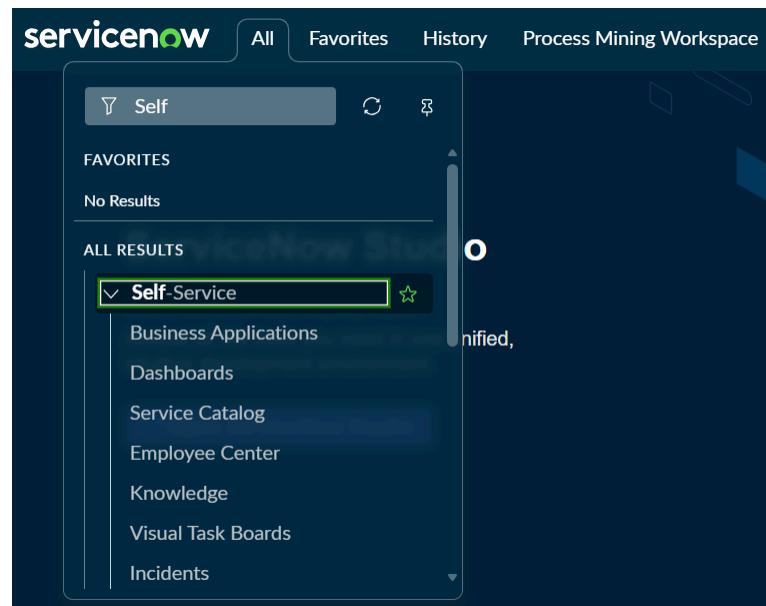
Below these requirements are two password input fields: "New password" and "Confirm New Password", both containing a series of dots. An "eye" icon is next to each. At the bottom is a blue "Submit" button.

14. You are now logged in as the End User.

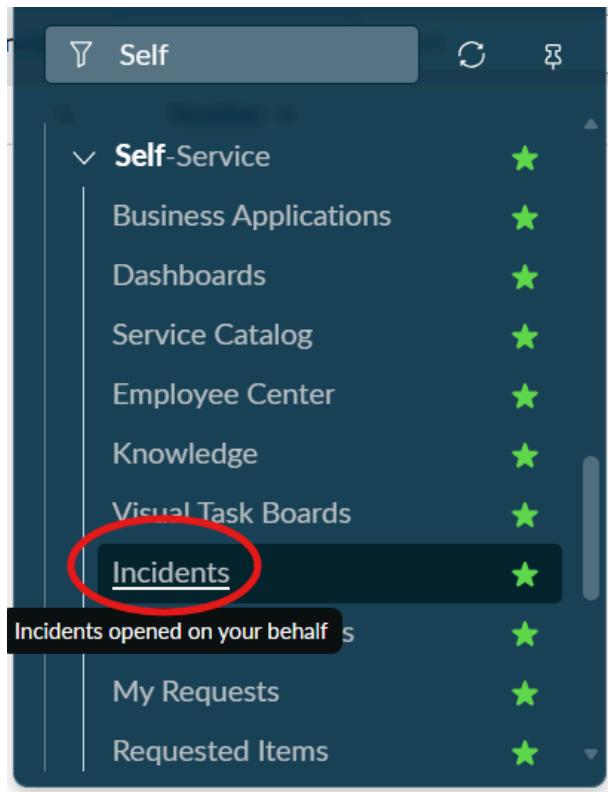


2.2 Submit a Ticket as the Employee

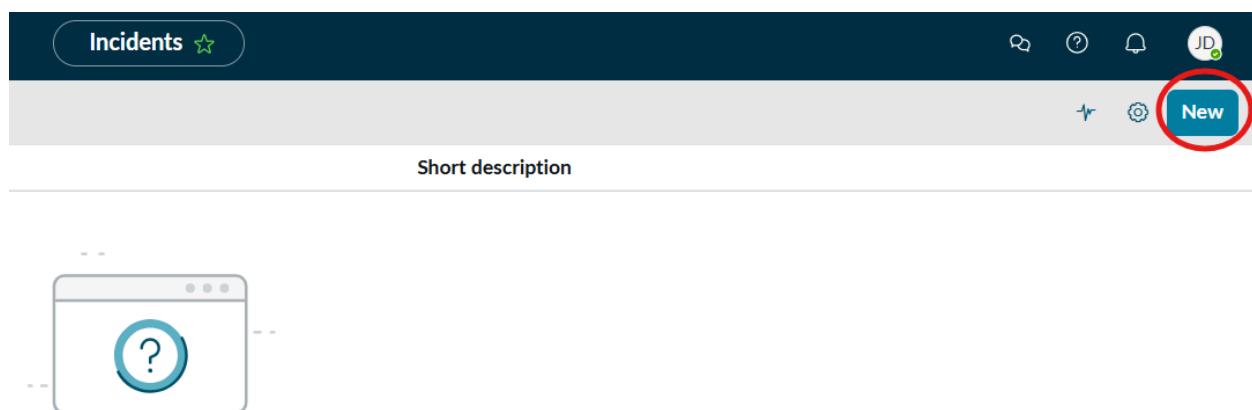
1. In the filter navigator in the top left, look for **Self Service**.



