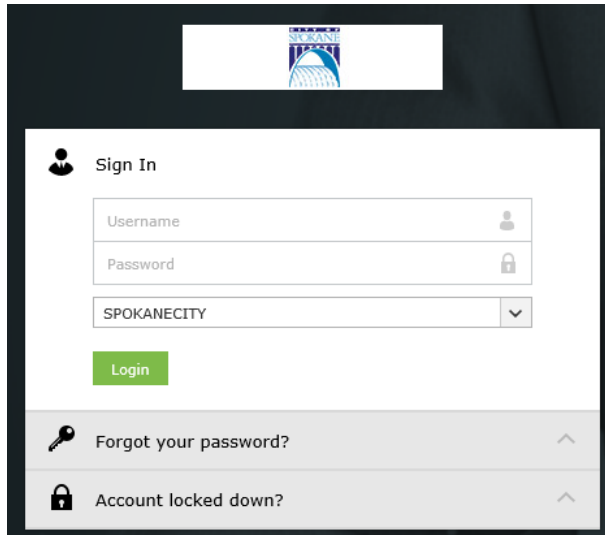


Self-service password reset instructions

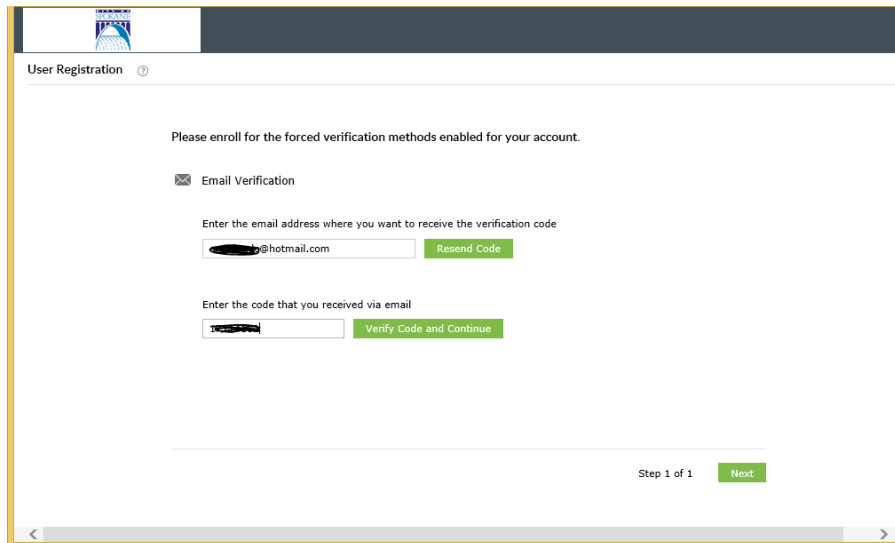
Enroll in self-service password reset

1. Open your browser.
2. Go to <https://selfservice.spokanecity.org>



The screenshot shows the 'Sign In' page of the self-service password reset website. At the top, there is a Spokane City logo. Below it, the 'Sign In' section includes a 'Username' field with a user icon, a 'Password' field with a lock icon, and a dropdown menu currently set to 'SPOKANECITY'. A green 'Login' button is positioned below these fields. At the bottom of the sign-in area, there are two links: 'Forgot your password?' with a key icon and an upward arrow, and 'Account locked down?' with a lock icon and an upward arrow.

3. Logon with your Windows domain account.



The screenshot displays the 'User Registration' page. The title is 'User Registration' with a help icon. The main heading reads 'Please enroll for the forced verification methods enabled for your account.' Below this, there is a checked checkbox for 'Email Verification'. The first step is 'Enter the email address where you want to receive the verification code', with a text input field containing a redacted email address and a green 'Resend Code' button. The second step is 'Enter the code that you received via email', with a text input field containing a redacted code and a green 'Verify Code and Continue' button. At the bottom right, it indicates 'Step 1 of 1' and a green 'Next' button.

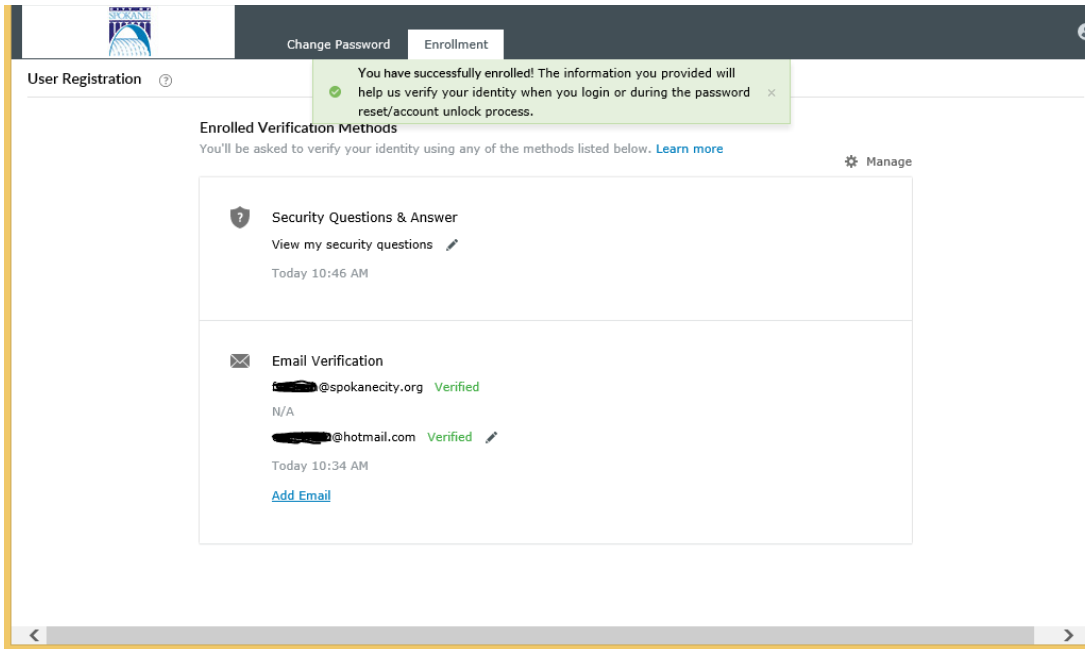
4. Enter a personal email address. *For Email verification you must use a personal email address because you would not have access to your city email account if your password is forgotten. You will get an error if you enter your city email address.*
5. Click the **Send Code** button.
6. Check your personal email account for the verification code.
7. Enter your verification code and click the **Verify Code and Continue** button.

