

Procedures for Accessing the Self Service Password Reset Portal

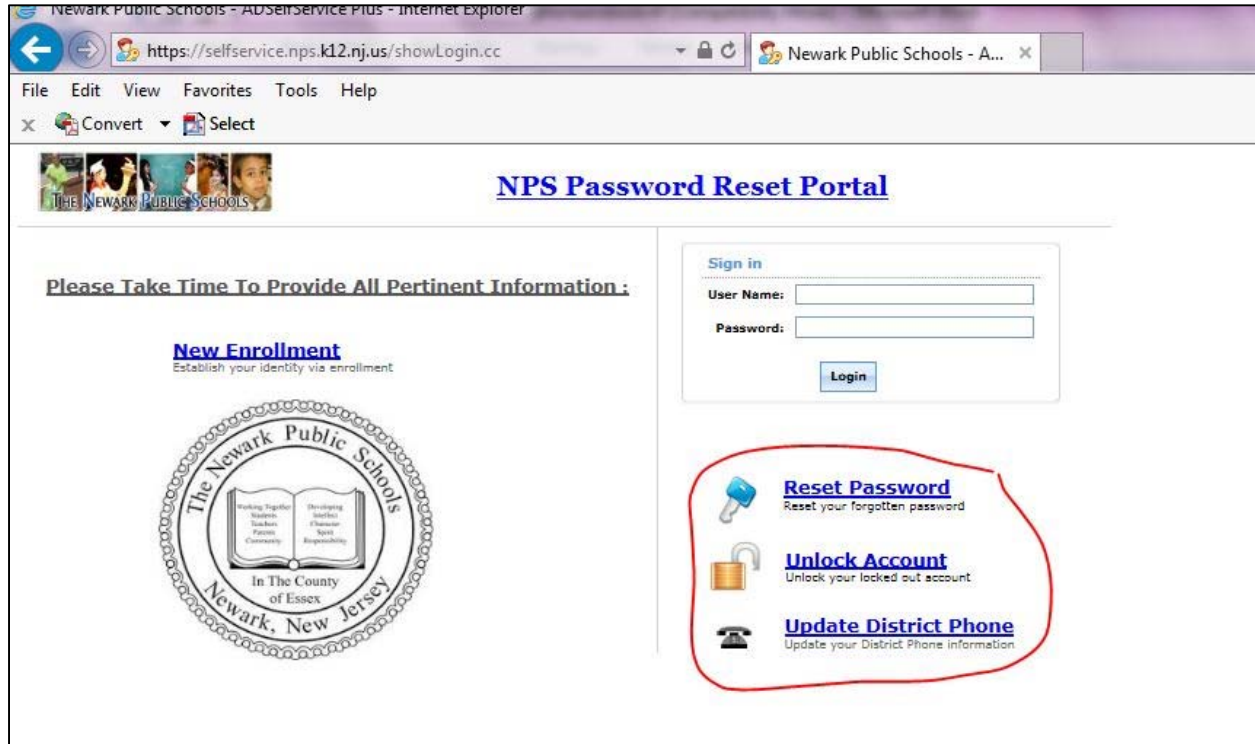
There are several ways to access the Self Service Password Reset Portal as outlined below.

Accessing the Portal using a Browser

You can use any browser such as Internet Explorer, Firefox, Chrome, etc. from any PC or laptop by simply typing the following URL in your browser address bar

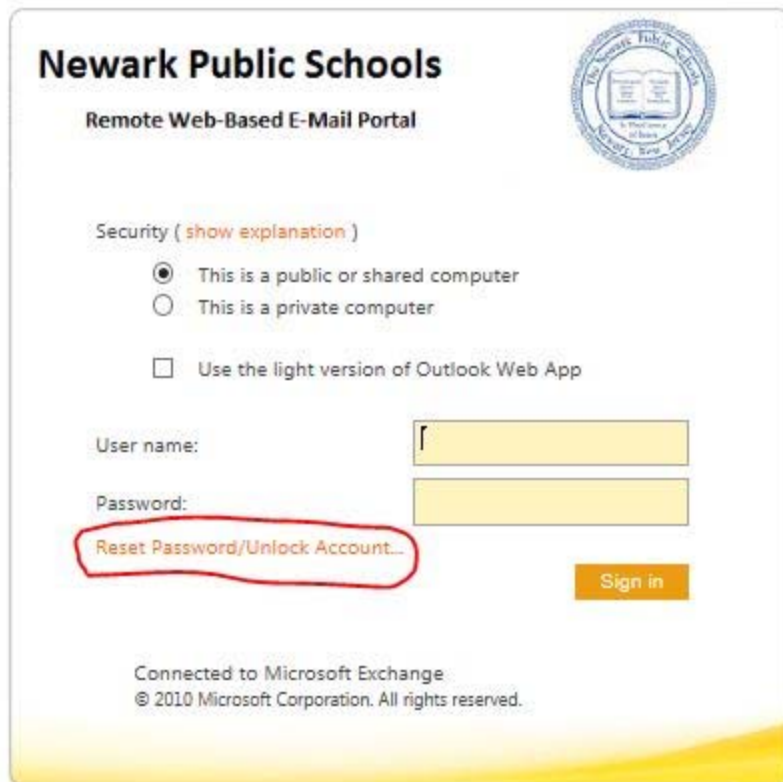
<https://selfservice.nps.k12.nj.us>

The screen below will appear on your display where you can choose to Reset Your Network Password, Unlock your account or Update your Phone Number in Active Directory. To use any of the functions provided by the portal, you must have already registered your network account with the portal as described in the document pertaining to the enrollment. The portal is available both from within the network as well as from the Internet.



