



INFORMATION TECHNOLOGY

**KSU Password Self-
Service
User Guide**

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Getting Started

This document will aid 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/>



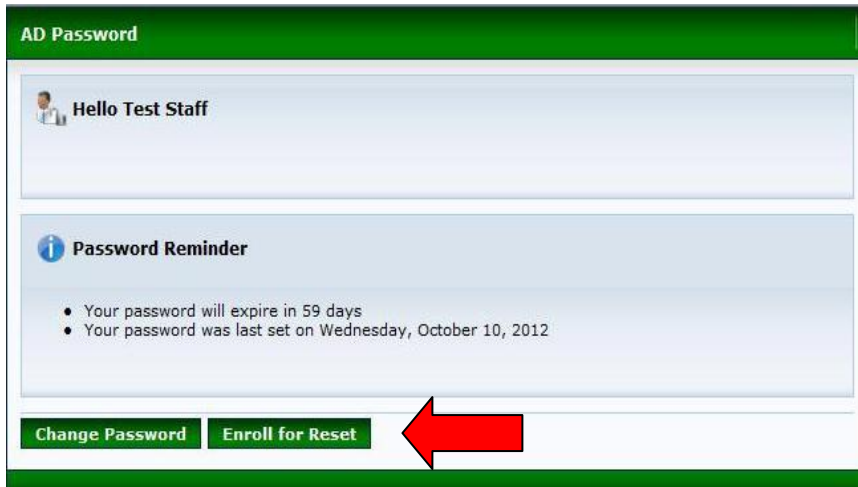
A pop-up box will appear. In the user name text box, type in your KSU user name.

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.

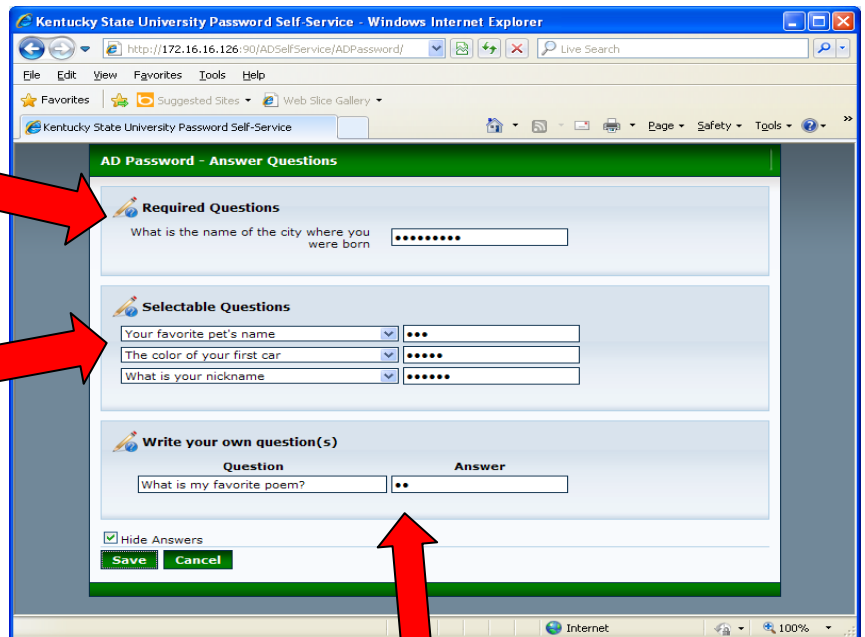
In order to proceed, answer the pre-defined question. Click on the empty text box to the right of the question and type in the answer.

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.



