

Self-Management of an Active Directory (AD) Account

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Table of Contents

Passphrase Management.....	2
Resetting A Password.....	2
Additional Steps for Windows Users.....	5
Using the Start Before Login (SBL) Process (Windows only).....	5
Apple Mac Users Information.....	5
Unlock a Locked Account.....	7
Retrieve a Username	8

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Managing Personal AD Accounts

Passphrase Management

Resetting A Password

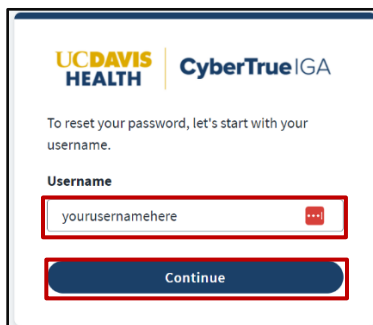
Follow the step-by-step instructions below to use the Self-Service Password Management Web Portal to reset a password. This is especially useful if you have forgotten your password.

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

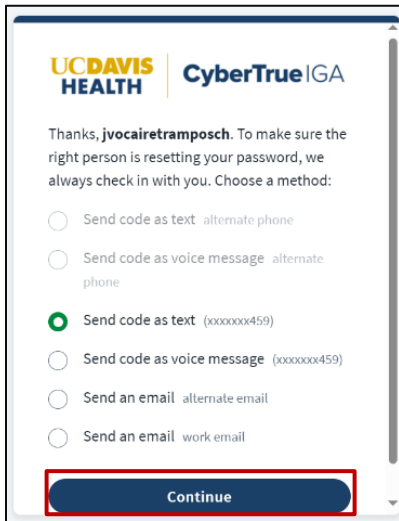
3. Enter the **Username**.
4. Select **Continue**.



Username Entry

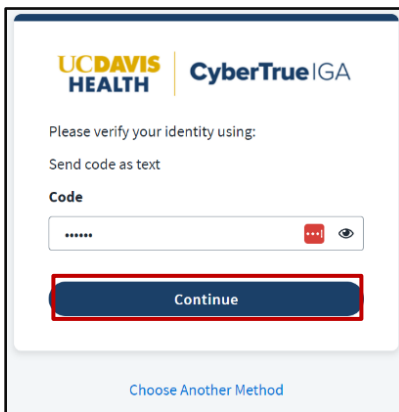
5. Choose a dual identification method by clicking the radio button of choice. A code will be sent to the destination you choose.
 - The last four of the destination phone numbers are displayed.
 - Work email (i.e., @ucdavis.edu).
 - Alternate email was provided at hire.
6. Select **Continue**.

Managing Personal AD Accounts



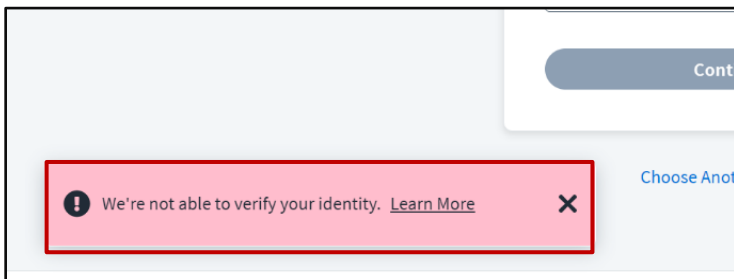
Method Selection

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**.



Method Selection

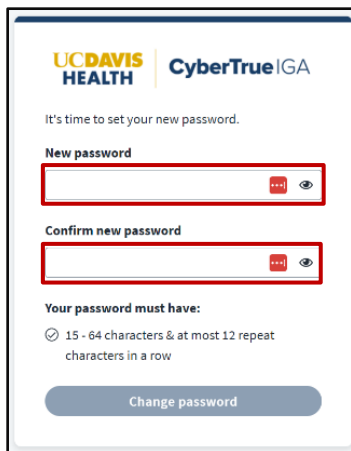
- If an incorrect code is entered, an error appears:



Incorrect Code Error

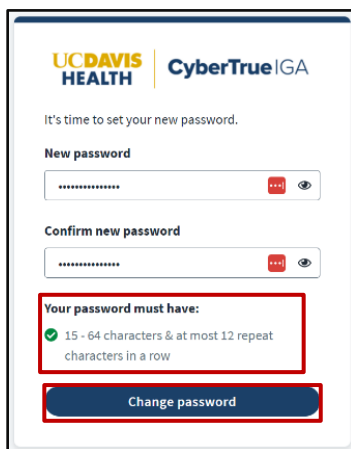
Managing Personal AD Accounts

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.