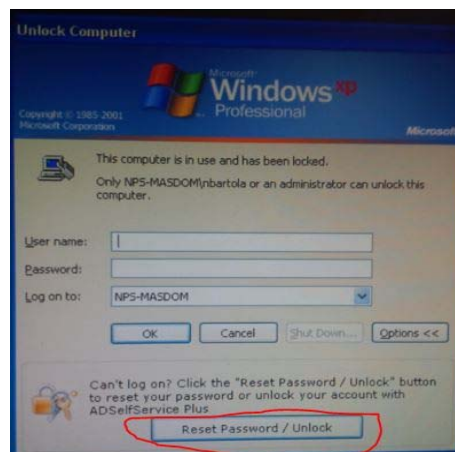
Accessing the Portal using the Outlook Web Access e-mail portal

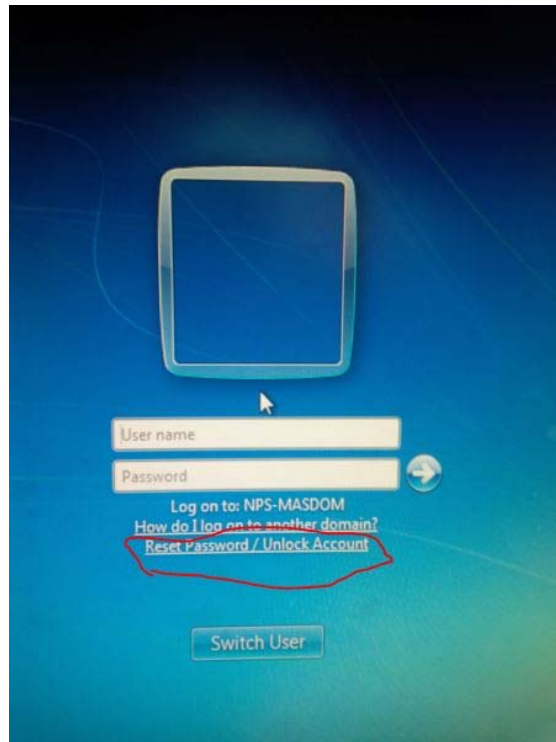
The link to the Self Service Password Reset portal has been incorporated into the Outlook Web Access Portal screen as shown below. If you are attempting to check your e-mail and do not remember your password or your account gets locked due to multiple incorrect password attempts, you can simply click on the link pertaining to the Self Service Password Reset Portal on that page shown as a link named "Reset Password/Unlock Account".



Accessing the Portal from your district PC's login screen

The Self Service Password Reset Portal has a client component for Windows Operating system that has been deployed to all district administrative PCs. This client software gets installed and activated in the Windows Logon screen environment. The client component for Windows XP and Windows 7 are shown below. The users who can't remember their passwords can simply click on the Password Reset/Account Lockout options and gain access to the portal so they can reset their passwords or unlock their accounts.

