



# Reset Password and Unlock Account Self Service User Guide

The purpose of this document is to walk you through the process of changing your District password and unlocking your accounts.

## IMPORTANT NOTE

If you are **working remotely**, and want to change your password, first log off **all** District computers and devices.

- See page 3 to change your password using your home computer and web browser.
- See page 8 to change your password using a mobile device.

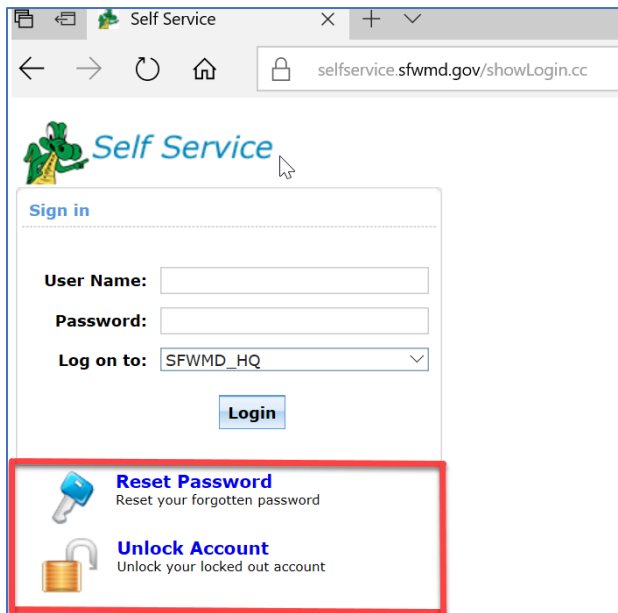
Please also note, if you are using your District computer at home to connect to VPN to change your password, your new password will be applied for everything on the District's network. However, you will have to enter your old password on your computer or laptop until you connect or dock it on the District's network.

## PART 1: WORKING WITH THE SELF SERVICE WEBSITE

The Self-Service website can be used to **reset** your password, **unlock** your account, and **change** your security questions.

**To Reset Your Password or Unlock Your Account** (*while on the SFWMD network*)

- 1) From a browser, type <https://selfservice.sfwmd.gov> and press the **Enter** key.
- 2) Click the link to either **Reset Password** or **Unlock Account**. (*Note: Reset Password is selected for this example. For Unlock Account, select that link and respond to the prompts.*)



Self Service

selfservice.sfwmd.gov/showLogin.cc

**Sign in**

User Name:

Password:

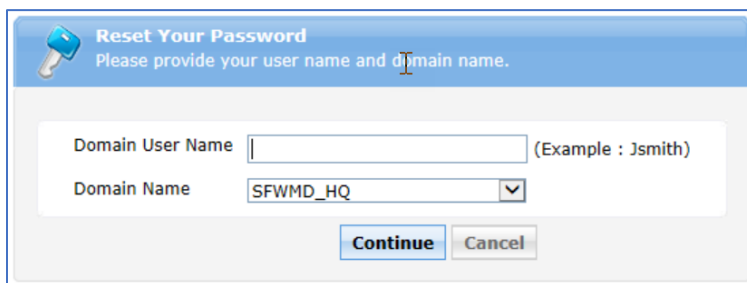
Log on to: SFWMD\_HQ

Login

**Reset Password**  
Reset your forgotten password

**Unlock Account**  
Unlock your locked out account

- 3) Enter your username and click the **Continue** button. (*Note: Domain Name SFWMD\_HQ should already be populated.*)



**Reset Your Password**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

Domain Name SFWMD\_HQ

Continue Cancel

- 4) Provide answers to the security questions and click the **Continue** button.

Time left for this operation : 04:53

### Security Questions

Please answer the following question(s) as per your enrollment profile to reset your password

**Answer the below question(s)**

Question: What is your mother's maiden name ?

Answer:

- 5) Once security questions are answered, choose a new password, and click the **Change Password** button. (Note: Password rules are provided, and **all** must be applied to a new password. A check acknowledges you've satisfied that rule.)

Time left for this operation : 04:36

### Reset Password

Please enter a new password in the boxes below:

**Reset Password**

New Password :

Confirm New Password :

- ✓ Minimum length should be at least "12"
- ✓ Number of special characters to include "1"
- ✓ Must contain both upper and lowercase characters
- ✓ Number of numerals to include "1"
- ✓ Must not contain any character more than twice consecutively
- ✓ Must not have 5 consecutive characters from username
- ✓ Must not contain restricted patterns [List](#)

- 6) Upon completion, you should receive a prompt stating your password has been changed successfully.

