



# IT Services

## Password Self-Service User Guide

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Document No.	<b>ITSM004</b>
Document Name	<b>Password Self-Service Guide</b>
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Version	<b>V1.1</b>
Revision Date	<b>5<sup>th</sup> May 2022</b>
Review Date	<b>5<sup>th</sup> May 2022</b>

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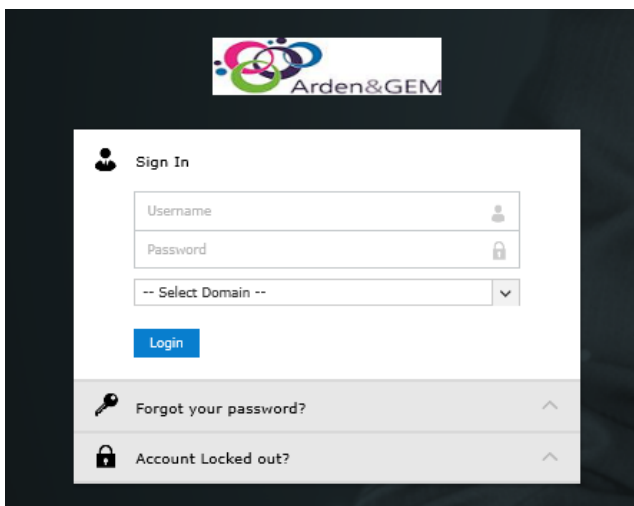
## Introduction

Arden and Gem provide a password Self Service software, to allow users to reset and unlock their own main computer passwords. This guide gives instructions on how to use the software to achieve this.

## Using Password Self Service for the first time

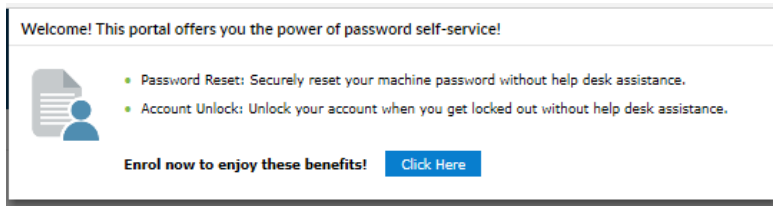
Users will need to register/enrol to use the software.

1. Hold down the Ctrl key on your keyboard and click your mouse on the link here [Arden&GEMCSU - ADSelfService Portal \(ardengemcsu.nhs.uk\)](#)