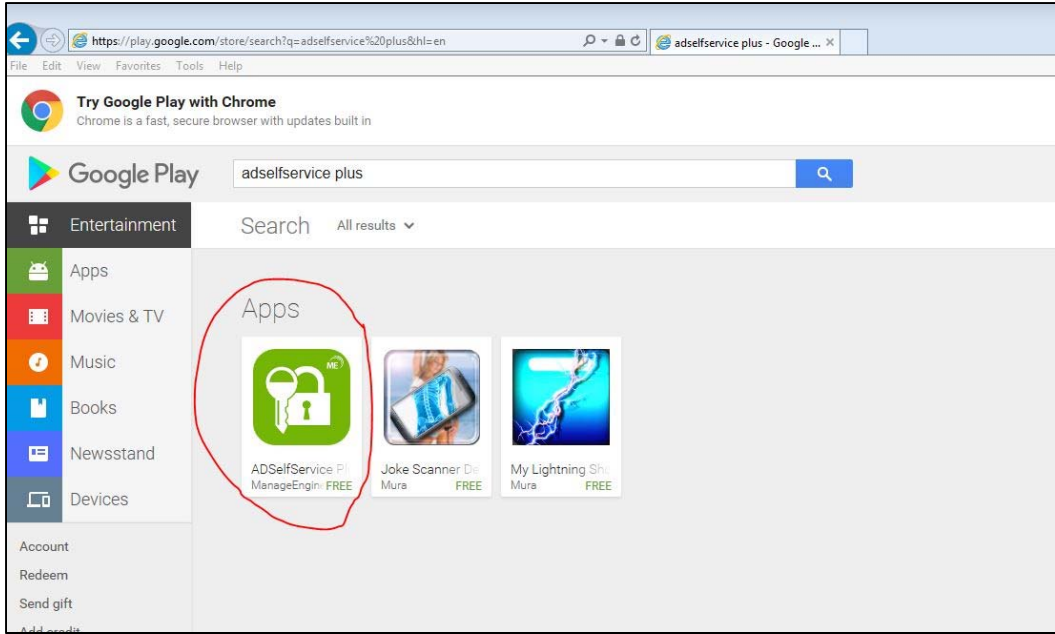




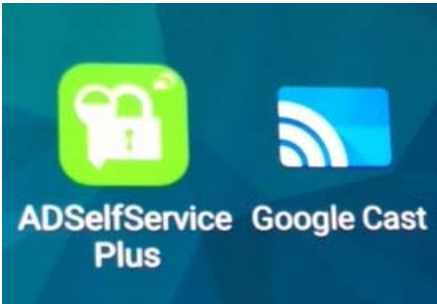
Accessing the Portal using Mobile Phones (IOS and Android phones)

You can download the Portal's free mobile App to your iPhone or Android phone and access the portal for enrollment as well as for other functions such as password resets. Most users find this method very convenient.

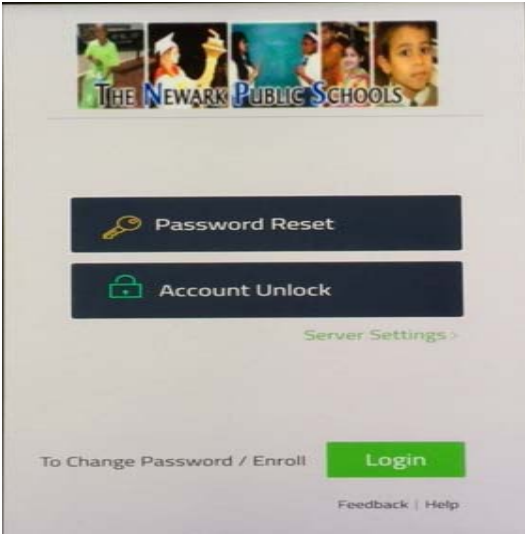
To download the App for iPhone, you can go to Apple's Appstore and search for the App called **Adselfserviceplus** and download and install it to your iPhone just like any other App. Similarly, for Android device simply go to Google Play Store and search for **Adselfserviceplus** App and download and install it on your phone.



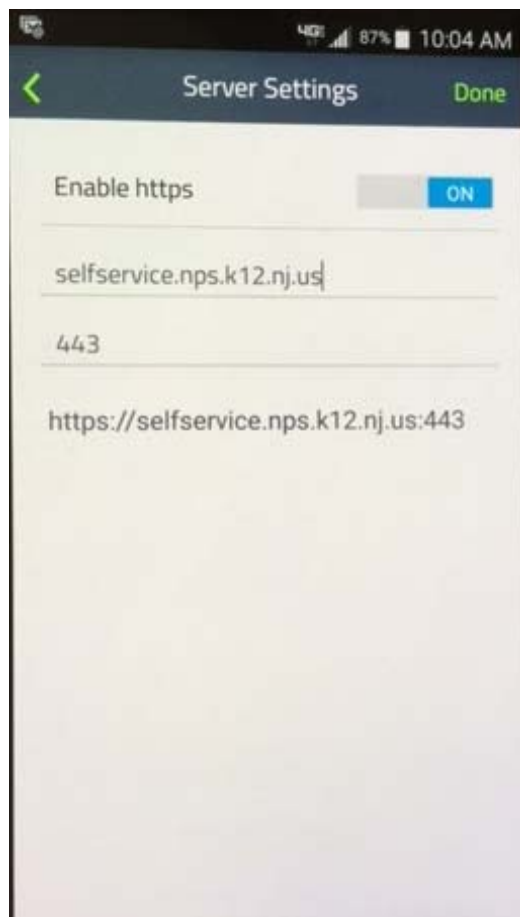
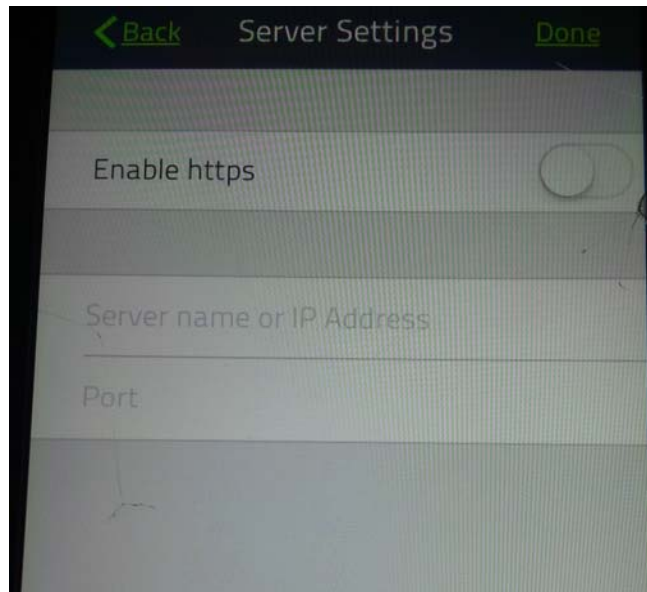
Once installed, you will need to configure the App so that it can connect to the district's Self Service Password Reset Portal.



