



Reduce Help Desk Costs
and Increase User Productivity with ADSelfService Plus
Self Reset Password. Self Unlock Account. Self Directory Update.

Table Of Contents

WELCOME TO ADSELFSERVICE PLUS.....	2
Contact Adventnet	3
GETTING STARTED	5
System Requirements	6
Installing ADSelfService Plus	7
Working with ADSelfService Plus	8
Installing Service Packs.....	10
Uninstalling Service Packs	11
Licensing ADSelfService Plus	12
CONFIGURING DOMAINS ON ADSELFSERVICE PLUS.....	13
DASHBOARD.....	14
REPORTS.....	15
ADMIN	17
Policy Configuration.....	18
Reset Password Configuration	19
Configure Report Scheduler	21
Self Update Policy Configuration	23
UnLock Policy Configuration.....	24
Enrollment Settings.....	26
Question and Answer Settings	27
General Settings	28
Logo Customization	29
Connection Settings.....	30
Custom Attributes	31
NTService	32
Server Settings	33
Personalization	34

Welcome to ADSelfService Plus

ADSelfService Plus is a web based product which allows end users to reset forgotten passwords securely, allowing administrators to implement stronger password policies while reducing help-desk workload. It provides a simple, secure web based solution that allows end users to reset forgotten passwords and unlock their user accounts themselves by answering configured preset question and answers (or) by a trusted co-worker.

It helps to generate comprehensive reports on Locked Out Users, Soon-to-Expire-Password-Users, Password Expired Users which provides a clear picture on the status of users and accounts present in the Domain. Also the above reports can be scheduled on a monthly, weekly, daily or hourly basis providing administrators control and end-users with the most needed notification on soon to expire passwords.

It also provides a detailed **audit feature** on when, by whom and which user password or accounts was modified. Further a Self Update feature where a user can update his/her own personal information from the web based console is bundled with the product. The Administrator can give controlled access to users for updating their personal contact details by themselves which may include available attributes present in the Active Directory like given name, sAM Account name etc., as well as custom Attributes based on LDAP attribute value as employeeid etc.,

The Admin Function of ADSelfService Plus allows the users with privileges to General Attributes, Exchange Attributes, Account Attributes, Terminal Attributes and Custom Attributes. The end user can have one or more of these privileges to be modified by himself as it is delegated by the Administrator.

The Following Sections will help you get familiar with the product:

Getting Started: Provides you the details of system requirements, product installation and startup

Contact Adventnet

- [AdventNet Headquarters](#)
- [Sales](#)
- [Technical Support](#)

AdventNet Headquarters

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Sales

To purchase ManageEngine ADSelfService Plus from any part of the world, you can fill out the Sales Request Form. A sales person will contact you shortly. You can also send us an e-mail at sales@adventnet.com.

You can also call the AdventNet headquarters at the following numbers:

Phone: +1-925-924-9500
Fax: +1-925-924-9600 and request for Sales

Technical Support

One of the value propositions of AdventNet to its customers is excellent support. During the evaluation phase the support program is extended to you free of charge. Please send your technical queries to support@adselfserviceplus.com

- Following is the support format to be enclosed, while sending support mails:
- Edition (Free or Professional Edition) of the product
- Operating System version, such as Win 2000, 2003, etc.
- Browser version, such as Netscape 7.0, IE 5.5, etc.
- Details of the problem
- Steps to reproduce the problem.

Alternatively, select the Support tab from the client window. It has the following options that will allow you to reach us:

- Request Support - Submit your technical queries online.
- Need Features - Request for new features in ADSelfService Plus.
- User Forums - Participate in a discussion with other ADSelfService Plus users.
- Contact Us - Speak to our technical team using the toll free number (1-888-720-9500)

Getting Started

The following sections describes how to get started with ADSelfService Plus.

- [System Requirements](#)
- [Installing ADSelfService Plus](#)
- [Working with ADSelfService Plus](#)
- [Installing Service Packs](#)
- [Uninstalling Service Packs](#)
- [Licensing ADSelfService Plus](#)

System Requirements

- [Hardware Requirements](#)
- [Software Requirements](#)

Hardware Requirements

Hardware	Recommended
Processor	P4 - 1.0 GHz
RAM	512 MB
Disk Space	200 MB

Software Requirements

Supported Platforms

ManageEngine ADSelfService Plus supports the following Microsoft Windows operating system versions:

- Windows 2000.
- Windows XP.
- Windows 2003.
- Windows Vista.
- Supported Browsers

ManageEngine ADSelfService Plus requires one of the following browsers to be installed in the system for working with the client.