The screenshot shows a web interface for changing a password. On the left, there are input fields for 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields are several password requirements listed as bullet points: 'The minimum password age is 1', 'The maximum password age is 90', 'The minimum password length is 8', 'No. of Passwords Remembered is 10', and 'The password complexity property is Enabled'. At the bottom of this section are 'Change Password' and 'Cancel' buttons. A white overlay box on the right contains a welcome message: 'Welcome! This portal offers you the power of password self-service!'. It lists two services: 'Password Reset: Securely reset your machine password without help desk assistance.' and 'Account Unlock: Unlock your account when you get locked out without help desk assistance.' At the bottom of the overlay is a green button labeled 'Click Here' and the text 'Complete your enrollment now!'.

8. Click the **Click Here** button to complete your enrollment.

The screenshot shows the 'Enrollment' step of a user registration process. The page title is 'User Registration'. A message reads: 'Please enroll for the forced verification methods enabled for your account.' Under the heading 'Security Questions', there are two questions, each with a dropdown menu and two text input fields. The first question is 'What was your favourite cartoon character during your childhood?' and the second is 'What is the first name of your maternal grandmother?'. Below the questions is a checkbox labeled 'Hide Answer(s)' which is checked. A note states: 'The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters'. At the bottom right, it says 'Step 1 of 1' and has a green 'Next' button.

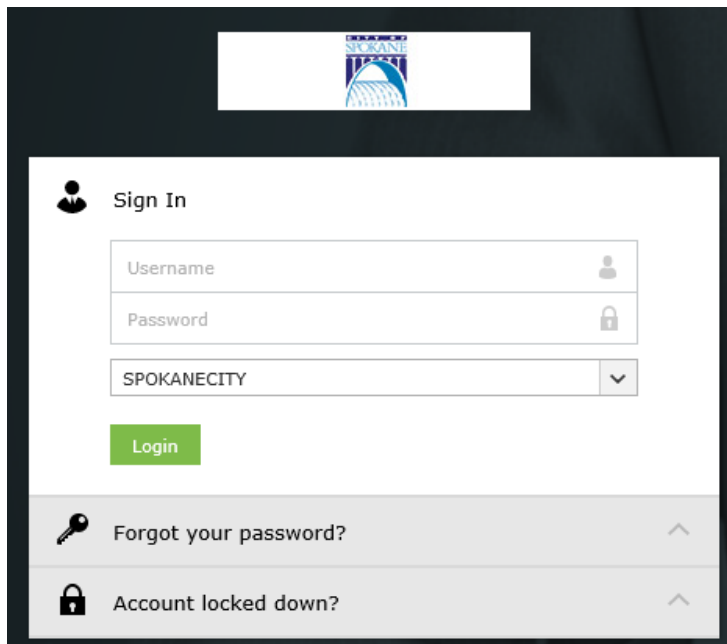
9. Choose two security questions and provide answers. Click **Next**.



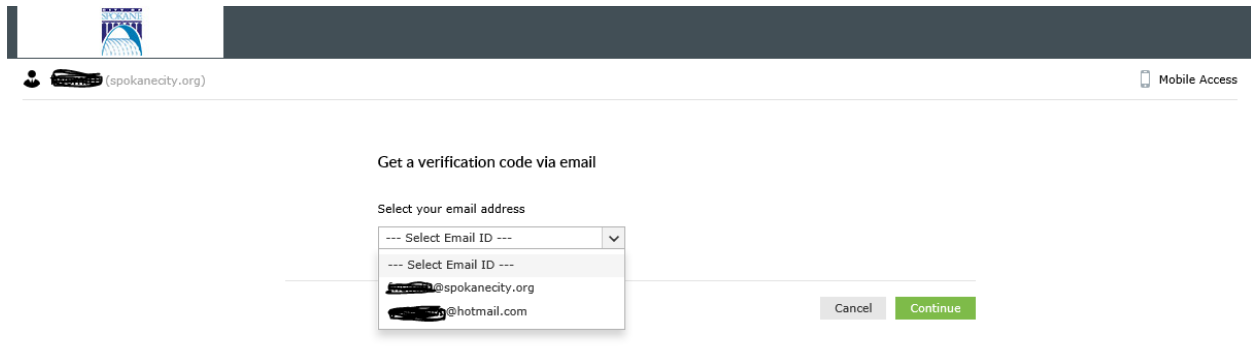
10. You are now enrolled in self-service password reset.
11. Click the **Change Password** tab to change your password.
12. Sign out from the upper right hand corner.