2. Under **Self Service** click **Incidents**.



3. Click **New** in the top right to create a new ticket.

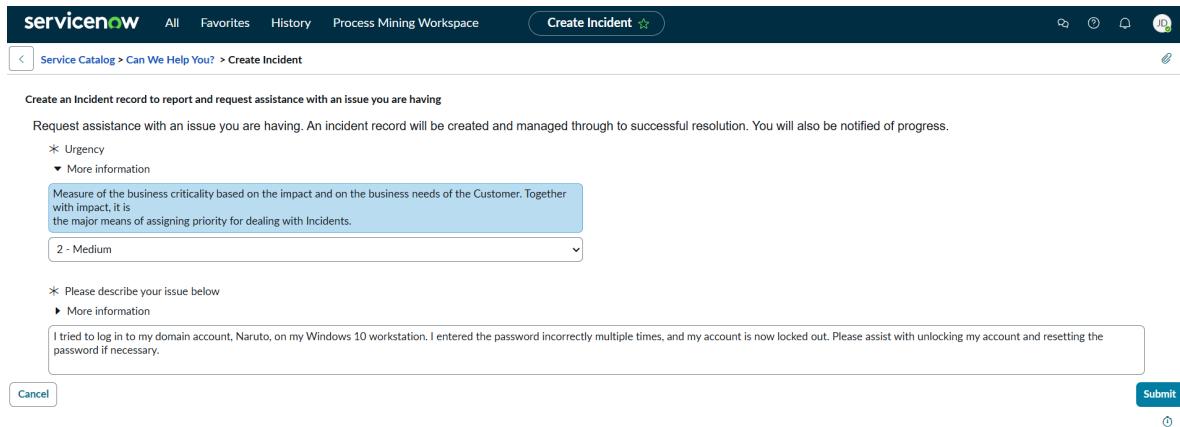


4. Fill out the form:

1. **Urgency:** "2-Medium"

2. Description:

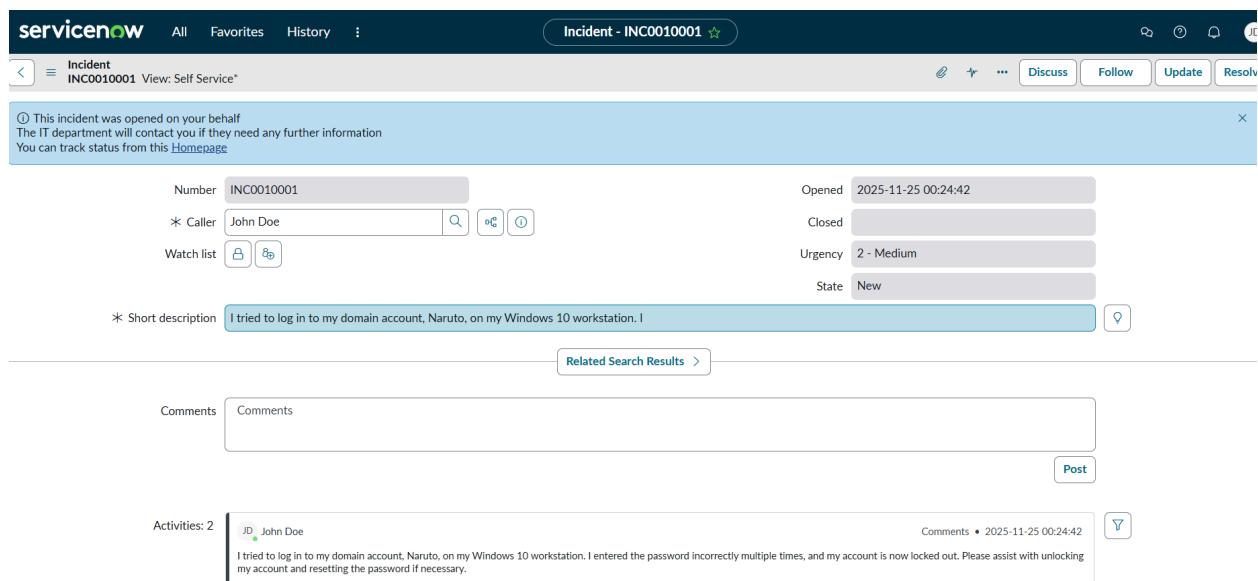
"I tried to log in to my domain account, **Naruto**, on my Windows 10 workstation. I entered the password incorrectly multiple times, and my account is now locked out. Please assist with unlocking my account and resetting the password if necessary."