- Internet Explorer 5.5 and above
- Netscape 7.0 and above
- Mozilla 1.5 and above
- Firefox 1.5 and above

Preferred screen resolution 1024 x 768 pixels or higher.

Installing ADSelfService Plus

- [Installing ADSelfService Plus](#)
- [Uninstalling ADSelfService Plus](#)

Installing ADSelfService Plus

ADSelfService Plus is distributed in the EXE format. ADSelfService Plus can be installed in any machine in the domain with the specified system requirements. You can install ADSelfService Plus as:

- [An Application](#)
- [A Windows Service](#)

Installing ADSelfService Plus as an Application

By Default ADSelfService Plus will be installed as an application, run the self-extracting EXE and follow the instructions.

When ADSelfService Plus is installed as an Application, starting ADSelfService Plus runs with the privileges of the user who has logged on to the system.

ADSelfService Plus as a Windows Service

To run ADSelfService Plus as a service. Do the following steps after installing.

- Go to Start Menu
- All Programs
- Select ADSelfService Plus
- Select NT Service
- Select Install ADMP Service

When ADSelfService Plus is installed as a service, starting ADSelfService Plus runs with the privileges of the system account.

Uninstalling ADSelfService Plus

To uninstall ADSelfService Plus , select Start --> Programs --> ADSelfService Plus --> Uninstall ADSelfService Plus.

Working with ADSelfService Plus

- Starting ADSelfService Plus
- Launching ADSelfService Plus Client
- Stopping ADSelfService Plus

Starting ADSelfService Plus

ADSelfService Plus can be started either in the system account (when run as service) or in user account (when run as application).

When ADSelfService Plus is installed as a Service

Option to install ADSelfService Plus as a service is available in the installation wizard.

To start ADSelfService Plus in the system account, select Start --> Programs --> ADSelfService Plus--> Start ADSelfService Plus

To start ADSelfService Plus in the user account, double-click the ADSelfService Plus desktop icon.

When ADSelfService Plus is not installed as a Service

In this case, ADSelfService Plus can only be started in the user account. To start the product, select Start --> Programs --> ADSelfService Plus --> Start ADSelfService Plus

On starting the ADSelfService Plus, the client is automatically launched in the default browser.

When ADSelfService Plus is started in Windows XP / Windows 2003 machines with firewall enabled, Windows may pop up security alerts asking whether to block or unblock the following programs as shown in the images below:

1. mysqld-nt - Database server.
2. Java(TM) 2 Platform Standard Edition binary - Java.

You should Unblock these programs to start ADSelfService Plus



Fig: MySQL Alert



Fig: Java Alert

Launching ADSelfService Plus Client

To launch the ADSelfService Plus client, open a Web browser and type `http://hostname:8888` in the address bar. Here the hostname refers to the DNS name of the machine where ADSelfService Plus is running.

Specify the user name and password as admin (for first time users) in the respective fields and click Login. If you have changed the password, you should use the changed password to login.

Stopping ADSelfService Plus

To stop ADSelfService Plus, select Start --> Programs --> ADSelfService Plus--> Stop ADSelfService Plus

Installing Service Packs

AdventNet periodically provides Service Packs which provide new features (requested by the customers), fixes for certain bugs and document updates in the form of HTML files. Service Packs can be downloaded from the Web site, and updated into ManageEngine ADSelfService Plus using the Update Manager tool.



Note: Ensure that no application is running when applying the Service Pack. This prevents any files used by **te**: the application from being over-written. For example if the ADSelfService Plus is running, stop the server and then install the service pack.

The steps to apply a Service Pack are as follows:

1. Start Update manager by executing the script **UpdateManager.bat** file located in <ADSelfService Plus Home>/bin directory.
2. Click **Browse** and select the Service Pack file (.ppm) to be installed. Click **Install** to install the Service Pack.
3. You can go through the Readme file of the Service Pack by clicking the **Readme** button.



Note: On clicking **Install**, the tool checks whether there is enough space for the installation of the service pack. If there is no enough space, the tool informs you about the lack of space. You must clear the space and then proceed with the installation.

Uninstalling Service Packs

You have the option of reverting the changes incorporated by the installation of a Service Pack. You can revert to the previous version of the Service Pack or to the base version of the application. Before you start the un-installation process, make sure no application is running.

The steps to revert to a previous version are as follows.