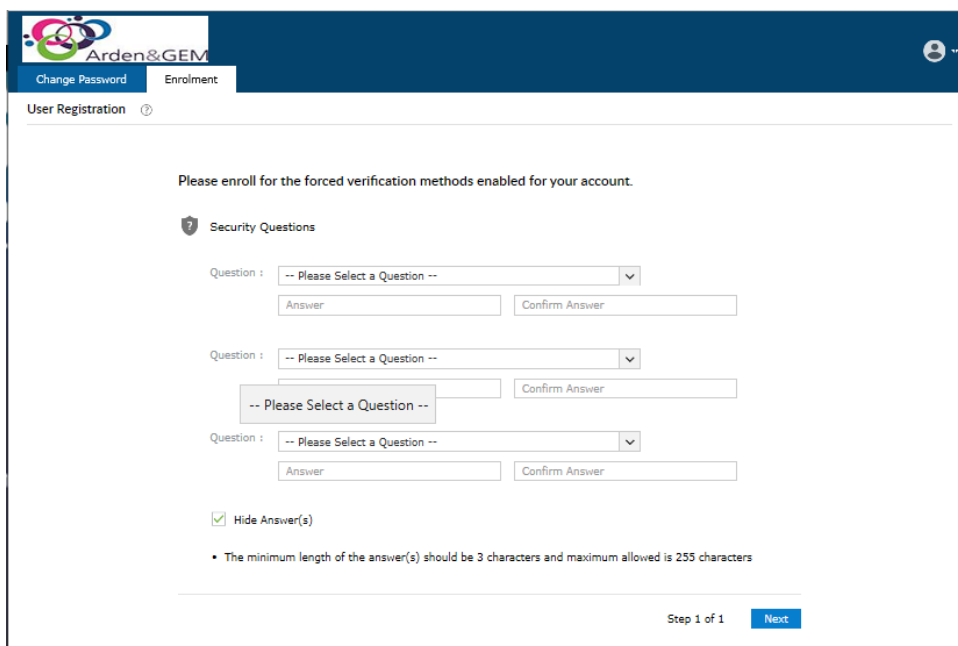


2. Complete the Sign In with the following information:
  - Windows login username – Usernames follow one of the following standards:
    - ❖ *DISTRICT (Derbyshire) = firstname\_surname, e.g., john\_smith*
    - ❖ *GEM (Arden & GEM staff) = initial of first name and then surname, e.g., jsmith or surname and then first initial of surname, e.g., smithj*
    - ❖ *LSS (Lincolnshire) = Firstname and then first initial of surname, e.g., johns or first name followed by first two characters of surname, e.g., johnsm.*
    - ❖ *EX01 (Essex) = Surname and then first 3 letters of your first name, 3g smithjoh*
  - Windows login Password (this is your normal main computer password)
  - Select your usual domain from the drop-down list (This will depend which area you are in, see above if you are unsure)
3. Then click on **Login**.

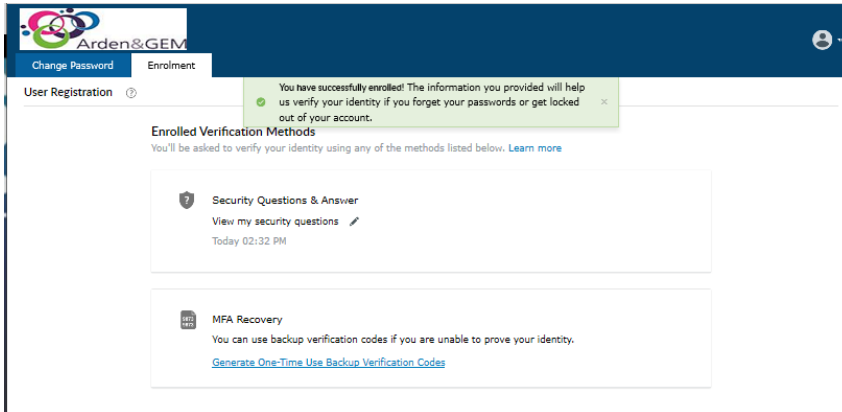
4. The following Welcome screen should display.



5. Once you have selected **Click Here** there will be 3 security questions for you to complete. Choose the drop-down arrow on each question and choose from the list. Underneath there is the option to put your answer which must be between 3 and 255 characters.



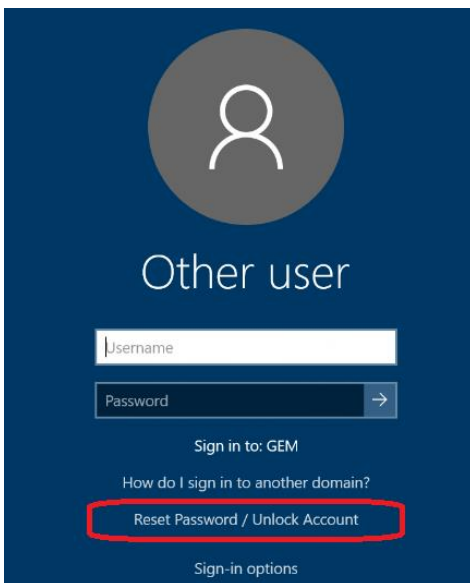
6. Once you have clicked on **Next** the following screen should display indicating that you have successfully enrolled.



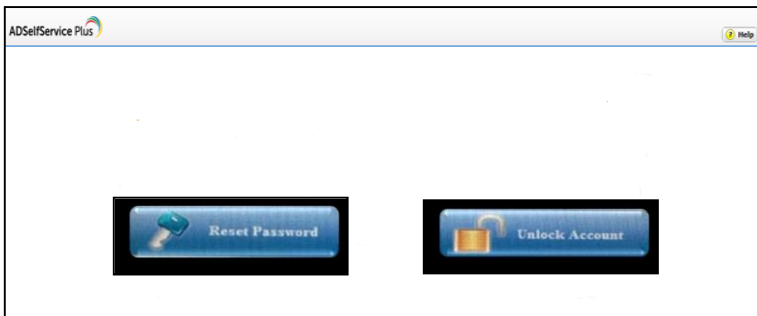
7. Select the person icon in the top right corner and select **Sign Out**.