To configure the App, open it, and select **Server Settings** option as shown below.



You will need to first enable https and then enter the server address and port as shown below



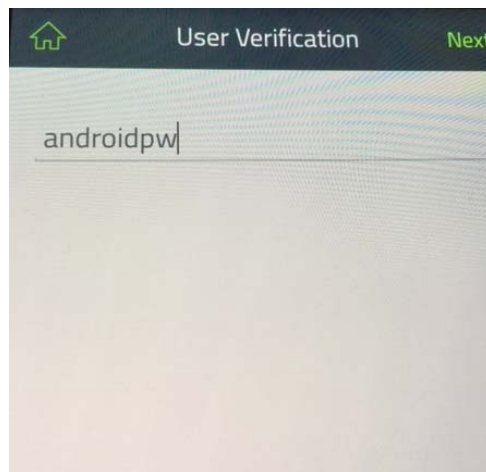
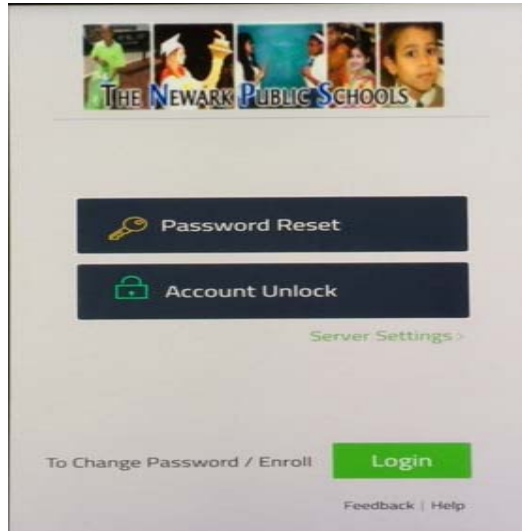
The App is now fully configured and can be used to Reset the user password or unlock the user account.

Resetting Passwords/Unlocking Accounts using the Self Service Password Reset Portal

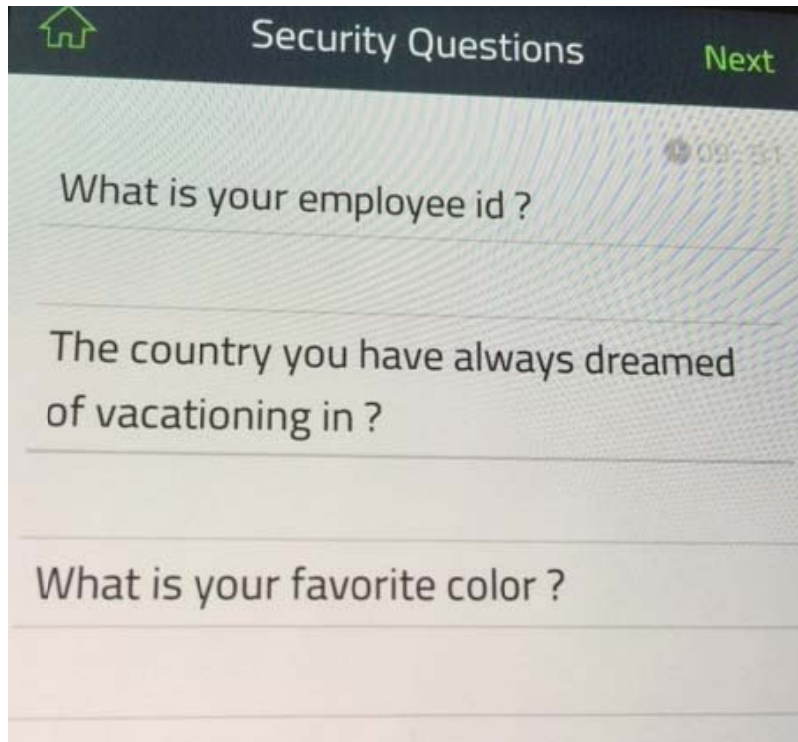
Assuming that you have already enrolled your account with the Self Service Password Reset Portal, you can use the portal to reset your network password or unlock your network account using one of the access methods described above. All of the access methods mentioned above with the exception of the Mobile App will allow you to perform three main functions in Active Directly namely **Reset Password, Unlock Account, and Update your District Phone Number.** The Mobile App does not offer the District Phone Number update that other methods provide. The process for Resetting Password using the Self Service Password Reset Portal's mobile App as well as the other access methods is described below.