The screenshot shows the ServiceNow 'Create Incident' page. At the top, there are navigation links for 'All', 'Favorites', 'History', 'Process Mining Workspace', and a 'Create Incident' button. Below the header, a breadcrumb trail shows 'Service Catalog > Can We Help You? > Create Incident'. A sub-header reads 'Create an Incident record to report and request assistance with an issue you are having'. A note below states 'Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.' There is a section for 'Urgency' with a dropdown menu set to '2 - Medium'. The main text area contains the message: 'I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I entered the password incorrectly multiple times, and my account is now locked out. Please assist with unlocking my account and resetting the password if necessary.' At the bottom right are 'Cancel' and 'Submit' buttons.

5. Click Submit.

6. Your ticket has been created.



The screenshot shows the ServiceNow 'Incident - INC0010001' view. The top bar includes 'All', 'Favorites', 'History', and a back arrow. The main title is 'Incident - INC0010001'. Below the title, a message says 'This incident was opened on your behalf. The IT department will contact you if they need any further information. You can track status from this [Homepage](#)'. The incident details are listed: Number (INC0010001), Caller (John Doe), Watch list, Opened (2025-11-25 00:24:42), Closed, Urgency (2 - Medium), State (New). A 'Short description' field contains the same account lockout message. A 'Comments' section is present with a 'Post' button. A comment from 'John Doe' is shown at the bottom, timestamped '2025-11-25 00:24:42'.

servicenow All Favorites History Process Mining Workspace

Incidents

Incidents Number Search

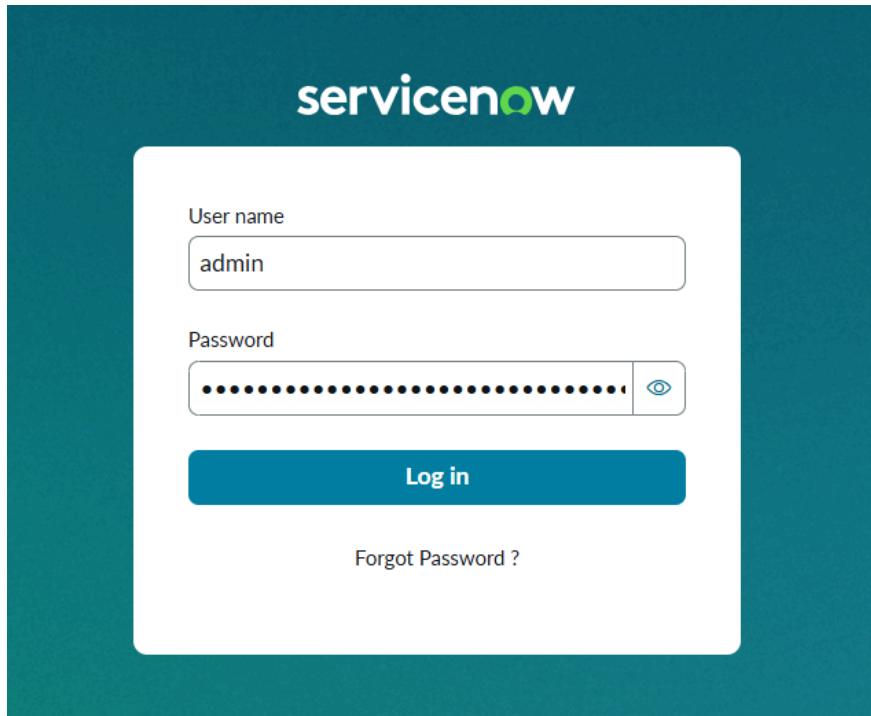
Number Opened Short description

INC0010001 2025-11-25 00:24:42 I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I