1. Start Update manager by executing the script **UpdateManager.bat** file located in <ADSelfService Plus Home>/bin directory.
2. Select the service pack, which needs to be uninstalled, from the Installed Service Pack list. Click **Uninstall** to proceed with the uninstallation.
3. The list of dependent service packs if any will be shown for your confirmation before proceeding with the process.
4. Click **Finish** to proceed.

The specified Service Pack will be uninstalled from the application. You can now continue with the screen (like Uninstalling another Service Pack) or quit the tool by clicking **Exit**.

Licensing ADSelfService Plus

ADSelfService Plus is available in two editions - Free and Standard Editions

Download the product from the Website.

The Free Edition and the Standard Edition, both come packaged as a single download. During the evaluation phase, the Standard Edition is installed and can be evaluated for 30 days. After 30 days, it is automatically converted to the Free Edition, unless the Standard Edition license is purchased.

For purchasing the license or any queries, please contact sales@adventnet.com. The license file will be sent through e-mail.

To upgrade from a Trial Edition or Free Edition to Standard Edition

1. Click the License link available in the top right corner of the ADSelfService Plus client. This opens the License details of the product.
2. Click the Upgrade Now link and select the license file received from [AdventNet](#) using the Browse button.
3. Click Upgrade button to upgrade from Trial or Free Edition to Standard Edition.

Trial Version of ADSelfService Plus

The Trial edition of ADSelfService Plus provides access to 50 users to be enrolled with ADSelfService Plus.

The 50 users will be able to have complete functionality the trial version is valid for a period of 30 days after which it becomes a free edition.

During the evaluation period ADSelfService Plus will provide mail and phone support.

Configuring Domains on ADSelfService Plus

During startup, ADSelfService Plus adds all the domains that could be discovered. If you wish to add more domains or modify the added domains, you can do it from here.

To add more domains, follow the steps below:

- Click the Domain Settings link from the client to open the Domain Settings page.
- The domains that are already added are listed here. Click the add new domain link to open the Add Domain Details dialog.
- Specify the Domain Name.
- Click ADD link to add the Domain Controllers. ADSelfService Plus will try to discover the domain controllers from the DNS and add. Else, add all the domain controllers manually. The domain controller that appears first in the list is considered as the primary domain controller. Use the up and down arrows to move the added domain controllers in the order of priority.
- Specify the authentication details of the user as which the domain controller will be contacted.
- Click Save to add the domain.

You can perform the following actions from here:

- **Default Domain:** The domain that is first discovered is considered as default domain. The default domain is shown in bold letters. Delegating security roles can only be done to the security principals of the default domain. If you wish to change the default domain, click the  icon from the action column to make it default.
- **Modifying Domain:** To modify the domain details, click the  icon and change the required values and save.
- **Deleting a Domain:** To delete a domain, click the  icon.
- **Refreshing the Domain Details:** To synchronize the object details with the Active Directory, click the  icon.

While adding new domains, the user name and password provided will be used for management and report purpose in the product.

The user entered in the domain settings should have the privilege to perform a management operation. Read only privilege is sufficient for a users to view reports.

The first domain controller will be contacted first if it turns unsuccessful then the next domain controller in the order will be contacted.

Dashboard

The Dashboard of ADSelfService Plus provides you with Information on all the Domains that are configured in ADSelfService Plus (See how to configure Domains)

It provides latest information on the following

- Locked Out Users
- Soon-To-Expire Password Users
- Password Expired Users

This information provides a snapshot on the latest information in your DB.

Also Audit Reports are also present on your Dashboard.

The Audit Reports Include

- Reset Password Report
- Unlocked Report
- Self Update Report

Links are provided at every box to provide you with a detailed report on all of the reports present in your Dashboard.

Reports

The Reports Tab provides you with detailed information on all reports that can be generated with ADSelfService Plus.

General Reports

- LockedOut Users
- Soon-To-Expire Password Users
- Password Expired Users

Audit Reports

- Reset-Password-Audit-Report
- Unlock-Audit-Report
- Self-Update-Audit-Report

General Reports

The General Reports of ADSelfService Plus include Reports on

- LockedOut Users
- Soon-To-Expire Password Users
- Password Expired Users

LockedOut Users

View the user accounts that have been locked out based on Account Lockout policy.(how to configure Account Lockout policy in ADSelfService Plus).

How it Works:

To generate a report on the users whose accounts have been locked you can follow the below steps

- Click on the Reports Tab -->LockedOut Users
- Select Domain --> Click on **Add OU** link if you want to generate report specific to an OU.
- Click on “Generate” button.
- The list of All user Accounts which are LockedOut is displayed as a report.