✓ Your password has been changed successfully.

### To Change Your Security Questions

- 1) From a web browser, type <https://selfservice.sfwmd.gov>.
- 2) Enter your username and password and click the **Login** button.
- 3) Select the **Enrollment** tab.
- 4) Update your questions and answers and click the **Update** button.

Change Password

Enrollment

User: [Registration](#)  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions

You have already enrolled for Security Question and Answer.

Length Specification

The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters

The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Question & Answer

Question: 

-----Please Select a Question-----

Answer

Confirm Answer

Question: 

-----Please Select a Question-----

Answer

Confirm Answer

Question: 

-----Please Select a Question-----

Answer

Confirm Answer

Question: 

Write your own question

Answer

Confirm Answer

☒ Hide Answer(s)

Update

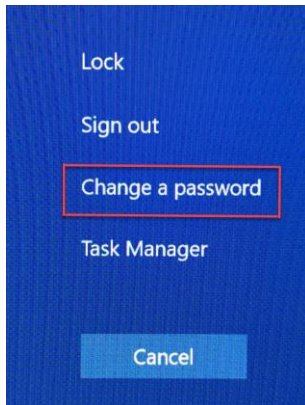
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## PART 2: WORKING WITH AD SELF-SERVICE FROM WINDOWS

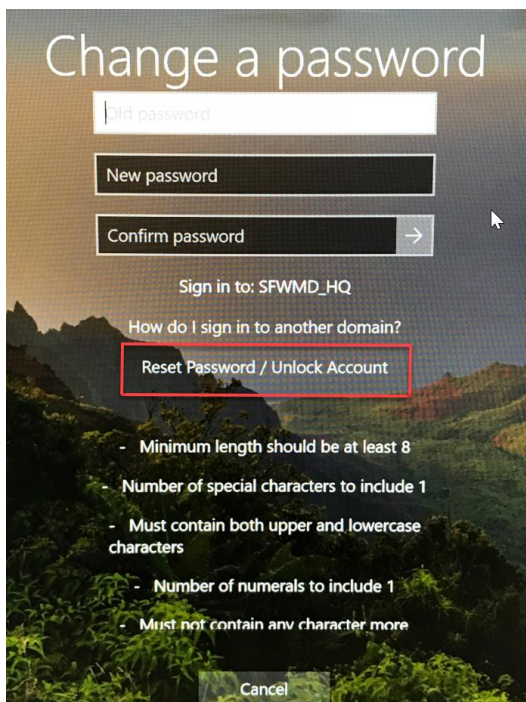
In addition to using the Self-Service website, you can also change your password and unlock your account from a Windows computer at a District facility such as Headquarters or Service Center. Please note that you cannot do this remotely while connected via VPN.

### To Reset Your Password or Unlock Your Account

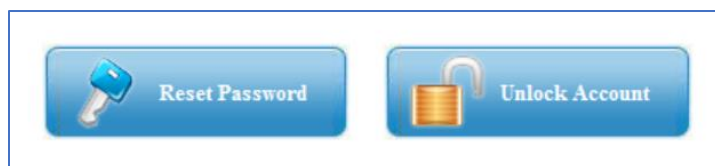
- 1) From a Windows computer, press **CTRL+ALT+DEL**, and click **Change a password**.



- 2) The 'Change a password' screen will appear.
- 3) To change your password, enter your old and new passwords in the provided fields. (*Note: Password rules are found at the bottom of the window.*)
- 4) If your password has **expired** or your account is **locked**, click the **Reset/Unlock** link.



- 5) The following prompt will appear. Click the appropriate button.



- 6) Enter your username and click the **Continue** button. (Note: Domain Name SFWMD\_HQ should already be populated.)

A screenshot of the 'Reset Your Password' form. The title bar says 'Reset Your Password' with a key icon. Below the title, it says 'Please provide your user name and domain name.' There are two input fields: 'Domain User Name' with a text box and '(Example : Jsmith)' to its right, and 'Domain Name' with a dropdown menu showing 'SFWMD\_HQ'. At the bottom are 'Continue' and 'Cancel' buttons.