Change My Password (after I am already enrolled)

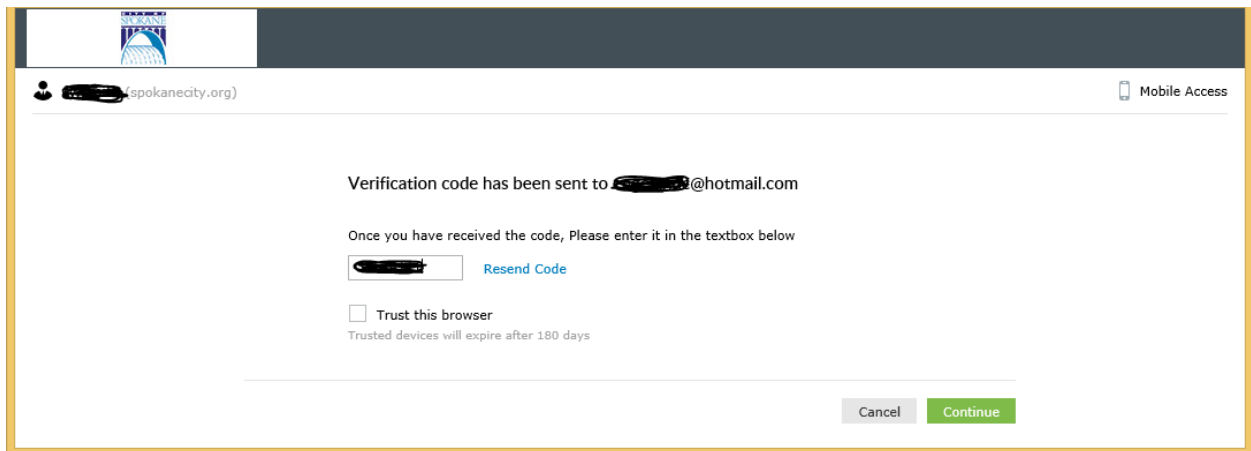
1. Open your browser.
2. Go to <https://selfservice.spokanecity.org>



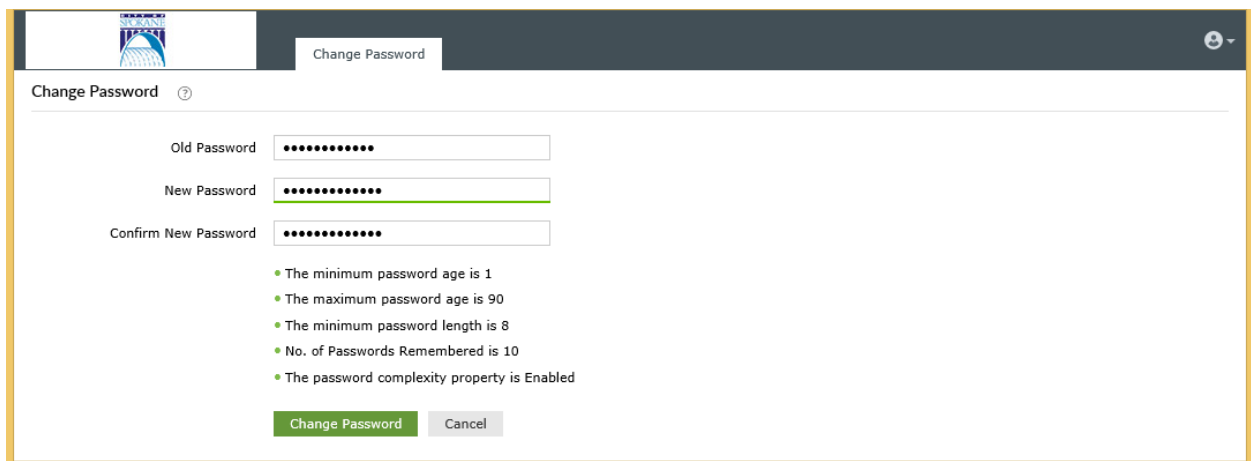
3. Logon with your Windows domain account.



4. Select an email address to get your verification code. Click the **Continue** button.



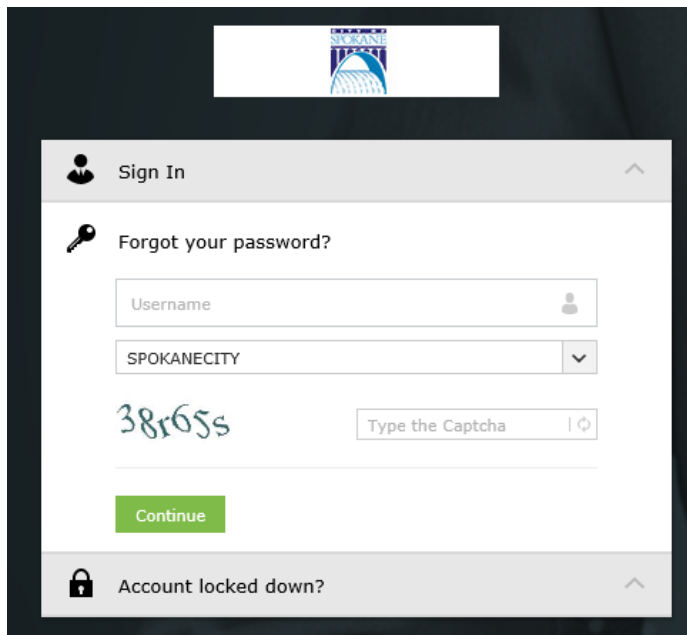
5. Check your email account for the verification code.
6. Do not check **Trust this browser** if you are on a shared or public computer.
7. Enter your verification code and click the **Continue** button.



