<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>GETTING STARTED</td>
<td>1</td>
</tr>
<tr>
<td>AD SELF-SERVICE WEB SITE</td>
<td>1</td>
</tr>
<tr>
<td>ENROLLING IN PASSWORD RECOVERY</td>
<td>2</td>
</tr>
<tr>
<td>Required Questions.</td>
<td>2</td>
</tr>
<tr>
<td>Selectable Questions.</td>
<td>2</td>
</tr>
<tr>
<td>Write your Own Question</td>
<td>2</td>
</tr>
<tr>
<td>CHANGING YOUR PASSWORD</td>
<td>3</td>
</tr>
<tr>
<td>KSU Password Requirements</td>
<td>4</td>
</tr>
<tr>
<td>RECOVERING YOUR ACCOUNT</td>
<td>5</td>
</tr>
</tbody>
</table>
Getting Started

This document will aide in using the Kentucky State University AD Self-Service Password Recovery System. This guide will assist in enrolling in the password recovery process, changing and recovering your KSU email/network password in the event that it is forgotten.

AD Self-Service Web site

To enroll in the password recovery system you must know your current password and go to the KSU AD Self-Service Self Service Web site. The link to the Web site is below:

https://ksuad.kysu.edu/adselfservice/

A pop-up box will appear. In the user name text box, type in your KSU user name.

In the password text box, please type in your current password. Press Log In. Do not click Remember me next time.

The KSU AD Self-Service page will appear in your web browser. If this is your first visit to the Web site, you will receive a pop-up box informing you that you are not enrolled for password reset.
Enrolling in AD Self-Service Password Recovery

To start the enrollment process, click the Enroll for Reset button.

There are three types of questions that appear on the enrollment screen.

**Required Questions.**
In order to proceed, answer the pre-defined question. Click on the empty text box to the right of the question and type in the answer.

**Selectable Questions.**
Click the down arrow to view the list of questions. Choose a question from the list, then click on the empty text box to the right of the question and type in the answer.

**Write your Own Question.** You must create your own question and then provide an answer. To create the question, click on the empty text box on the left hand side and type the question, then click on the empty text box to the right of the question and type in the answer.

Note: The answers you provide for enrollment are NOT case sensitive. This means that if you type in Robert as an answer when you enroll, you may use Robert, robert or RObeRt during the recovery process.
Note: If you wish to check your answers for errors, click on the checkbox to the left of Hide Answers at the lower left corner of the screen. Please make sure to click back on it once complete.

Once you are satisfied with the enrollment answers, click on the save button at the bottom left of the screen.

This will finish the enrollment process.

An enrollment confirmation pop-up box will appear and you will be returned to the main Web site.

Changing Your Password
If you already know your password and need to change it to something new, go to the AD Self-Service Web site https://ksuad.kysu.edu/adselfservice/ and click on the Change Password button once the Web page appears.

Clicking on the Change Password button will take you to the screen where you may change your password. Important information about the KSU password policy is now displayed.

Note: Pay close attention to the Domain Policy Requirements on this screen. Domain Policy Requirements are the KSU password requirements. The new password must meet the KSU requirements for passwords or you will receive an error message.

**KSU Password Requirements:**

1. Passwords must be at least 8 characters in length.

2. Passwords must contain at least one of the following:
   - Upper-case alphabet character or special character or Numeric character

3. Must not have any part of your name in it

4. Cannot match the last 5 passwords

Once you have reviewed the Domain Policy Requirements, click on the text box to the right of Current Password and type in your current password.
Click on the text box to the right of **New Password and type in your new password.** Then click on the text box to the right of Confirm New Password and type in the new password again to confirm.

Click on the change button to submit your new password request.

If your password has been successfully changed, you will receive a pop-up box confirming the change.

**Recovering Your Account**

Once you have enrolled and you have forgotten your password. To recover your password using the KSU AD Self-Service system, open your web browser and go to the KSU AD Self-Service website.

https://ksuad.kysu.edu/adselfservice/recoverycenter/

Click on the **Recover Your Account** button to continue.

This will display the disclaimer page. Please read the information and if you agree to the terms, click on the **I Agree** button.
The identification page will then appear. You will be asked to enter your KSU network/e-mail user name for account identification.

Once you have entered your account user name correctly, click on the submit button at the bottom left of the page.

The Security Questions page will now appear.

To recover your account and change your password, you must type in the same answers you provided to these questions during the recovery center enrollment process.

If you are successful in answering the challenge questions, the Change Password / Account Unlock screen will appear. If you are not successful in
answering the challenge questions, you will be temporarily locked out of the recovery system and will be required to try again at a later time.

Please note: The new password must meet the KSU requirements for passwords or you will receive an error message. Please see page 4 for KSU Password Requirements.

Once you have reviewed the Domain Policy Requirements, click on the text box to the right of New Password and type in your new password.

Then click on the text box to the right of Confirm Password and type in the password again to confirm.

Click on the Change Password button to submit your new password request.

If your password has been successfully changed, you will receive a pop-up box confirming the successful change. You will also see the Recovery Complete confirmation page letting you know that your password has been changed and your account has been recovered.

If you have any questions, contact Information Technology at 502-597-7000 or helpdesk@kysu.edu.