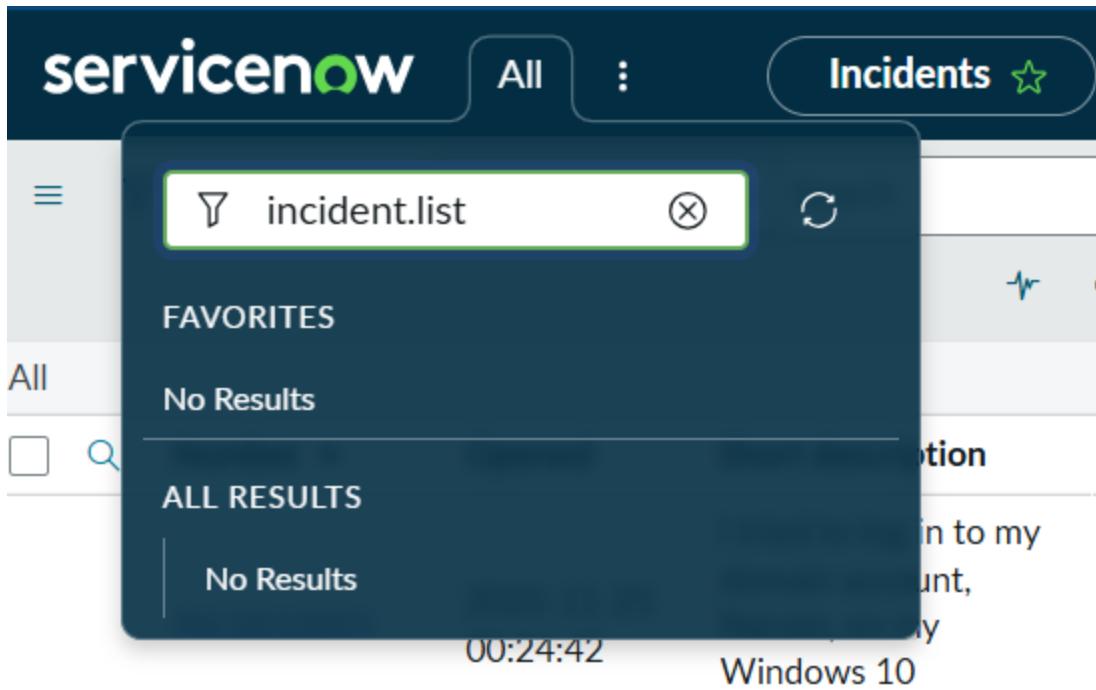
4) Receive, triage and assign the ticket (ServiceNow admin)

On your host (ServiceNow admin):

1. Log in to the ServiceNow instance as your admin account.



2. Type **incidents.list** in the under **All** in the filter search bar in the top left corner.



3. The incident created by the End User should be at the top. Click on the **incident Number**

Incidents						
	Number	Opened	Short description	Caller	Priority	State
<input type="checkbox"/>	INC0010001	2025-11-25 00:24:42	I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I	John Doe	4 - Low	In Progress
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New
	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New

4. Fill out the necessary information in the form:

- **State:** In Progress
- **Assignment group:** Help Desk

- **Comment:** Received. Investigating: will check AD account status and unlock the user's account and reset password.

Incident
INC0010001

Number: INC0010001

Channel: Self-service

State: In Progress

Impact: 3 - Low

Urgency: 2 - Medium

Priority: 4 - Low

Assignment group: Help Desk

Description: I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I entered the password incorrectly multiple times, and my account is now locked out. Please assist with unlocking my account and resetting the password if necessary.

5. Post the comment and click Update.

Comments (Customer visible)

Comments (Customer visible)

Post

Activities: 3

System Administrator: Received. Investigating: will check AD account status and unlock the user's account and reset password.

Comments • 2025-11-25 00:50:12

John Doe: I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I entered the password incorrectly multiple times, and my account is now locked out. Please assist with unlocking my account and resetting the password if necessary.

