

Self-Management of an Active Directory (AD) Account

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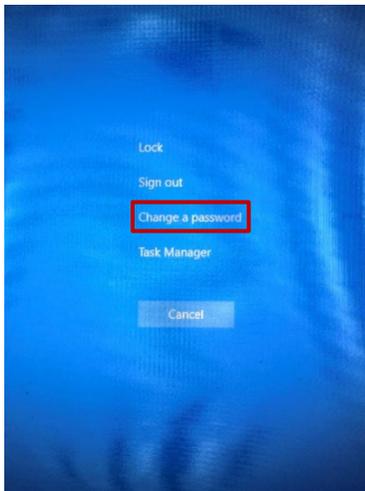
Managing Personal AD Accounts

Passphrase Management

Resetting A Password when Logged into a Windows Computer

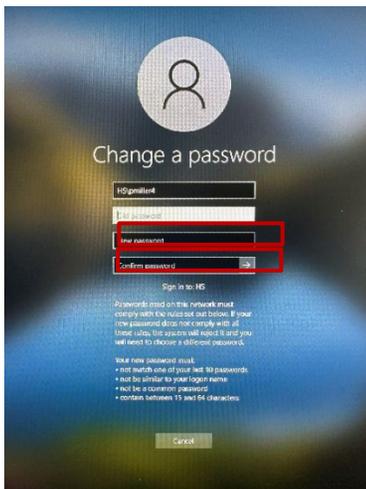
Follow the below step-by-step instructions using Ctrl + Alt + Delete to reset a password.

1. If working remotely, log into VPN.
2. Press Ctrl + Alt + Delete on the keyboard.
3. Select **Change a password**.



Windows Lock Screen

4. From the Change a Password screen, enter the **Old Password**.



Change a Password Screen

5. Check the password requirements to ensure you choose a password that meets them.
6. Enter the **New Password** using the password requirements displayed on the screen.
7. In the **Confirm Password** field, enter the new password again.
8. **Click on the arrow to complete resetting your password.**

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Resetting a Forgotten Password

Most can reset a forgotten password using the Self-Service Password Management Portal (different steps may be required, depending on the computer equipment).

- **Windows PC User:** Ctrl + Alt + Delete method can't be used to reset a password when a password is forgotten.
 - Follow the instructions for using the Self-Service Password Management portal from any browser.
 - After the reset:
 - If remote, follow the instructions for using Start-Before-Login (SBL) to connect the PC to the VPN using the new password.
 - Lock (Ctrl + Alt + Delete, click **Lock**) and unlock (Ctrl + Alt + Delete and enter new password) the computer to force an update of the new password to the computer.
- **Autologin or WOW Computer.** Follow the instructions for using the Self-Service Password Management Portal.
- **Mac Users:** Follow the instructions for using the Self-Service Password Management Portal, then follow the "Apple Mac User Instructions" toward the bottom of this document.
- **Remote Users without UCDH Equipment:** Follow the instructions for using the Self-Service Password Management Portal. If you have problems, please call the TOC for assistance.

Resetting A Password using the Self-Service Password Management Portal

Employees and School of Medicine/School of Nursing students use the SSPM Web Portal to reset a password. Follow the step-by-step instructions below to use the Self-Service Password Management Web Portal to reset a password.

IMPORTANT! PC Users: Login to your computer with the current password. For remote PC Users, also login to the VPN before starting this process.

1. Access the [Self-Service Password Management Portal](https://ucdavishealth.identitynow.com/passwordreset) (SSPM) Web Portal on any device with an internet browser (or type <https://ucdavishealth.identitynow.com/passwordreset>).
2. Select **Reset Password**.



Reset Password

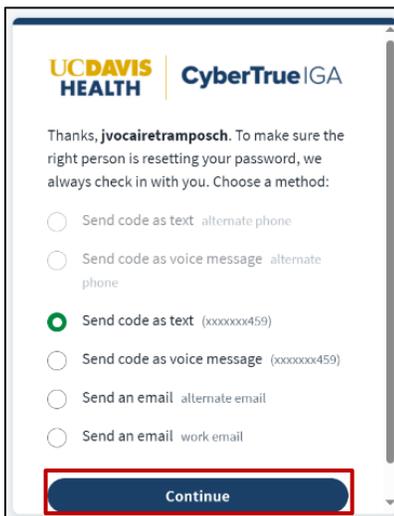
3. Enter the **Username**.
4. Select **Continue**.