What can I do with this report:

- View details of 25 to 100 users in a single page by selecting from **show per page**
- View **Date & Time** when report generated
- Add or Remove columns to the Report -By clicking on **Edit Column** link
- Make a **Quick Search** on specific users
- **Schedule Reports** for the LockedOut Users.
- View **Description** on what the report shows
- **Export** the Reports as a CSV, PDF, HTML, XLS and CSVDE formats.
- **Print** the Report.

Soon-To-Expire-Password-Users

View the users whose passwords will expire in another n days.

How it Works:

To generate a report on the Soon-To-Expire-Password-Users you can follow the below steps

- Click on the Reports Tab --> Soon-To-Expire-Password-Users
- Select Domain --> Click on Add OU link if you want to generate report specific to an OU.
- Input users whose passwords to be expired in ___ days in the box provided.
- Click on "Generate" button.

The list of All Soon-To-Expire-Password-Users in 'n' days is displayed as a report.

What can I do with this report:

- View details of 25 to 100 users in a single page by selecting from **show per page**
- View **Date & Time** when report generated
- Add or Remove columns to the Report -By clicking on **Edit Column** link
- Make a **Quick Search** on specific users
- **Schedule Reports** for the Soon-To-Expire-Password-Users.
- View **Description** on information present in the report.
- **Export** the Reports as a CSV, PDF, HTML, XLS and CSVDE formats.
- **Print** the Report.

Password-Expired-Users

View the users whose passwords had expired.

How it Works:

To generate a report on the Password-Expired-Users you can follow the below steps

- Click on the Reports Tab --> Password-Expired-Users
- Select Domain --> Click on **Add OU** link if you want to generate report specific to an OU.
- Click on "Generate" button.

The list of All Password-Expired-Users is displayed as a report.

What can I do with this report:

- View details of 25 to 100 users in a single page by selecting from **show per page**
- View **Date & Time** when report generated
- Add or Remove columns to the Report -By clicking on **Edit Column** link
- Make a **Quick Search** on specific users
- **Schedule Reports** for the Soon-To-Expire-Password-Users.
- View **Description** on information present in the report.
- **Export** the Reports as a CSV, PDF, HTML, XLS and CSVDE formats.
- **Print** the Report.

Admin

The Admin Tab is divided into two important categories based on functionality.

- Policies Configuration
- General Settings Configuration

Policies Configuration :

Policies Configuration deals with various policy settings that the administrator can configure with ADSelfService Plus for a end user.

Policy Settings Configuration Include

- Reset Password Policy Configuration
- UnLock Policy Configuration
- Self Update Policy Configuration
- Question and Answer Settings (Secret Questions)
- Enrollment Settings
- Schedule Reports Configuration

General Settings Configuration

General Settings Configuration deals with the General Configurations the administrator can configure with ADSelfService Plus.

General Settings Configuration Include

- Logo Customization
- Custom Attributes Configuration Settings
- NT Service
- Connection (Port Settings)
- Server
- Personalize Settings

Policy Configuration

Policies Configuration

Policies Configuration deals with various policy settings that the administrator can configure with ADSelfService Plus for a end user.

Policy Settings Configuration Include

- [Reset Password Settings Configuration](#)
- [UnLock Policy Configuration](#)
- [Self Update Policy Configuration](#)
- [Question and Answer Settings \(Secret Questions\)](#)
- [Form Enrollment Settings](#)
- [Schedule Reports Configuration](#)

Reset Password Configuration

The Reset Password configuration settings allows the administrator to provide options to the end user. He can either provide all the options or can restrict the user with any of the options to reset password. This can be done by adding or removing the check mark against the options.

Reset Password Options Include

- [Reset Password in behalf of](#)
- [Use Secret Questions](#)
- [Reset Automatically](#)

Reset Password in behalf of

This feature allows someone who has not filled in his Password Reset Profile, or has forgotten their answers, to allow another authorized user to vouch on behalf of the user to reset his password.

It works on a Co-worker concept where any user while **enrolment** can assign a trusted co-worker or a list of users to reset password for him,

The administrator can allow access for "**Reset Password in behalf of**" to his domain users by providing a check against the box provided.

1. Login as "administrator"
2. "Admin" tab -->Reset Password Policy
3. Providing a check against the box provided near "Reset Password in behalf of"
4. and "save" the settings

How can a End user allow "Reset Password in behalf of" to his Trusted Co-worker?
If the administrator has given privilege for his Domain Users "**Reset Password in behalf of**" this is possible,

Any Domain user can allow his [trusted co-worker](#) or a list of selected co-workers to reset his password.