8. Enter your old password. Enter your new password twice. Click the **Change Password** button.
9. Sign out from the upper right hand corner.

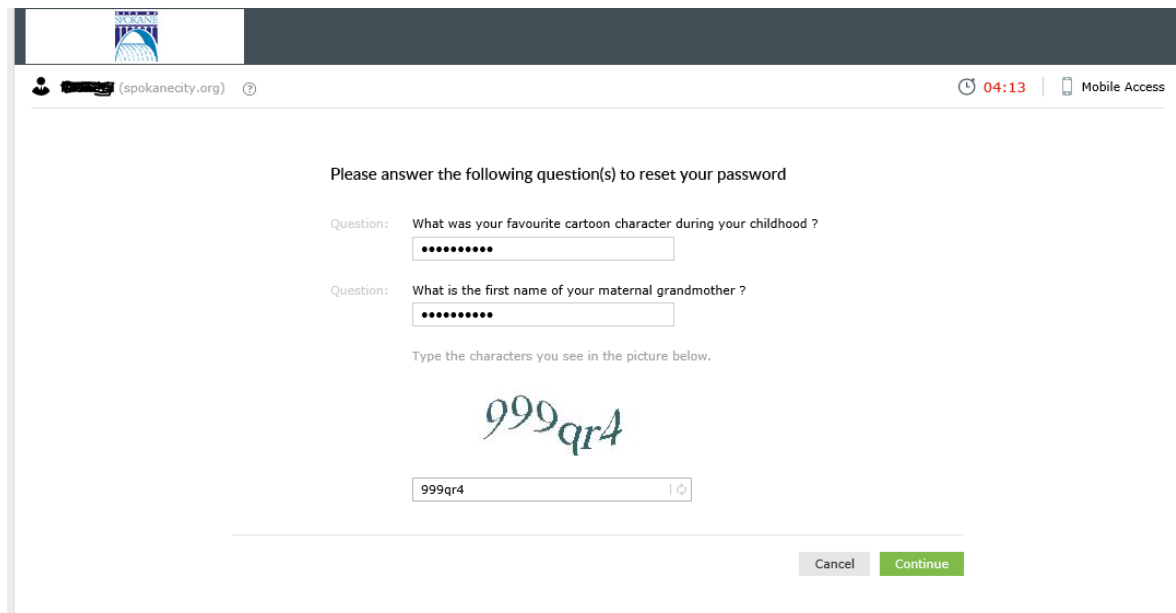
Reset your password (after I am already enrolled) – Follow these steps when you forget your password

1. Open your browser.
2. Go to <https://selfservice.spokanecity.org>
3. Click **Forgot your password?**



The screenshot shows a web form titled "Forgot your password?". At the top left is a "Sign In" link with a person icon. Below it is a key icon and the text "Forgot your password?". The form contains a "Username" input field with a person icon, a dropdown menu currently set to "SPOKANECITY", a captcha image showing the characters "38r65s", and a "Type the Captcha" input field with a refresh icon. A green "Continue" button is at the bottom. Below the form is a grey bar with a lock icon and the text "Account locked down?".

4. Enter your Windows domain account.
5. Enter the Captcha and click **Continue**.



The screenshot shows a password reset page. At the top is the Spokane City logo. Below it is a user profile icon, a browser tab showing "(spokanecity.org)", a clock icon with "04:13", and a "Mobile Access" icon. The main heading is "Please answer the following question(s) to reset your password". There are two security questions, each with a masked input field: "Question: What was your favourite cartoon character during your childhood?" and "Question: What is the first name of your maternal grandmother?". Below these is a captcha image showing the characters "999qr4" and a "Type the characters you see in the picture below." instruction. A "999qr4" input field with a refresh icon is provided. At the bottom right are "Cancel" and "Continue" buttons.

6. Answer your two security questions.
7. Enter the captcha and click **Continue**.

The screenshot shows a mobile application interface. At the top, there is a header with a logo on the left and a dark bar on the right containing a clock icon, the time '03:45', and a 'Mobile Access' label. Below the header, the main content area has a title 'Get a verification code via email'. Underneath, it says 'Select your email address' followed by a dropdown menu showing a redacted email address '@hotmail.com'. Below that, it says 'Type the characters you see in the picture below.' and displays a captcha image with the characters 'b8te8i'. A text input field below the image contains the text 'b8te8i'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

8. Select an email address to get your verification code.
9. Enter the captcha and click **Continue**.

The screenshot shows the same mobile application interface. The title now reads 'Verification code has been sent to [redacted]@hotmail.com'. Below this, it says 'Once you have received the code, Please enter it in the textbox below:' followed by a text input field containing a redacted verification code and a 'Resend Code' link. Below that, it says 'Type the characters you see in the picture below.' and displays a captcha image with the characters 'cpepec'. A text input field below the image contains the text 'cpepec'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'.

10. Check your email account for the verification code.
11. Enter your verification code.
12. Enter the captcha and click **Continue**.

Reset Password

*New Password

*Confirm New Password

- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 8
- No. of Passwords Remembered is 10
- The password complexity property is Enabled

Type the characters you see in the picture below.

13. Enter your new password twice.
14. Enter the captcha and click **Reset Password**.
15. Sign out from the upper right hand corner.

Unlock your account (after I am already enrolled) – Follow these steps when your account is locked.

1. Open your browser.
2. Go to <https://selfservice.spokanecity.org>
3. Click **Account locked down?**

Sign In

Forgot your password?