Comments • 2025-11-25 00:24:42

John Doe: Impact: 3 - Low
Incident state: New
Opened by: John Doe
Priority: 4 - Low

Field changes • 2025-11-25 00:24:42

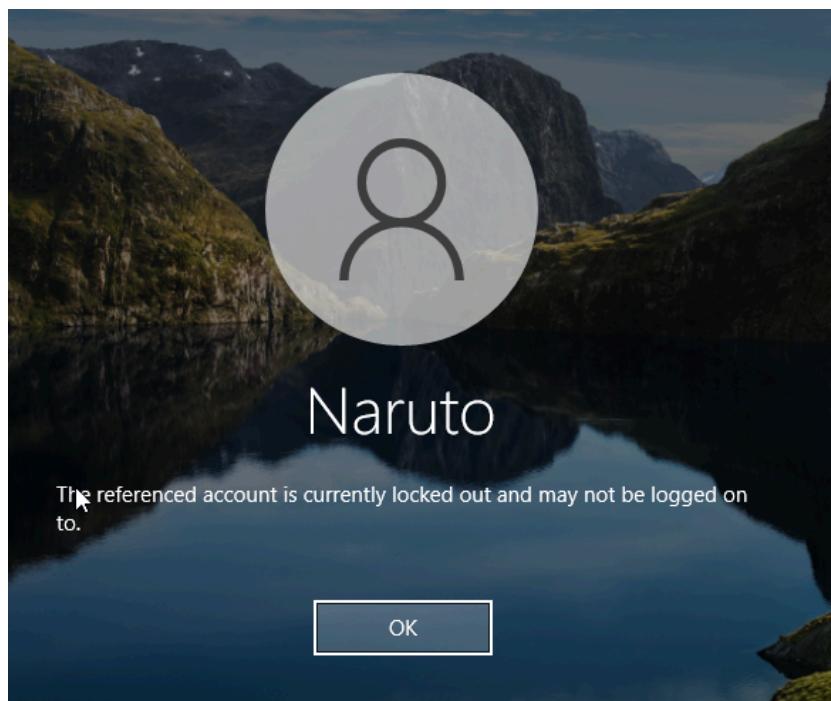
Update Resolve Delete

5) Troubleshoot & fix the issue in your Windows Server 2022 lab

Perform these steps on Server 2022 (domain controller) and the user's Windows 10 machine.

A. Quick checks (on Windows 10 machine)

- Confirm the user's account is locked out.



B. Check on Server 2022 (Domain Controller)

I already did a [walkthrough](#) of unlocking a user account in Active Directory Users and Computers on the domain controller. So, we'll unlock the account and reset the password through an alternative method: PowerShell

1. Import the ActiveDirectory module:

```
Import-Module ActiveDirectory
```

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\Users\Administrator> Import-Module ActiveDirectory
PS C:\Users\Administrator> -
```

2. Check the user's lockout status:

Get-ADUser Naruto -Properties LockedOut | Select SamAccountName,LockedOut

```
PS C:\Users\Administrator> Get-ADUser Naruto -Properties LockedOut | Select SamAccountName,LockedOut
SamAccountName LockedOut
-----
Naruto          True

PS C:\Users\Administrator> -
```

3. Unlock the domain account:

Unlock-ADAccount -Identity Naruto

```
PS C:\Users\Administrator> Unlock-ADAccount -Identity Naruto
PS C:\Users\Administrator>
```