Resetting the User Password using the AdSelfServicePlus Mobile App

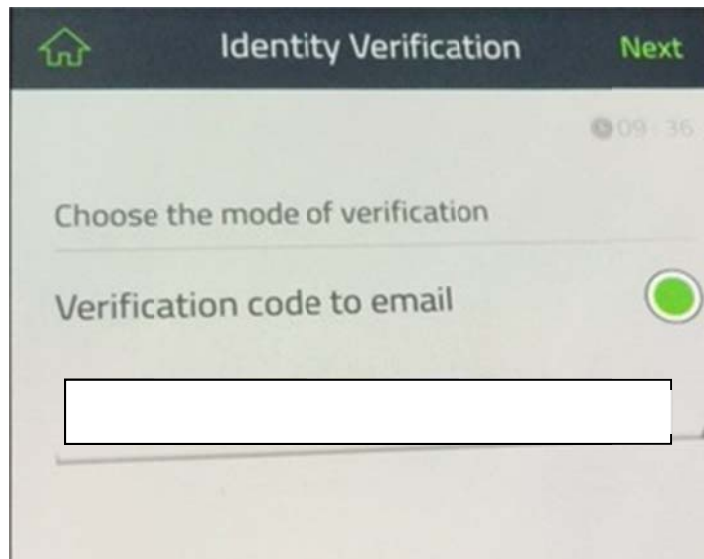
To reset your network password using the the AdSelfServicePlus App on your iPhone or Android phone, you will need to first run the App. Once the App is loaded, select **Password Reset.** Enter your Network ID (not the Id shown below) as shown below.



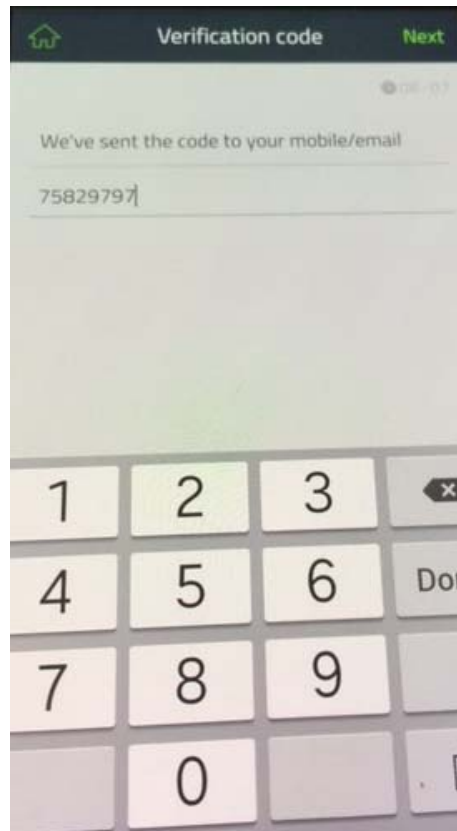
You will need to answer 3 randomly selected questions from the bank of questions that you had set up during the enrollment process.



Once you have answered the questions, you will be prompted to choose the mode of verification as shown below. Select **Verification Code to email** and enter your personal e-mail address (e.g. abcd@gmail.com) that you registered with the Self Service Password Reset Portal during the enrollment process.