Account locked down?

SPOKANECITY

4. Enter your Windows domain account.
5. Enter the Captcha and click **Continue**.

Please answer the following question(s) to unlock your account

Question: What was your favourite cartoon character during your childhood ?
.....

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

Type the characters you see in the picture below.

ikomdg

ikomdg|

Cancel Continue

6. Answer your two security questions.
7. Enter the captcha and click **Continue**.

Get a verification code via email

Select your email address

.....@hotmail.com

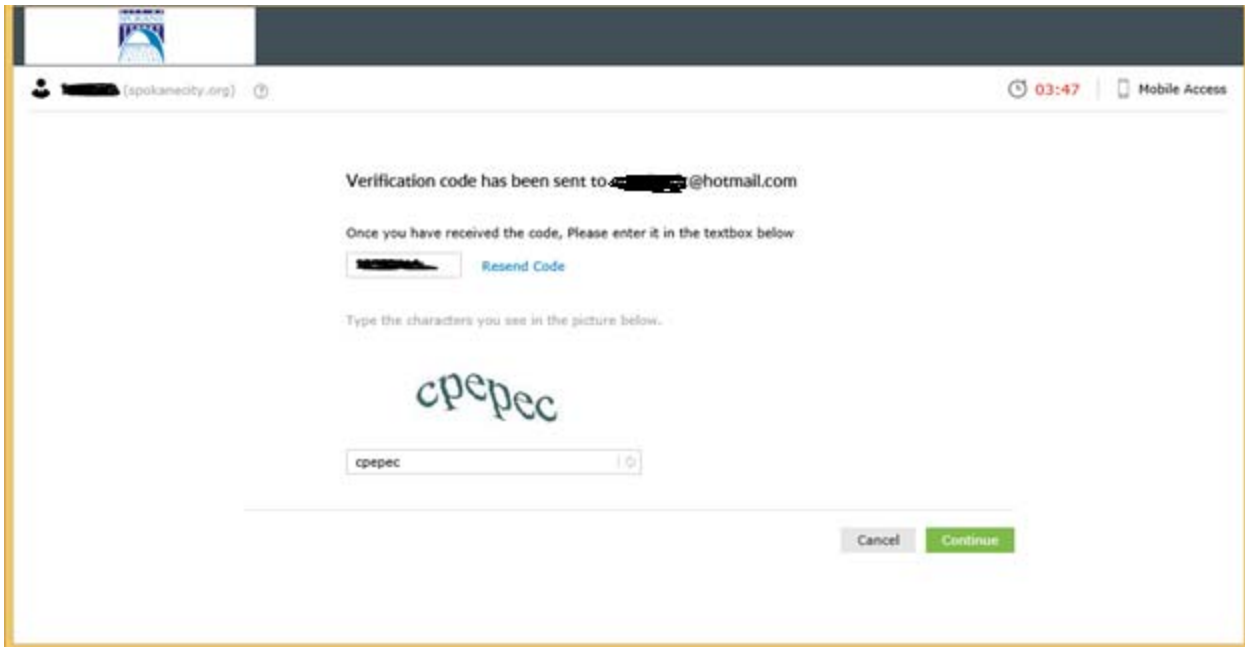
Type the characters you see in the picture below.