```
PS C:\Users\Administrator> Unlock-ADAccount -Identity Naruto
PS C:\Users\Administrator> Get-ADUser Naruto -Properties LockedOut | Select SamAccountName,LockedOut
SamAccountName LockedOut
-----
Naruto          False
```

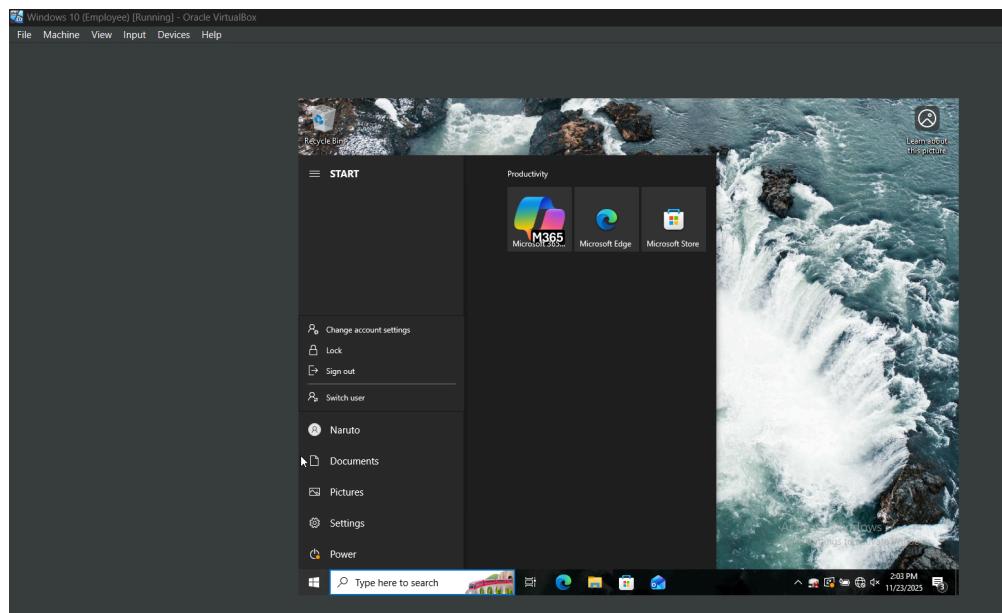
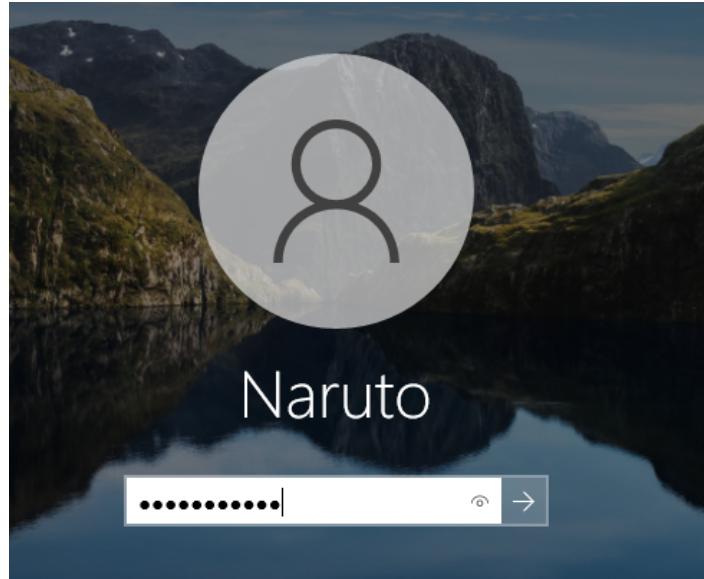
4. Reset the password to a temporary one:

*Set-ADAccountPassword -Identity employee1 -Reset -NewPassword
(ConvertTo-SecureString "TempP@ss123!" -AsPlainText -Force)*