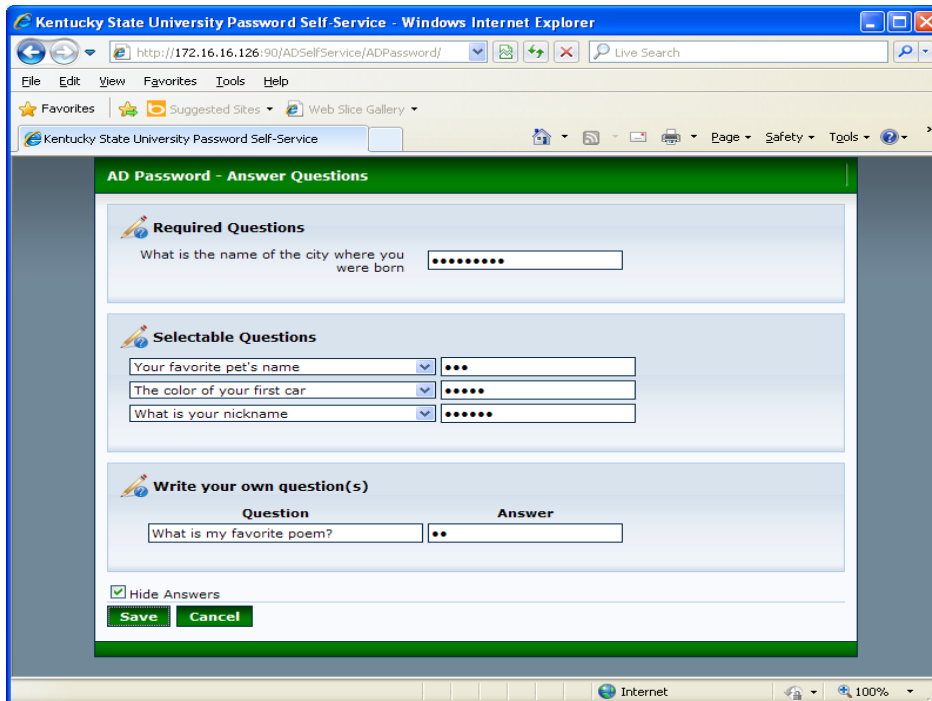
Note: The answers you provide for enrollment are NOT case sensitive. This means that if you type in Robert as an answer when you enroll, you may use Robert, robert or RObeRt during the recovery process.



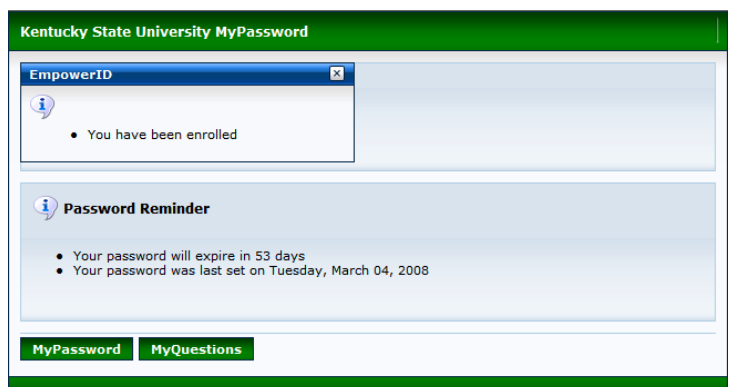
Note: If you wish to check your answers for errors, click on the checkbox to the left of Hide Answers at the lower left corner of the screen. Please make sure to click back on it once complete.

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.

AD Password

Password Reminder

- Your password never expires
- Your password was last set on Wednesday, October 10, 2012

Domain Policy Requirements

- Password must meet complexity requirements
- The minimum password length is 8 characters
- Your last 5 passwords may not be reused
- The policy requires your password to be changed every 60 days

Change Password

Current Password:

New Password:

Confirm New Password:

Change **Cancel**

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.



Kentucky State University AD Self-Service

Information You have reached this screen due to a security issue with your account. If you have enrolled in the Password Reset Service, you can use the links below to recover your account from one of the following scenarios:

Forgot Password

If you have forgotten your password or are locked out, this site will allow you to answer your challenge questions and recover your account.

Recover Your Account

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.

The screenshot shows a web interface titled "Kentucky State University AD Self-Service". The main heading is "Change Password / Account Unlock". Below the heading, a message states: "You have successfully unlocked your account. If you would like to change your password please fill in the boxes below:". There are two input fields: "New Password:" and "Confirm Password:". At the bottom of the form is a green button labeled "Change Password".

★ 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.

The screenshot shows a pop-up window titled "AD Self-Service" with a close button (X) in the top right corner. The window contains an information icon (i) and a message: "• You have changed your password successfully". Below this, it says "Your password reset has been successful. Please click one of the following buttons to continue:". At the bottom of the window are two buttons: "Close Window" and "Return to Original Page".

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