b8te8i

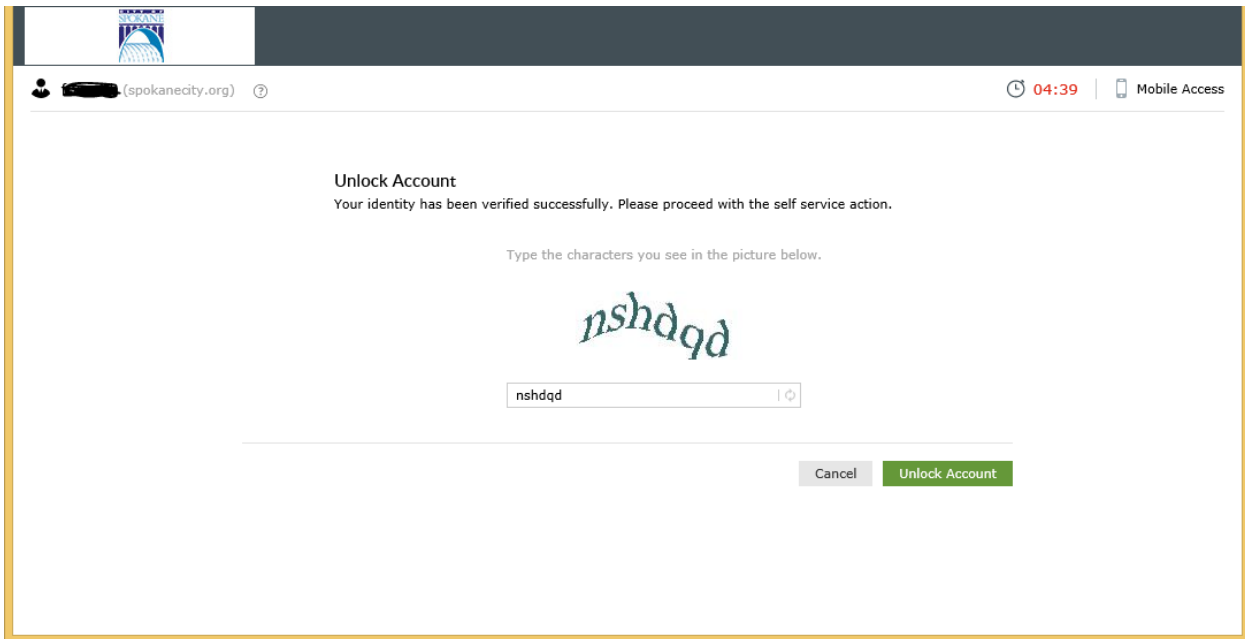
b8te8i

Cancel Continue

8. Select an email address to get your verification code.
9. Enter the captcha and click **Continue**.



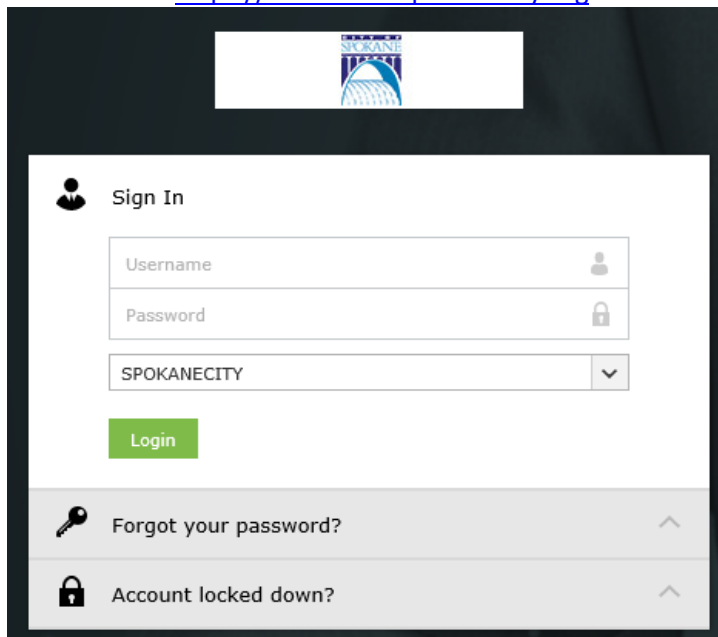
10. Check your email account for the verification code.
11. Enter your verification code.
12. Enter the captcha and click **Continue**.



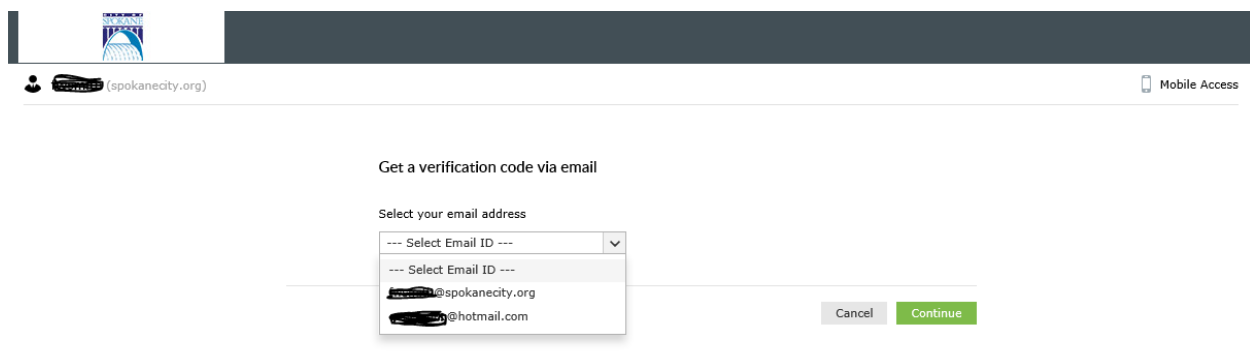
13. Enter the captcha and click **Unlock Account**.
14. Sign out from the upper right hand corner.

Setup Mobile Access - optional (after I am already enrolled) – Follow these steps to setup optional mobile access.

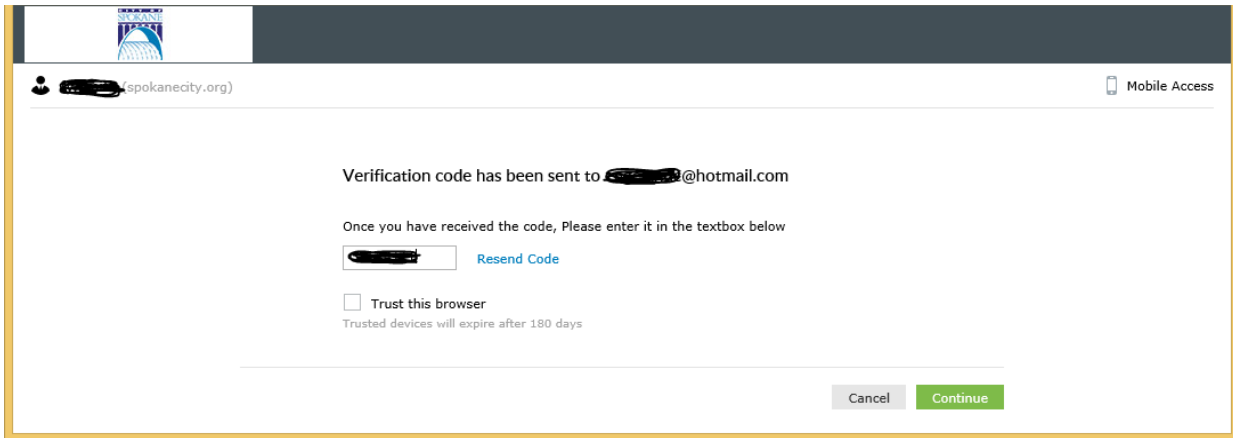
1. Open your browser on a desktop PC.
2. Go to <https://selfservice.spokanecity.org>