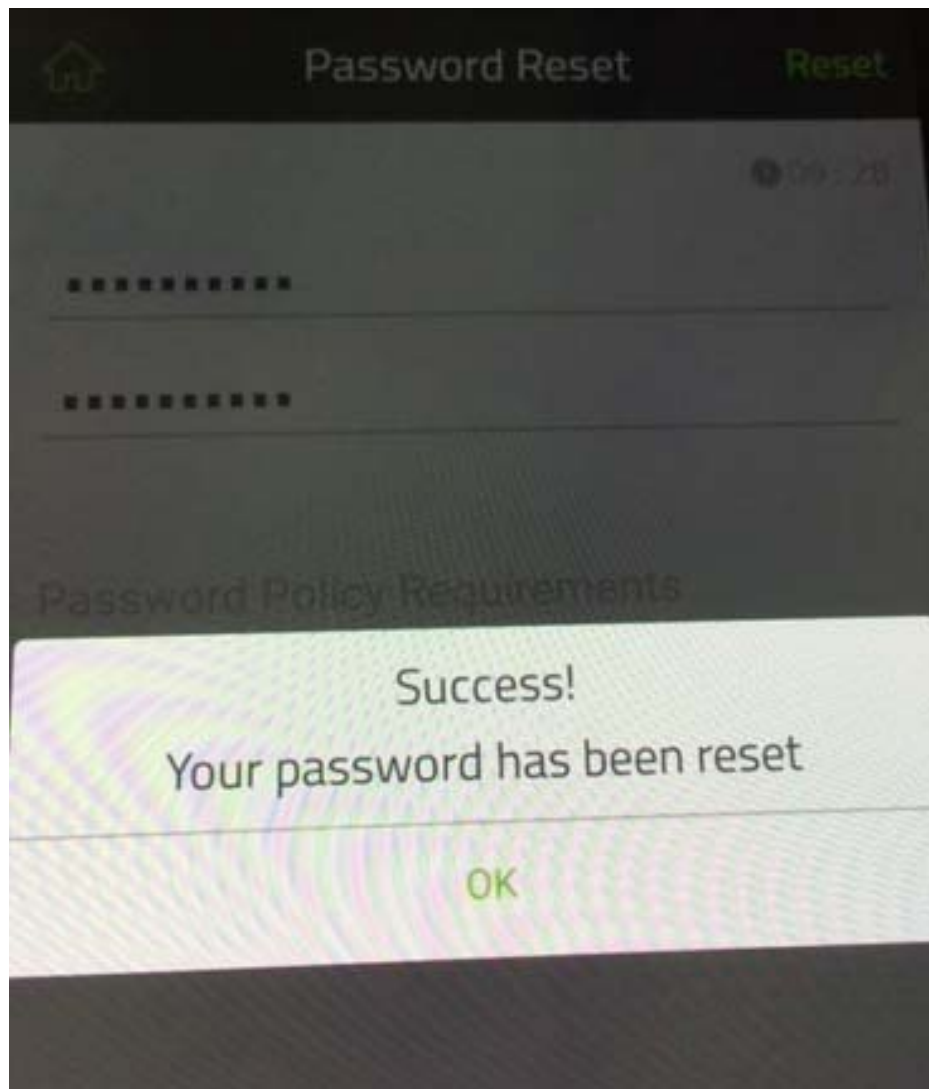


The system will send a verification code to your e-mail address. You will need to retrieve the verification code from your e-mail and enter it in order to reset your password or unlock your account depending on what function you have selected.



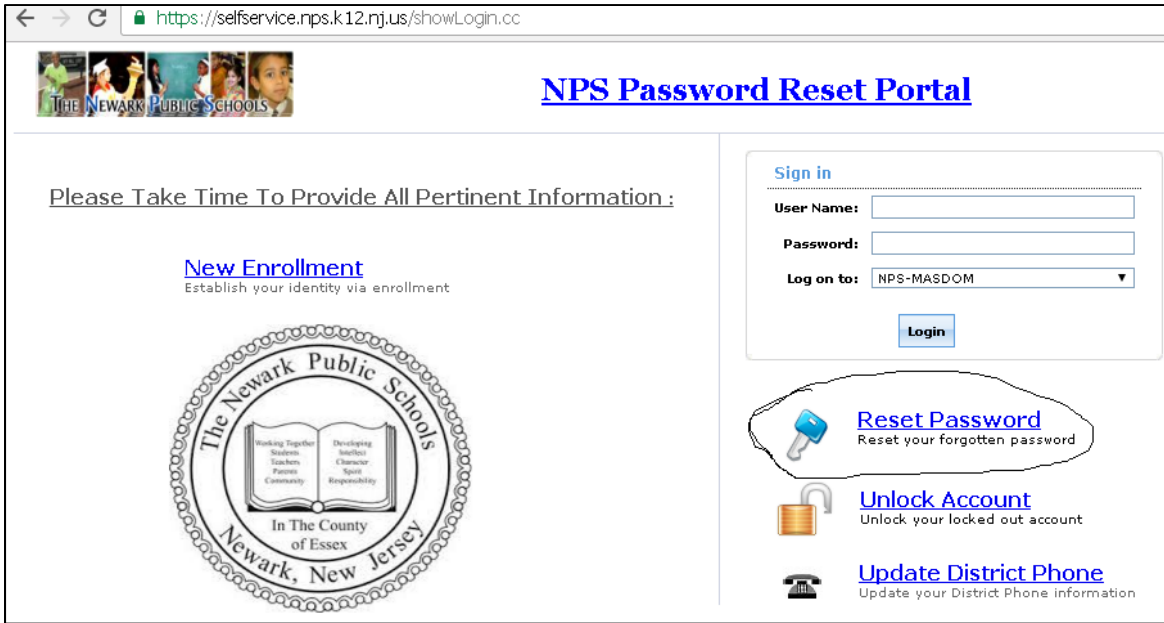
Once you enter the correct verification code, the system will prompt you to enter and confirm your new password. The system will then change your password in Active Directory and will send you a success

alert as shown below.