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Username Entry

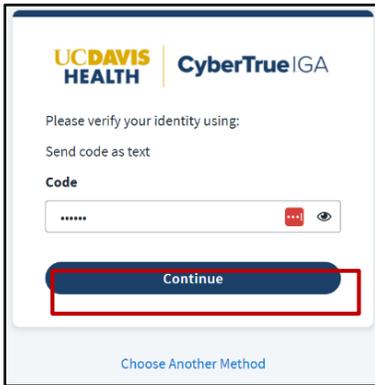
5. Choose a dual identification method by clicking the radio button of choice. A code will be sent to the destination you choose.
 - The last four of the destination phone numbers are displayed.
 - Work email (i.e., @ucdavis.edu).
 - Alternate email was provided at hire.
 - If the data you see doesn't match your contact methods, or you don't receive an email with a passcode, please stop and call the TOC. You may need to update your data in UCPath. It will take one full day for updated data in UCPath to reflect in the SSPM Web Portal.
6. Select **Continue**.



Method Selection

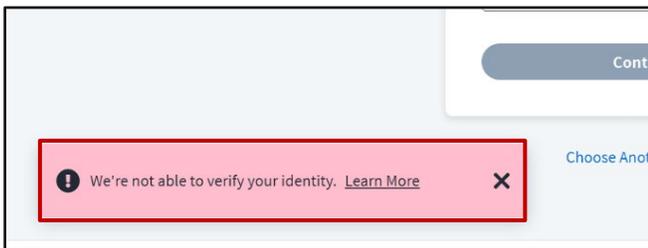
7. Retrieve the dual identification notification.
8. Enter the provided code and click **Continue** (sent via the option selected in step four); a six-digit numeric code.
 - If the dual identification notification is not working, select **Choose Another Method**.

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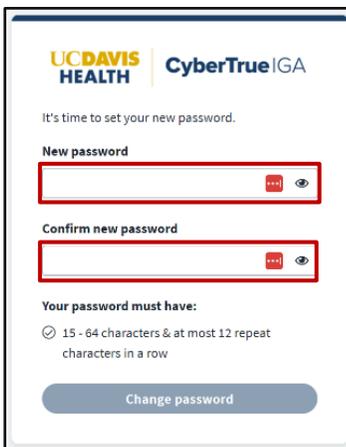
Method Selection

- If an incorrect code is entered, an error appears:



Incorrect Code Error

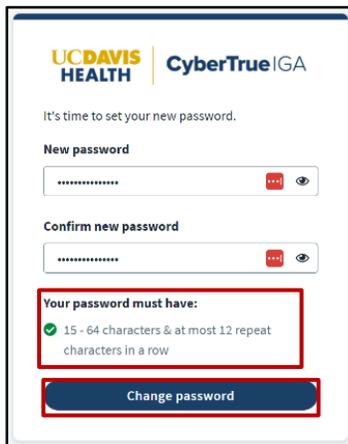
9. Confirm the requirements for new password creation. The current passphrase requirements are:
 - a. At least 15 characters, maximum is 64 characters
 - b. Should be easy to remember but hard to guess.
 - b. Cannot include your account username
 - c. Cannot be a previous password
 - d. Cannot be a compromised password
10. Enter the new password in both fields. To view the password as it is typed, click on the “eye” in the password entry box. To hide the password again, click on the “eye”.



Change Password Entry and Selection

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11. Select **Change Password**.



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It's time to set your new password.

New password

.....

Confirm new password

.....

Your password must have:

- 15 - 64 characters & at most 12 repeat characters in a row

Change password

Change Password Entry and Selection

- A success confirmation displays.
- An error displays if the new password entry times out. Restart the process.
- If an error displays not due to time out, the passphrase attempted does not meet the requirements. Restart the process and select a different new password. Password cannot be:
 - i. a compromised password
 - ii. may not contain part of your personal AD (Active Directory) Username
 - iii. a previous password

12. PC Users Only

- Lock (ctrl-alt-delete, click on Lock) and unlock your computer to force an update of the new password on your computer.
- If using [hsapps](#), reboot the computer to ensure it saves the updated password.

Special Situations and Remedies

Resetting a password using the SSPM Web Portal without being logged into a Windows PC

- If the old password is known, log onto the computer with the old password, log onto the VPN with your new password, and then lock and unlock the computer with the new password. Use the new password going forward.
- If the old password is not known, follow the “forgotten password” instructions above.

Resetting a password using Imprivata: Imprivata users who are enrolled in Password Management can continue to use Imprivata to reset their password.

Resetting a password via Citrix: Continue to use [hsapps](#) to reset a password.

1. Log into <https://hsapps.ucdmc.ucdavis.edu/>.
2. Select the gear icon.
3. Select **Account Settings**.
4. Select **Change Password**.
5. Click **Continue**.
6. Enter the old password and the new password twice.
7. Click **OK**. Use the new password going forward.

Using Citrix [hsapps](#) after using the Self-Service Password Management Portal: A reboot of the computer after the password reset ensures that Citrix has the new password.

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Using the Start Before Login (SBL) Process (Windows only)

If working remote, use the instructions below to connect to the UC Davis Health network using the new password. Please note that these operations may be completed slowly, so your patience is appreciated.