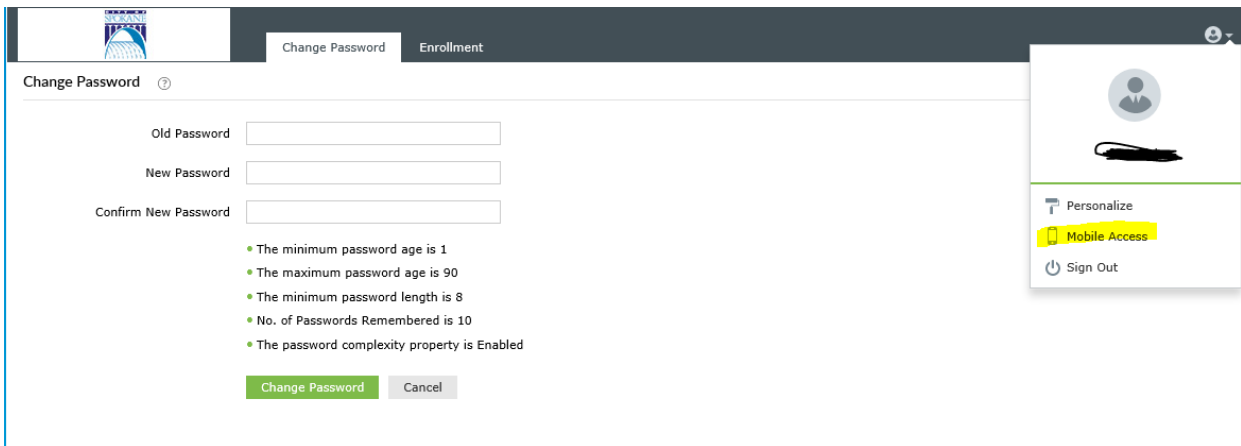
3. Logon with your Windows domain account.



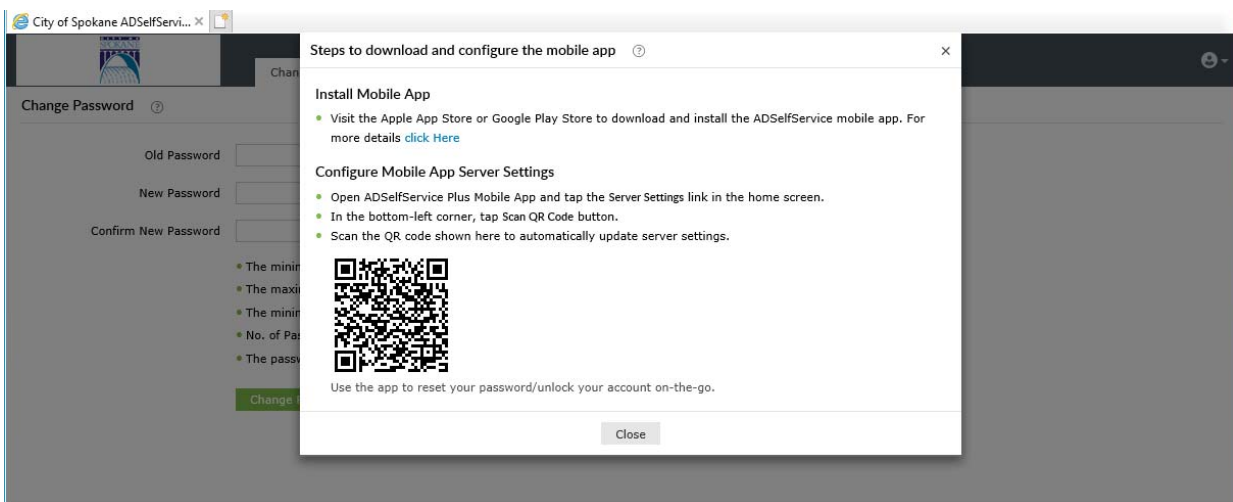
4. Select an email address to get your verification code. Click the **Continue** button.



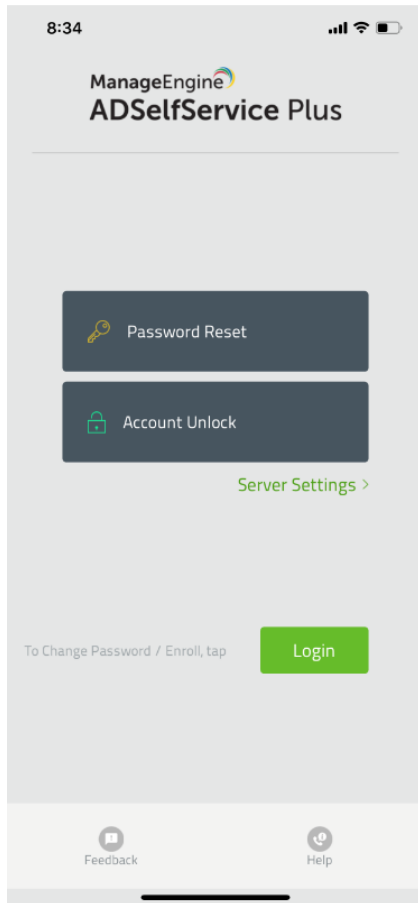
5. Check your email account for the verification code.
6. Do not check **Trust this browser** if you are on a shared or public computer.
7. Enter your verification code and click the **Continue** button.



