

AD Self Service Password Reset Tool



The AD Self Service Password Reset Tool will allow faculty and staff the ability to reset their computer-email password on and off campus. Choose a link below:

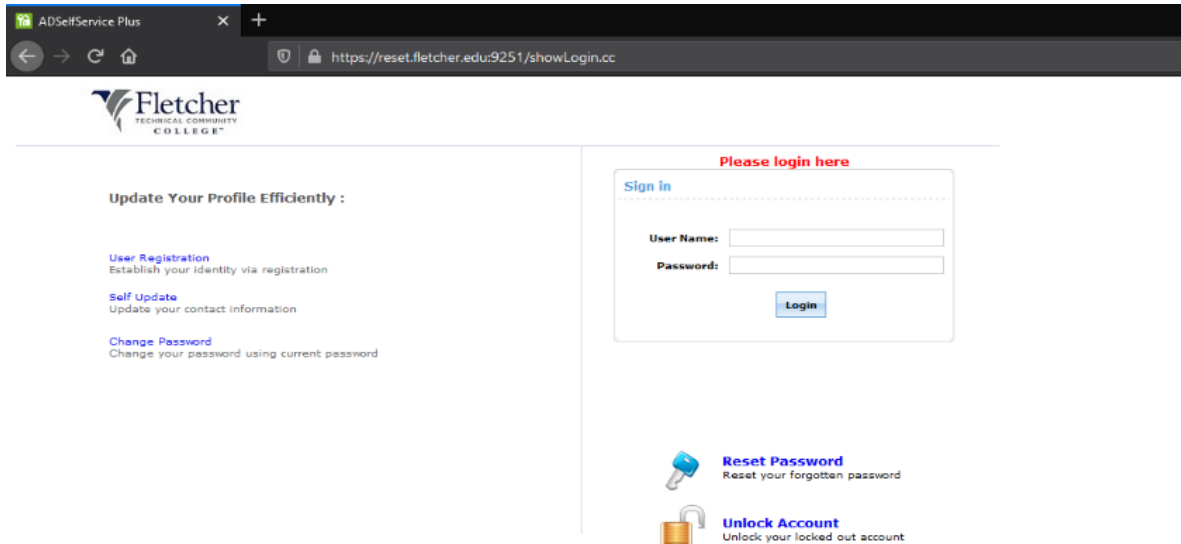
[How to Enroll](#)

[How to Reset Your Password](#)

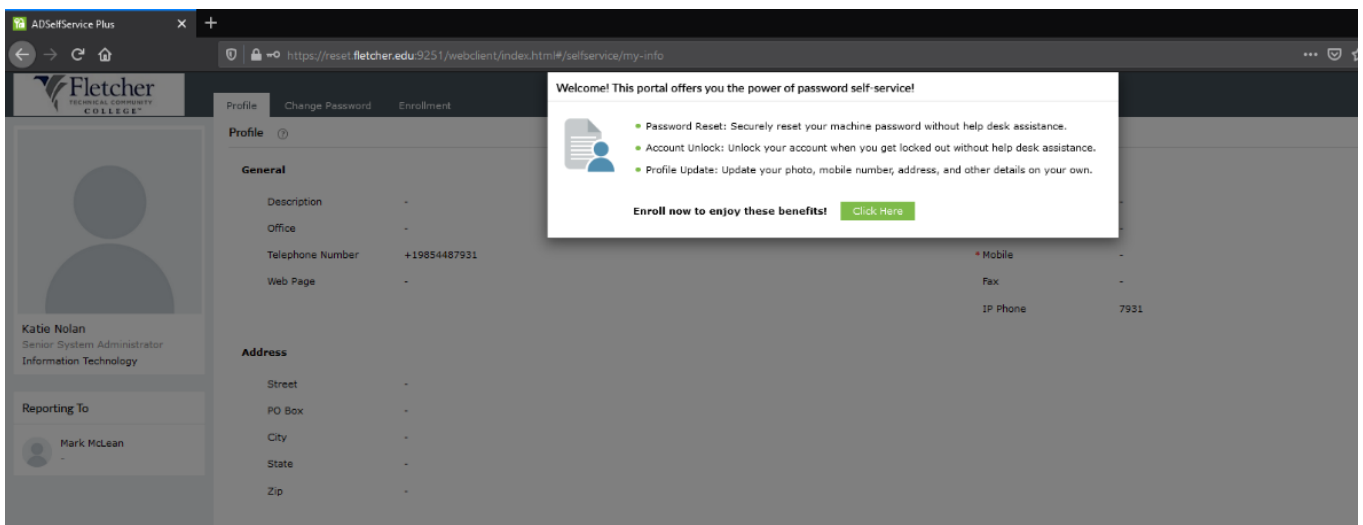
How to Enroll:

- Go to: <https://reset.fletcher.edu:9251>
- Or www.fletcher.edu > Faculty & Staff > Quick Links

- On the welcome screen enter the information as follows:
- User Name: computer username (ex. Luke Skywalker = lskywalker)
- Password: Your computer password



- Once your logged in you will see the Welcome message
- Click the green "Click Here" button to get started.