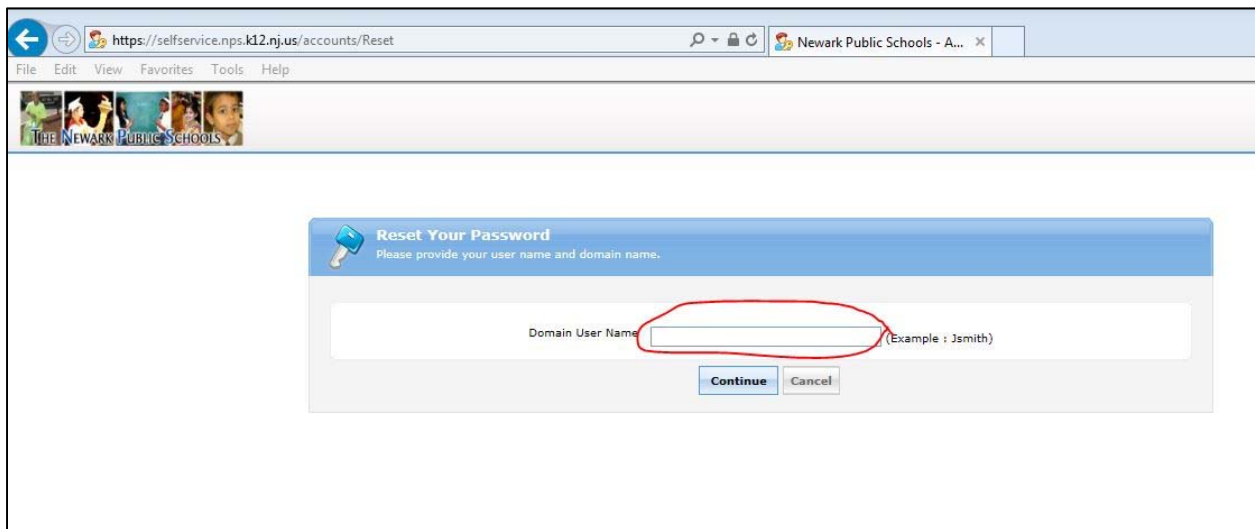


Resetting the User Password using the Traditional Browser Based Access Methods

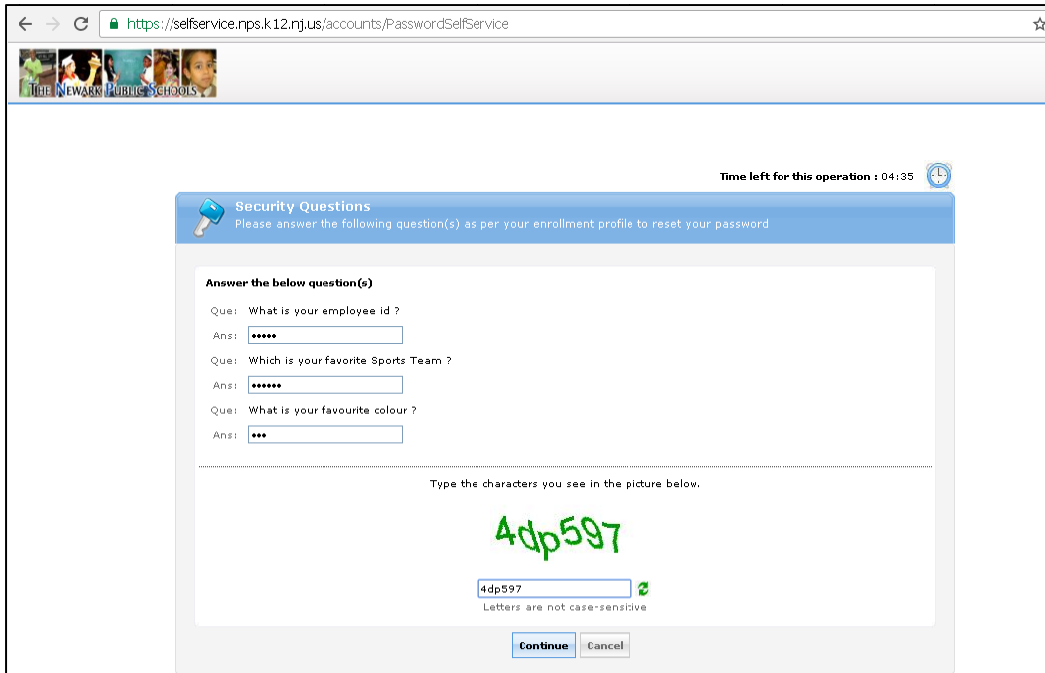
You can use any of the traditional methods of access described above in order to reset your password. Whether you enter the Portal URL directly in a browser or use the links offered on the OWA screen or the login screen, you will be connected to the portal via a browser such as Chrome or IE. To reset your password using this method, simply click on the desired option as shown below.



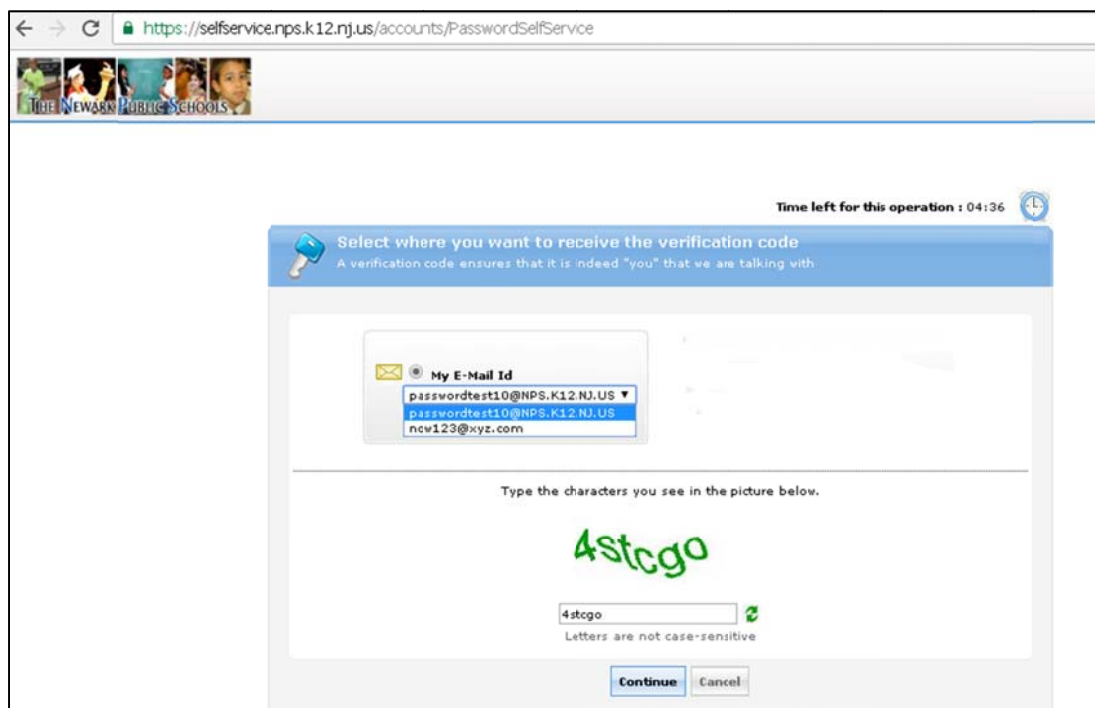
Once you select the Reset Password Option, the screen shown below will appear on your display. Simply enter your **network ID** and click on **Continue**.