- 7) Provide answers to the security questions.

A screenshot of the 'Security Questions' form. The title bar says 'Security Questions' with a key icon. Below the title, it says 'Please answer the following question(s) as per your enrollment profile to reset your password'. There is a section titled 'Answer the below question(s)' with a question: 'Question: What is your mother's maiden name ?'. Below the question is an 'Answer:' text box. At the bottom are 'Continue' and 'Cancel' buttons. A timer in the top right corner shows 'Time left for this operation : 04:53'.

- 8) Depending on whether you want to reset your password or unlock your account, provide the correction information in the screens below.

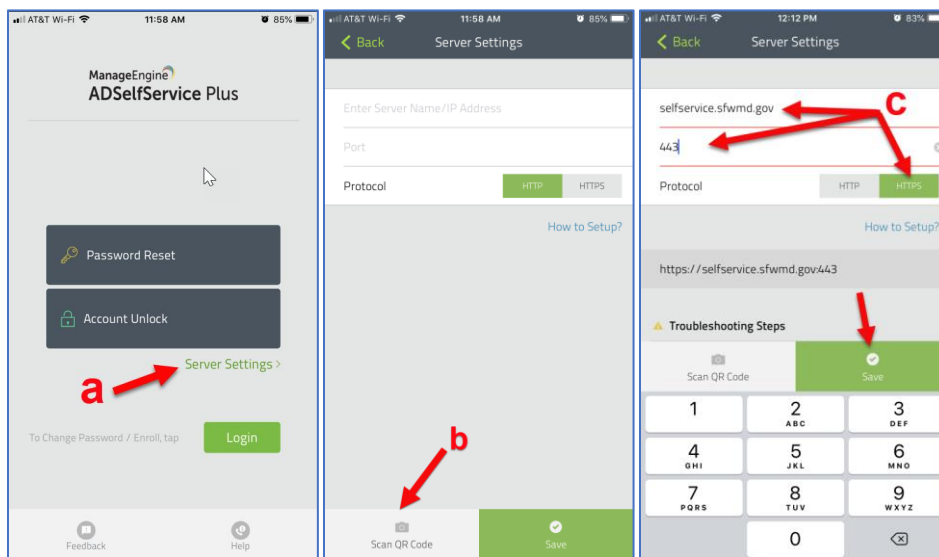
A screenshot of the 'Reset Password' form. The title bar says 'Reset Password' with a key icon. Below the title, it says 'Please enter a new password in the boxes below:'. There are two input fields: 'New Password : ' and 'Confirm New Password : '. Below these fields is a list of password requirements: 'Minimum length should be at least "8"', 'Number of special characters to include "1"', 'Must contain both upper and lowercase characters', 'Number of numerals to include "1"', 'Must not contain any character more than twice consecutively', 'Must not have 5 consecutive characters from username', 'Must not contain restricted patterns [List](#)', and 'You can ignore complexity rules if password length is at least "16"'. At the bottom are 'Reset Password' and 'Cancel' buttons. A timer in the top right corner shows 'Time left for this operation : 04:52'.A screenshot of the 'Unlock Account' form. The title bar says 'Unlock Account' with a padlock icon. Below the title, it says 'Unlock your locked out account'. There is a single input field labeled 'Unlock Account'. At the bottom are 'Unlock Account' and 'Cancel' buttons. A timer in the top right corner shows 'Time left for this operation : 04:56'.

## PART 3: RESET PASSWORD AND UNLOCK ACCOUNT USING MOBILE APP

To change your password or unlock your account from a mobile device, you must first download and install the ADSelfService Plus app on your device. Once installed, complete the registration/enrollment form, which includes registering your mobile number.

### To Setup ADSelfService Plus

- 1) Download and install the ADSelfService Plus app from your device's app store (Apple or Google Play).
- 2) Launch and register your device by using the following steps:
  - a. Press **Server Settings** in the app.
  - b. Press **Scan QR Code** and scan the QR code at the bottom of these instructions.
  - c. Alternatively, you can manually enter the server information:
    - Server Name: selfservice.sfwmd.gov
    - Port: 443
    - Protocol: Https



- 3) With the server information included, press **Save**.
- 4) Test the connection by tapping the '**Enroll**' button and then by logging in. Once you log in successfully, you are finished!