- On the next page, choose your two reset questions and answers. Then click the green “Next” button to finish enrollment.

ADSelfService Plus

Profile Change Password Enrollment

User Registration

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : -- Please Select a Question --

Answer Confirm Answer

Question : -- Please Select a Question --

Answer Confirm Answer

Hide Answer(s)

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

Step 1 of 1 [Next](#)

- You can also setup a profile and change your password in the portal.

ADSelfService Plus

Profile Change Password Enrollment

Profile

General

Description	-
Office	-
Telephone Number	+19854487931
Web Page	-

Address

Street	-
PO Box	-
City	-
State	-
Zip	-

Contact

Home Phone	-
Pager	-
Mobile	-
Fax	-
IP Phone	7931

Katie Nolan
Senior System Administrator
Information Technology

Reporting To

Mark McLean

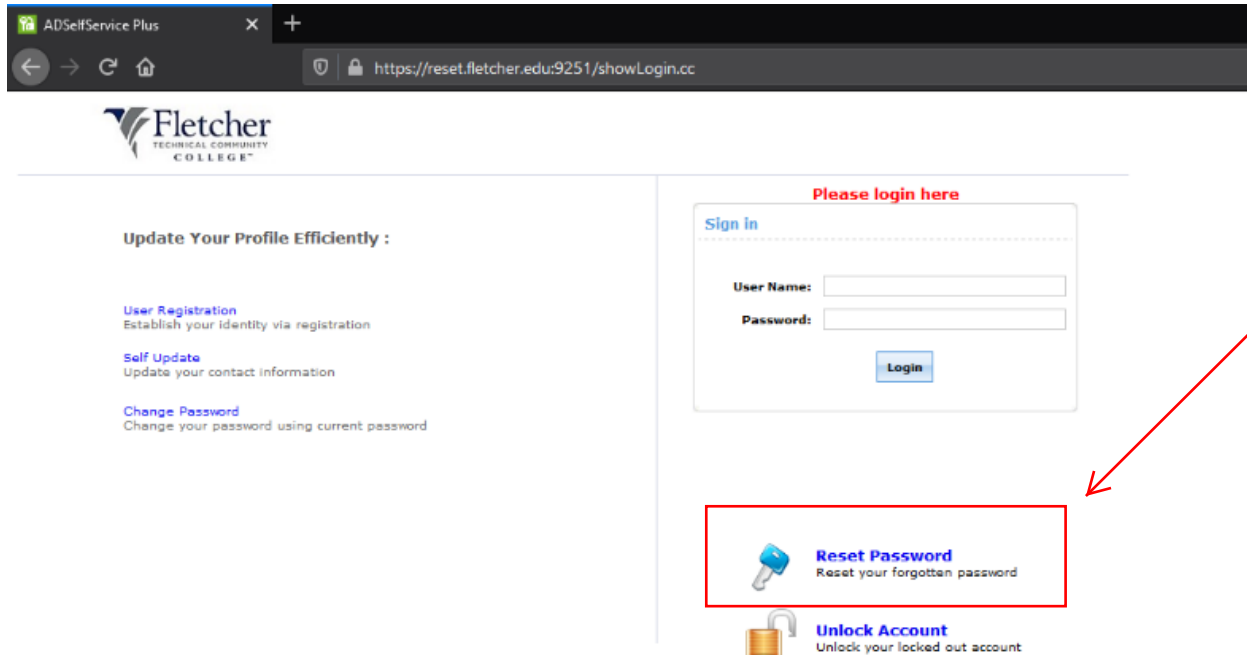
- Change Password Screen:

The screenshot shows a web browser window with the following elements:

- Browser Tab:** ADSelfService Plus
- Address Bar:** <https://reset.fletcher.edu:9251/webclient/index>
- Navigation:** Back, Forward, Refresh, Home icons.
- Header:** Fletcher TECHNICAL COMMUNITY COLLEGE logo on the left. Navigation tabs: Profile, Change Password (active), Enrollment.
- Section:** Change Password ⓘ
- Form Fields:**
 - Old Password
 - New Password
 - Confirm New Password
- Requirements:**
 - The minimum password age is 1
 - The maximum password age is 160
 - The minimum password length is 8
 - No. of Passwords Remembered is 2
 - The password complexity property is Enabled
- Buttons:** Change Password (green), Cancel (grey)

How to reset your password:

- Click “Reset Password” link




- Enter your username and the CAPTCHA info to continue

Forgot your password?
To reset your password, start by entering your domain username.

*Enter Username: (Example : Jsmith)

Type the characters you see in the picture below.



- Answer your security questions and enter the CAPTCHA info to continue to reset your password

Please answer the following question(s) to reset your password

Question: What is the name of your favourite cousin ?

Answer:

Question: What is your mother's maiden name ?

Answer:

Type the characters you see in the picture below.



Letters are not case-sensitive