### Resetting Passwords or Unlocking Accounts from the login/locked screens

Now that you have enrolled, the option to reset your password and unlock your account will be available from the login or the locked screen as shown below, outlined in red:



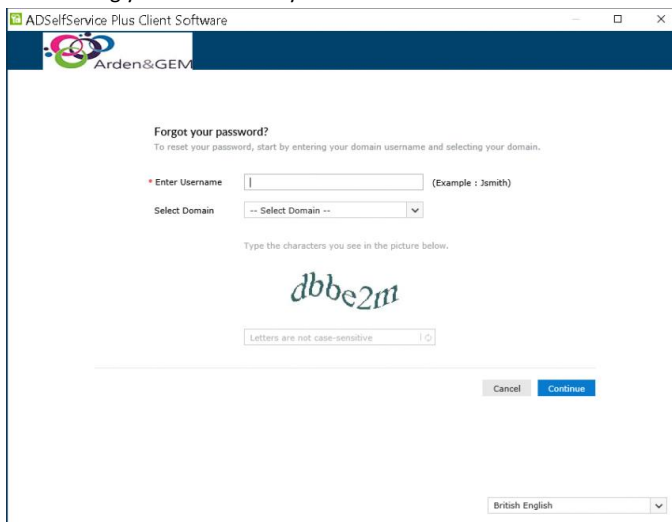
1. After clicking the link either on the login or locked screen the following should appear



2. Choose the option required.

## Reset Password

1. Enter your username and select the domain from the drop-down list. See the notes above under **Using Password Self Service for the first time**, point 2 for assistance determining your username if you cannot remember.



The screenshot displays the 'Forgot your password?' form within the 'ADSelfService Plus Client Software' window. The form includes the following elements:

- Title:** 'Forgot your password?' with a sub-instruction: 'To reset your password, start by entering your domain username and selecting your domain.'
- Enter Username:** A text input field with a placeholder '(Example : jsmith)'.
- Select Domain:** A dropdown menu currently showing '-- Select Domain --'.
- Image:** A CAPTCHA image showing the text 'dbbe2m' in a stylized font.
- Input:** A text input field for typing the characters from the image, with a note 'Letters are not case-sensitive'.
- Buttons:** 'Cancel' and 'Continue' buttons at the bottom right.
- Language:** A dropdown menu at the bottom right set to 'British English'.

2. Type in the characters as shown and click on **Continue** you will be presented with one of your security questions. *Please note that your security questions will differ from example shown.*

Time left for this operation : 04:54

### Security Questions

Please answer the following question(s) as per your enrollment profile to reset your password


**Answer the below question(s)**

Question: What is the first name of your maternal grandmother ?

Answer:

---

Type the characters you see in the picture below.



Letters are not case-sensitive

Click Continue

3. Enter the correct answer and then type the text characters displayed and finally click **Continue**
4. The new password window will open for you to reset your password.

### Reset Password

Please enter a new password in the boxes below:

**Reset Password**


New Password :

Confirm New Password :

- Minimum length should be at least "8"
- Number of special characters to include "1"
- Must contain both upper and lowercase characters
- Number of numerals to include "1"

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Type the characters you see in the picture below.

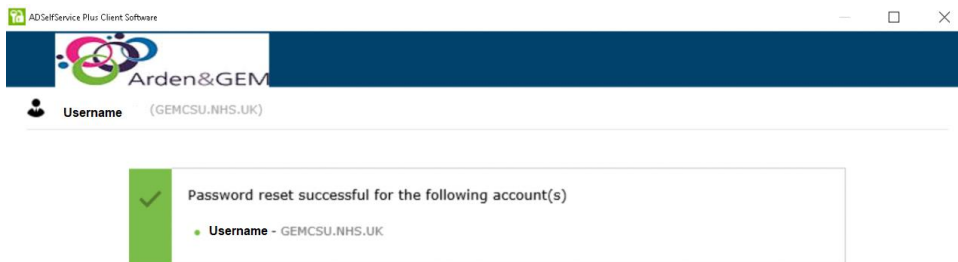


Letters are not case-sensitive

Click Reset Password

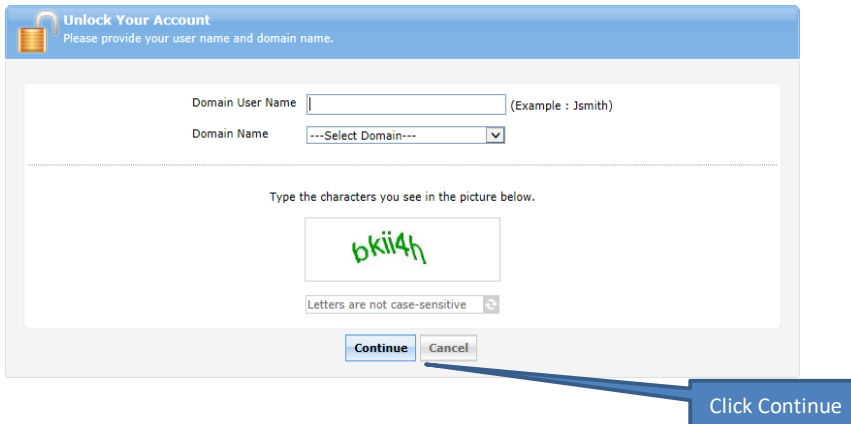
5. Follow the instructions for creating a new password, enter the characters displayed on screen and click **Reset Password**.

