

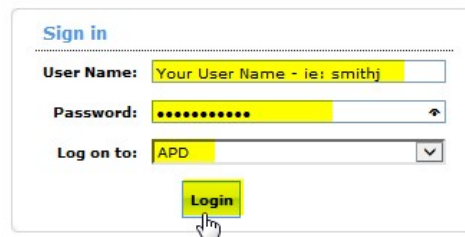
How to Enable Self-Service Windows Password Resets and Unlock Your Account

APD IT has implemented a solution that will enable users to reset their Windows password and unlock their account without needing to contact the APD Help Desk. Before you can reset your password and unlock your account, you must first register by following the steps outlined below.

Step 1

Connect to the APD network via VPN. Click the link below or copy and paste in to the address bar of your web browser to go to the APD password management portal. *****NOTE: a VPN connection must be established before the link below will work***** <http://passwordreset.apd.fl.local:8888/>

Enter your user name and password in the fields marked “User Name” and “Password” (the same credentials you use to log in to iBudget), select ‘APDENET’ from the dropdown menu and then click the “Login” button.” (Figure 1.1)



The screenshot shows a web form titled "Sign in". It contains three input fields: "User Name" with the placeholder text "Your User Name - ie: smithj", "Password" with masked characters "*****" and a visibility toggle icon, and "Log on to:" with a dropdown menu showing "APD". Below the fields is a yellow "Login" button with a mouse cursor pointing to it.



Figure 1.1

Step 2

Click on the “Click Here” button to proceed with registration. (Figure 1.2)



Figure 1.2

Step 3

Registration requires selecting two security questions and entering two corresponding answers. From each question field (Que:) below, select a question from the drop down menu, enter the answer in the "Answer" field and confirm (retype) your answer in the "Confirm Answer" field. Note: your answers are not case sensitive. Once you have completed both security questions and answers, please click the "Enroll" button. (Figure 1.3)

A screenshot of a web application interface. At the top, there are four tabs: "My Info", "Change Password", "Enrollment" (which is active and highlighted in blue), and "Personalize". Below the tabs is a section titled "User Registration" with a sub-header "The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.". Underneath is a section titled "Security Que & Ans.". Below this is a "Length Specification" section with a bullet point: "The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters". The main section is titled "Register Your Security Que & Ans" and contains two identical question sets. Each set starts with a "Que:" label followed by a yellow dropdown menu containing the text "-----Please Select a Question-----". Below each dropdown are two input fields: "Answer" and "Confirm Answer". At the bottom of the form is a checkbox labeled "Hide Answer(s)" which is checked. A yellow "Enroll" button is located at the bottom right of the form area.

Figure 1.3

If your registration was successful, you will see the message below. You may now close the web page. (Figure 1.4)



Figure 1.4

Congratulations! Now that you have registered successfully, you will be able to reset your APD domain password or unlock your account without needing to contact the APD Help Desk.