You will then be presented with the Security Questions screen where you will need to answer 3 randomly selected questions from the bank of questions you had set up during the enrollment process.

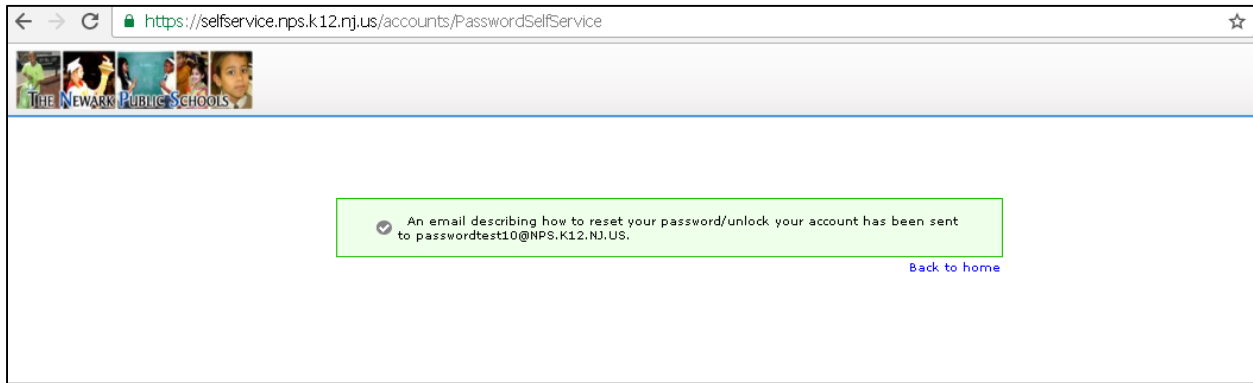


As shown above, in addition to the questions, the system will also produce a random security code that you will need to enter and confirm before you can proceed to the next screen. This is an extra measure of protection to ensure that in fact a human is behind the request and no computer robots are involved in this transaction. Once you enter the code properly, you will be asked to enter your personal e-mail address so a link to reset the password can be sent to you.

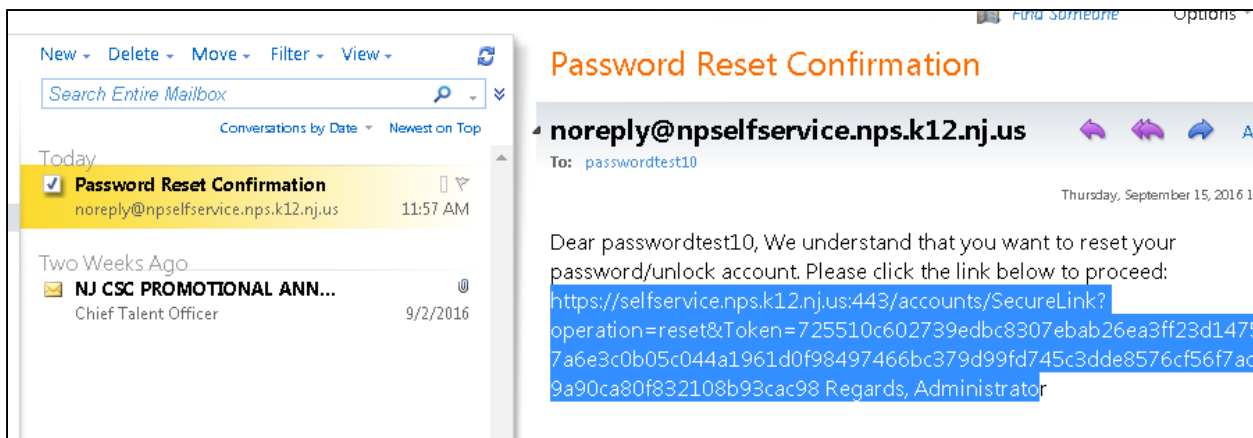


A newly generated security code will appear on the screen. You will need to enter the security code in

the box below it and then click on **Continue** to proceed to the next step.



Unlike the process used with the Mobile App where a code was sent to the e-mail address, in this case an actual link will be sent to your personal e-mail address as shown below.



Simply click on the link embedded in the e-mail message. The system will prompt you to change and confirm your password similar to the process with the Mobile App.