6. The following screen will confirm your password has been reset.





## Unlock Account



Unlock Your Account  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

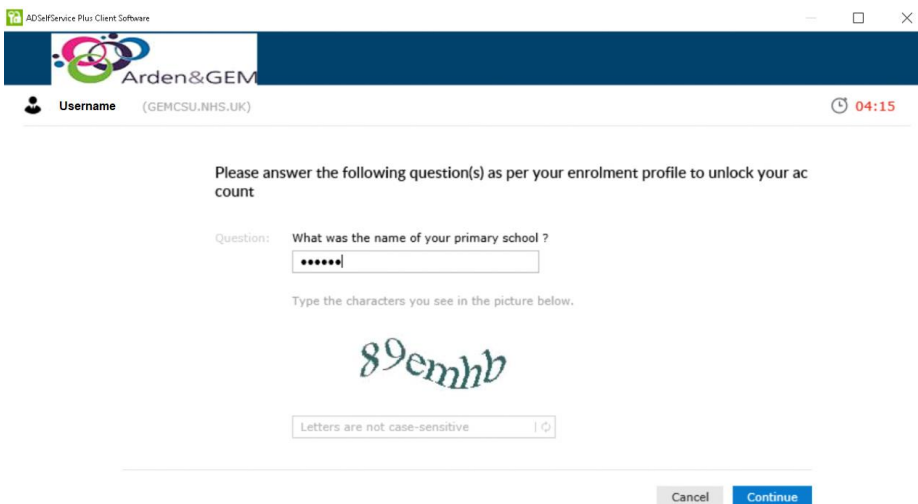
Domain Name

Type the characters you see in the picture below.

Letters are not case-sensitive

Click Continue

1. Enter your username and select the domain from the drop-down list. See the notes above under **Using Password Self Service for the first time**, point 2 for assistance determining your username if you cannot remember.
2. Type in the characters as shown and click on **Continue**.
3. You will be presented with one of your security questions. *Please note that your security questions will differ from example shown.* Enter the answer and type in the characters as shown and then click **Continue**.



ADSelfService Plus Client Software

Arden&GEM

Username (GEMCSU.NHS.UK) 04:15

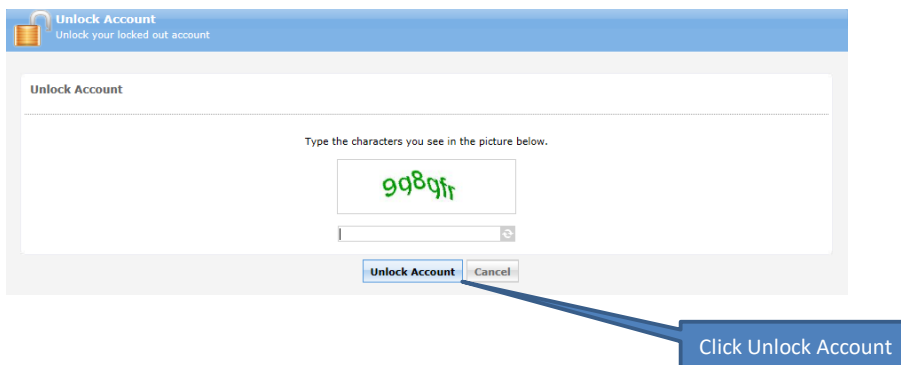
Please answer the following question(s) as per your enrolment profile to unlock your account

Question: What was the name of your primary school ?

Type the characters you see in the picture below.

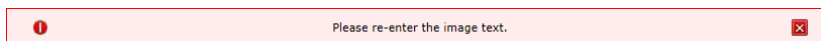
Letters are not case-sensitive

4. The following Unlock Account screen will open



5. Enter the image text and click on **Unlock Account**

If you enter the image text incorrectly the following error message will appear asking you to re-enter the information.



6. If successful, you will be presented with the following message. Exit and then login as normal.