```
PS C:\Users\Administrator> Set-ADAccountPassword -Identity Naruto -Reset -NewPassword (ConvertTo-SecureString "TempP@ss123!" -AsPlainText -Force)
PS C:\Users\Administrator>
```

C. On the End User machine after you unlock the account and reset the password:

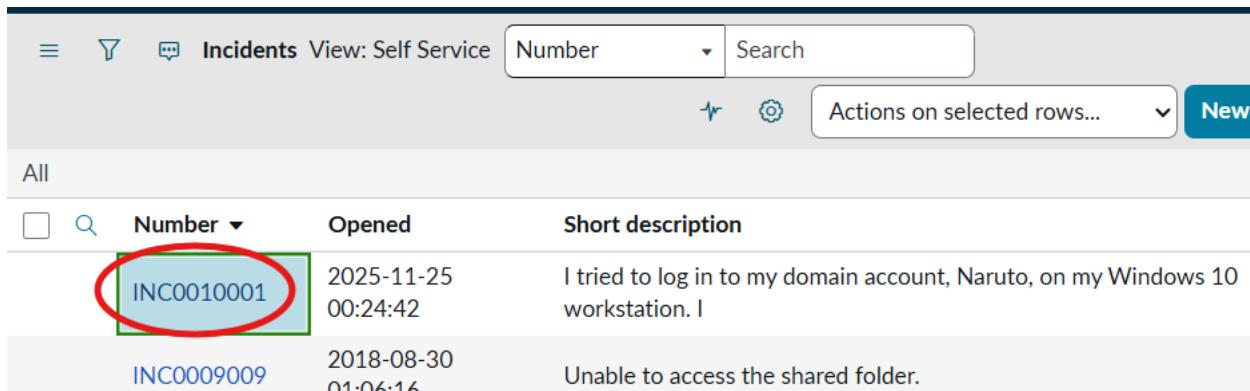
- Have the user attempt to login again (you can test locally by signing out and back in with the new password).



6) Update & close the incident in ServiceNow (documenting the fix)

Back in ServiceNow, after logging into the **Admin** account:

1. Open the **incident.list** and open the ticket.



Number	Opened	Short description
INC0010001	2025-11-25 00:24:42	I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I
INC0009009	2018-08-30 01:04:16	Unable to access the shared folder.

2. Update the activity log:

Work notes:

Verified end user's domain account (Naruto) was locked out due to multiple failed login attempts. Used PowerShell on the domain controller to unlock the account and reset the password. Confirmed the new temporary password (TempP@ss123!) was applied successfully. Advised user to log in and reset the password at next login.

Activities: 6



System Administrator

Work notes • 2025-11-25 20:53:49

Verified end user's domain account (Naruto) was locked out due to multiple failed login attempts. Used PowerShell on the domain controller to unlock the account and reset the password. Confirmed the new temporary password (TempP@ss123!) was applied successfully. Advised user to log in and reset the password at next login.

Comments (Customer visible):

Hi John Doe— I unlocked your domain account, Naruto, and reset your password to TempP@ss123!. Please sign in and reset your password when prompted. If you still see issues, reply to this ticket. – IT Helpdesk

The screenshot shows a ServiceNow incident ticket interface. At the top, it displays the ticket number INC0010001 and the view type as "Self Service". Below the header are several action buttons: Discuss, Follow, Update, Resolve, and Delete. A large text area labeled "Comments (Customer visible)" contains a message from a user named "System Administrator" (represented by a placeholder profile picture) dated 2025-11-25 20:40:15. The message reads: "Hi John Doe— I unlocked your domain account, Naruto, and reset your password to TempP@ss123!. Please sign in and reset your password when prompted. If you still see issues, reply to this ticket. – IT Helpdesk". Below the comment is a "Post" button. Under the "Activities" section, there is a list of five entries, with the first two visible. The first activity is a comment from the System Administrator on the same date and time as the previous message. The second activity shows a field change for the "Incident state" from "New" to "In Progress" on 2025-11-25 00:51:19.

3. Set State to Resolved

The screenshot shows the "Edit" screen for the incident ticket INC0010001. The top navigation bar includes the service name "servicenow", a search bar with the query "Incident - INC...", and various filter and search icons. The main form fields include "Number" (INC0010001), "Channel" (Self-service), "State" (In Progress), "Category" (Inquiry / Help), "Subcategory" (-- None --), "Service" (empty), and "Service offering" (empty). The "State" field has a dropdown menu open, showing options: New, In Progress, On Hold, Resolved, Closed, and Canceled. The "Resolved" option is highlighted with a dark gray background. To the right of the form, there is a "Assignment group" field which is currently empty.

4. Go down to **Resolution Information** and fill out the following information:

- **Resolution code:** Resolved by request
- **Knowledge:** check the box
- **Resolved:** date resolved
- **Resolution notes:** User reported they were unable to log in due to domain account lockout. Verified the account (Naruto) was locked in Active Directory. Unlocked the account and reset the password using PowerShell on the Domain Controller. User successfully logged in with temporary password and confirmed resolution.

Notes Related Records Resolution Information

Knowledge

Resolved by

System Administrator

Resolved

2025-11-25 21:02:14

* Resolution notes

User reported they were unable to log in due to domain account lockout. Verified the account (Naruto) was locked in Active Directory. Unlocked the account and reset the password using PowerShell on the Domain Controller. User successfully logged in with temporary password and confirmed resolution.

Update Resolve Delete

5. At the top of the form click **Resolve**.

Incident
INC0010001

Discuss Follow Update **Resolve** Delete

I tried to log in to my domain account, Naruto, on my Windows 10 workstation. I entered the password incorrectly multiple times, and my account is now locked out. Please assist with unlocking my account and resetting the password if necessary.

Related Search Results >

<input type="checkbox"/>	Number	Search	Actions on selected rows...											<button>New</button>										
INC0010001 has been resolved													X											
All																								
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by													
	INC0010001	2025-11-25 00:24:42	Locked out of domain account. Please help!	John Doe	4 - Low	Resolved	Inquiry / Help	Help Desk	(empty)	2025-11-25 21:03:31	admin													
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin													

Wait for the User to confirm that the issue is fixed then the ticket will **Close**

We are done.