1. Reboot or restart the computer.
2. Press Ctrl-Alt-Delete to bring up the login menu.
3. Press **Okay** on the unauthorized use warning.
4. If using **Imprivata**, press the escape (esc) key to open the windows login menu.
5. Click the two computer screens icon at the bottom right.
6. Log into **Start Before Login (SBL)** VPN using the new password and follow the Duo prompts.
7. Once the SBL VPN is connected, use the new password to log in.

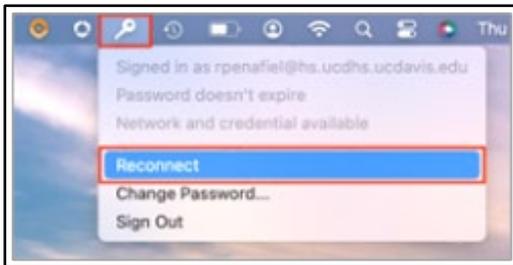
Apple Mac Users Information

Macs users that do not use AD credentials to log into Mac will not notice any changes. No prompt to synchronize the new AD password appears and Mac users continue to use the same password to login to a Mac. Use the new AD passphrase when AD credentials are required.

Macs users that use AD credentials to log into a Mac must synchronize the new AD password. Ensure the Mac is connected to the UC Davis Health network to perform the sync. Use the former AD password to log into the Mac until the sync is completed.

How to synchronize new AD Password on a Mac

1. After completing the password reset via SSPM, click **Reconnect** under the **Key** icon in the top menu.



Key Icon Selection > Reconnect Selection

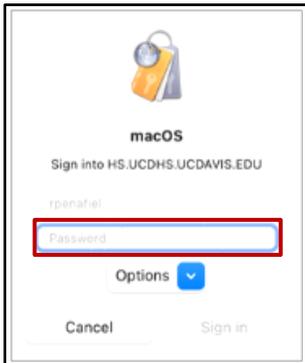
2. An **Error** prompt appears stating **Your username or password is incorrect** as the former password is no longer valid.
3. Click **OK**. The login prompt appears.



Error Prompt – Click OK

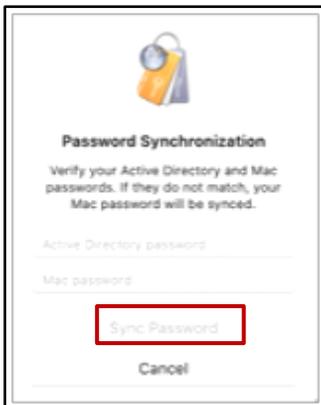
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4. Enter the new AD password.



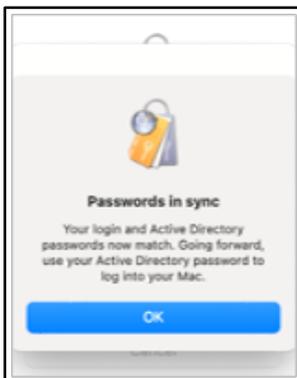
Sign in with New AD Password

5. Click **Sign in**. The **Password Synchronization** prompt appears.
6. Enter the new AD password.
7. Enter the local Mac password.
8. Select **Sync Password**.



Password Synchronization Prompt

7. Passwords in sync is displayed.



Password in Sync Window

8. Click **OK**.

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The AD password is synchronized with the Mac. Going forward, use the new AD password to log into the Mac.

Unlock a Locked Account

Accounts become locked when an incorrect password is entered too many times. If this happens, unlock the account using the **Self-Service Password Management Web Portal**.

1. Using any device, access the web portal: [UCDH Self-Service Password Management Portal](https://ucdavishealth.identitynow.com/passwordreset/default/flow-selection) <https://ucdavishealth.identitynow.com/passwordreset/default/flow-selection>
2. Select **Unlock Account**.
3. Enter the username and select **Continue**.
4. Choose the dual identification method by clicking the radio button of choice.
5. Select **Continue**.
5. Retrieve and enter the dual identification authorization code.
6. Select **Continue**. The account is unlocked.

Suggestion: After unlocking the account, reset the account password using the instructions above.

Retrieve a Username

If a password is not known, and access to the associated email account is available, the username is retrieved using the **Self-Service Password Management Web Portal**.

1. Using any device, access the web portal: [UCDH Self-Service Password Management Portal](https://ucdavishealth.identitynow.com/passwordreset/default/flow-selection): <https://ucdavishealth.identitynow.com/passwordreset/default/flow-selection>
2. Select **Retrieve Username**.
3. Enter the email account and select **Continue**.
4. Choose the dual identification method by clicking the radio button of choice.
5. Select **Continue**.
6. Retrieve and enter the dual identification authorization code.
7. Select **Continue**.
8. The username is emailed to the email account entered.

Suggestion: After retrieving the username, reset the account password using the instructions above.