Change Password Entry and Selection

11. Select **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

Managing Personal AD Accounts

Additional Steps for Windows Users

If using an auto-login computer or a workstation on wheels, use the new password.

For Admin or assigned computers, update the password the computer is currently using to match the new password set via the **SSPM Web Portal**.

- When connected to the UC Davis Health Network or VPN:
 1. To avoid issues, force a refresh of the credentials stored on the computer.
 2. Lock the computer by pressing CTRL + Alt + Delete and then click **Lock**.
 3. Unlock it with your new password. Use your new password going forward.
- When **not** connected to the UC Davis Health Network or VPN:
 1. 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.
 2. If the old password is unknown or forgotten, follow the Using Start Before Login instructions below. Once connected, log onto your computer with your new password. Then lock and unlock your computer with your new password. Use your new password going forward.
- When using Citrix **ucdappsweb** to access applications, follow the instructions above as needed to complete a reset of a password and then synch it to a windows computer. Then, reboot the computer after using the SSPM web portal to ensure that Citrix picked up the updated password.

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

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

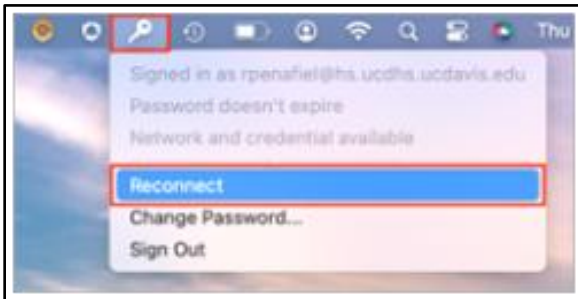
Macs users that do not use personal AD credentials to log into Mac will not notice any changes. No prompt to synchronize the new AD password appears and Mac users continue to use the same password to login to a Mac. Use the new AD passphrase when AD credentials are required.

Macs users that use AD credentials to log into a mac must synchronize the new AD password. The Mac must be 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

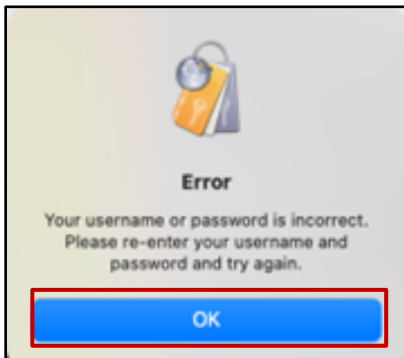
1. After completing the password reset via SSPM, click **Reconnect** under the **Key** icon in the top menu.

Managing Personal AD Accounts



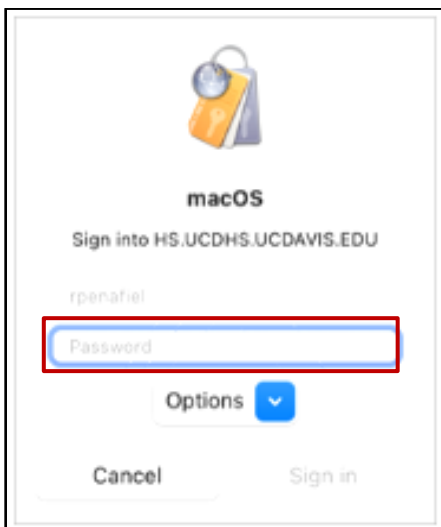
Key Icon Selection > Reconnect Selection

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

4. Enter the new AD password.

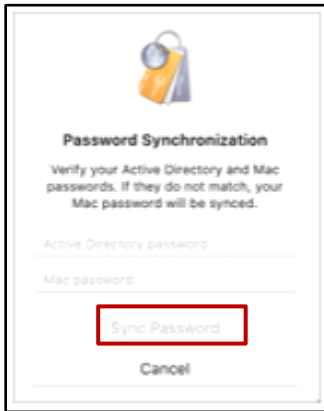


Sign in with New AD password

5. Click **Sign in**. The **Password Synchronization** prompt appears.

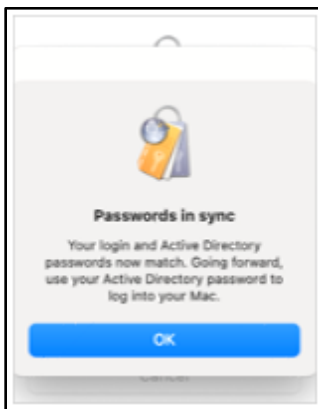
Managing Personal AD Accounts

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**.

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 can become locked if a person enters the incorrect password 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**.

Managing Personal AD Accounts

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.