Instructions for CaroMont Password Self-Service Portal

With this tool, you can unlock your account and change your active directory (AD) password. Additionally, you get an e-mail letting you know when your AD password is about to expire. Your AD password must be changed every 90 days. Expired passwords must be changed by the IT Service Desk, so changing before expiration saves a phone call to the Service Desk.

The Password Self-Service Portal can be found by going to **CHIP** > **Software Applications** > **P** > **Password Self-Service Reset**.

New Users – Enrolling in Portal and Changing Temporary Password

Enrollment:

First-time users must enroll. To enroll, enter your username and current AD password in the Sign In box on the right of the screen and click **Login**.

Security Questions:

After signing in, setup your Security Questions & Answers under the **Enrollment tab**. Click the drop-down button and select the first security question and then enter the answer. Same for the second. *There is a hide answers checkbox that can be unchecked so you can see exactly what you are putting for the security questions. Click **Next**.

Change Password:

After signing in, change your password under the **Change Password** tab. Enter your old (current) password, new password, confirm new password. Click **Change Password**. Password requirements are listed at the bottom of the screen. A box should pop-up stating password change was successful.

Enrolled Users – Managing Password

A. To reset a forgotten password:

Click the **Reset Password** link on the right of the screen (it has a blue key beside it). Enter your Username and click Continue. Provide the answers to the Security Questions that were setup with enrollment and click Continue. Enter and confirm a new password that meets all criteria and click **Reset Password**.

B. To unlock a locked-out account:

Click the **Unlock Account** on the right side of the screen (it has an open lock beside it). Enter your Username and click Continue. Provide the answers to the Security Questions that were setup with enrollment and click Continue. Click **Unlock Account**.

C. To change password and knows current password:

After entering credentials in the Sign In box, select the **Change Password** tab. Enter your old (current) password, new password, confirm new password. Click **Change Password**. Password requirements are listed at the top bottom of the screen.