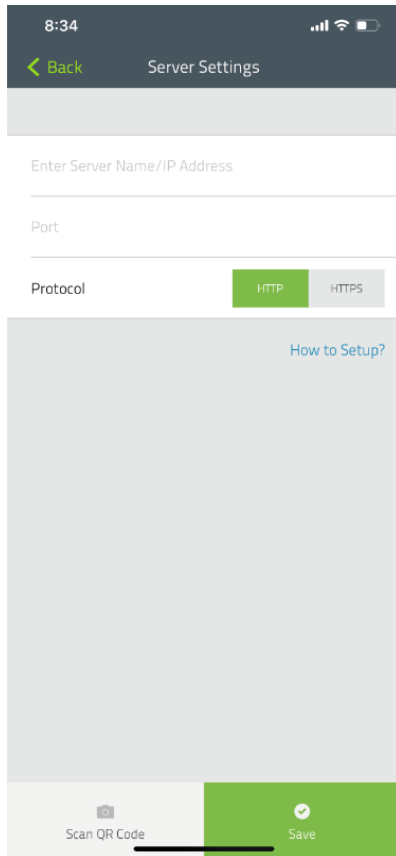
8. Click the dropdown in the upper right had corner and choose **Mobile Access**.



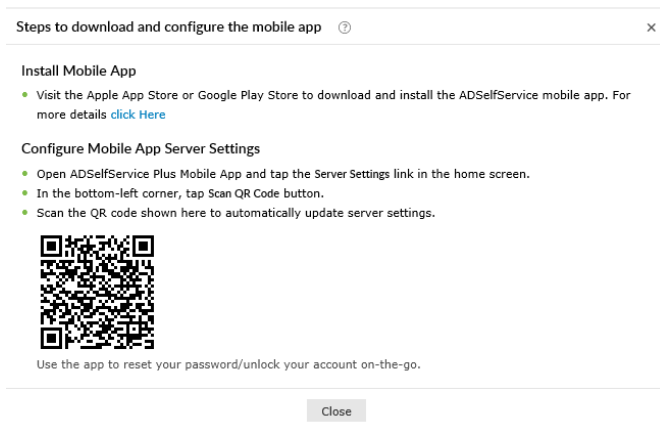
9. On your mobile device, install **ADSelfService Plus Mobile App** from the Apple App Store or Google Play Store.



10. On your mobile device open **ADSelfService Plus Mobile App** and click **Server Settings** link.

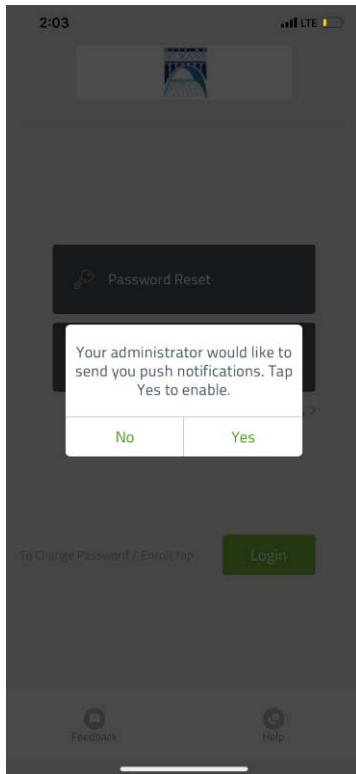


11. In the bottom left corner, tap **Scan QR Code** button.

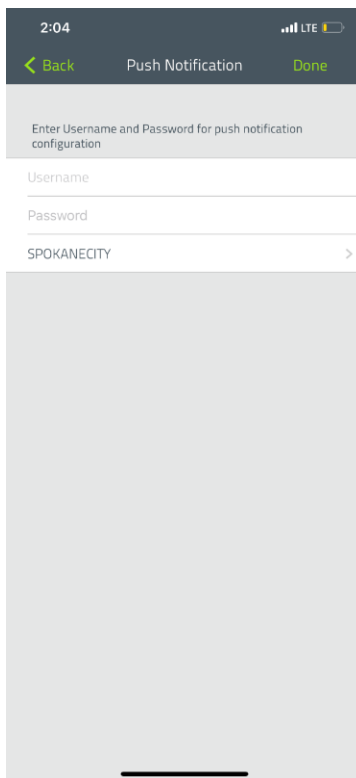


12. Scan the QR code shown on your desktop PC screen as shown above.

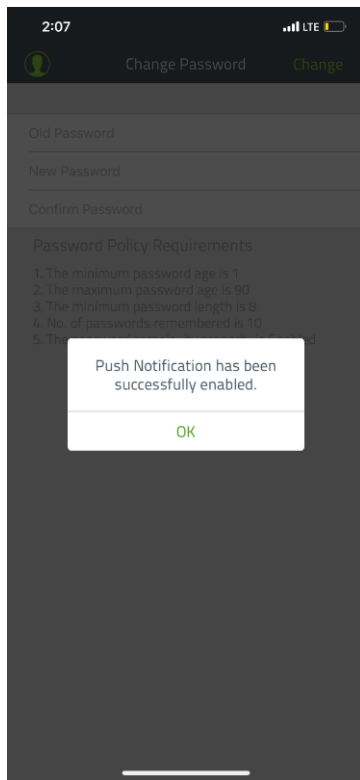
13. It will automatically save the settings for ADSelfService Plus Mobile App.



14. At the “Your administrator would like to send you push notifications. Tap Yes to enable.” prompt, click **Yes**.



15. Logon with your Windows domain account.



16. At the “Push Notification has been successfully enabled.” prompt, click **OK**.
17. Mobile Access setup is complete.