How to select or remove my co-worker

To select a user

- Login ADSelfService Plus as a End-user providing user domain credentials for the domain.
- Click on the link "Authorized Team Members"
- Click on the "Select Users" button (A popup window appears showing the list of all members present in the domain)
- Make a quick search for your co-worker by inputting his name in the "Quick Find" box
- "Click" against the user name
- Click on the "OK" button to add a user.

To delete a selected user

- Login ADSelfService Plus as a End-user providing user domain credentials for the domain

- Click on the link "Authorized Team Members" list of authorized team members is displayed
- You can delete a coworker by clicking on the delete link.

How does a co-worker who I have selected Reset my password

- The co-worker must login with his login credentials into ADSelfService Plus.
- Click on "Reset Co-worker Password"
- Select the user whose password is to be reset
- Enter New Password
- Confirm the Password Set.

Use Secret Questions

This feature allows a end-user to reset their own password by answering secret questions.

The administrator can configure the number of questions and answers to be answered by the end-user to reset his password.

- From Admin --> Secret Questions Inputting values corresponding to the boxes provided.

ADSelfService Plus has a list of preset questions and the administrator can also add his own questions which he feels are most needed for users.

The administrator can also allow a end user to preset his own question and answers as well.

By inputting a value on number of questions to be user defined.

Also the administrator can set

- Maximum length for a question
- Minimum length for a question
- Maximum number of questions a user can enter.
- Minimum number of questions a user can enter
- Maximum length of an answer
- Minimum length of an answer

Reset Automatically

The administrator can provide an option to reset domain user password automatically when it is expired. This can be done by providing a check against the **Reset Automatically** box provided.

Configure Report Scheduler

Schedule Reports generated on Account Locked Out Users, Soon to Expire Password Users and Password Expired Users with ADSelfService Plus.

ADSelfService Plus allows to Schedule Reports for

- [LockedOut Users](#)
- [Password Expired Users](#)
- [Soon to Expire Password Users](#)

Configure Report Scheduler for LockedOut Users

With ADSelfService Plus the administrator will be able to schedule reports for LockedOut Users in his Domain.

In-order to Schedule Reports for LockedOut Users the administrator has to configure settings on when the reports are to be scheduled and preset a time when the LockedOut Users report is to be scheduled.

1. Click on Admin Tab --->> Schedule Reports
2. Select the Domains --->>Choose the OU
3. From the Pull Down List select "Locked Out Users"
4. Select the Option from the buttons provided to Schedule LockedOut Users Report
 - **Daily at** - Specify time of Day
 - **Weekly ON and AT** - Specify the day of week and time of the day
 - **Monthly ON and AT** - Specify Date and Time
 - **Hourly** - Specify the reports to be scheduled in every *** hrs.

Once this configuration is set. ADSelfService Plus runs a report on LockedOut Users as per Scheduled Time.

Configure Report Scheduler for Password Expired Users

With ADSelfService Plus the administrator will be able to schedule reports for Password Expired Users in his Domain.

In-order to Schedule Reports for LockedOut Users the administrator has to configure settings on when the reports are to be scheduled and preset a time when the LockedOut Users report is to be scheduled.

1. Click on Admin Tab --->> Schedule Reports
2. Select the Domains --->>Choose the OU
3. From the Pull Down List select "Password Expired Users"
4. Select the Option from the buttons provided to Schedule LockedOut Users Report
 - **Daily AT** - Specify time of Day
 - **Weekly ON and AT** - Specify the day of week and time of the day
 - **Monthly ON and AT** - Specify Date and Time
 - **Hourly EVERY** - Specify the reports to be scheduled in every *** hrs.

Once this configuration is set. ADSelfService Plus runs a report on Password Expired Users as per Scheduled Time.

Configure Report Scheduler for Soon to Expire Password Users

With ADSelfService Plus the administrator will be able to schedule reports for Soon to Expire Password Users in his Domain.

In-order to Schedule Reports for Soon to Expire Password Users the administrator has to configure settings on when the reports are to be scheduled and preset a time when the LockedOut Users report is to be scheduled.

1. Click on Admin Tab ---> Schedule Reports
2. Select the Domains ---> Choose the OU
3. From the Pull Down List select "Soon to Expire Password Users"
4. Select the number of days for Password to be expired.
5. Select the Option from the buttons provided to Schedule LockedOut Users Report
 - o **Daily AT** - Specify time of Day
 - o **Weekly ON and AT** - Specify the day of week and time of the day
 - o **Monthly ON and AT** - Specify Date and Time
 - o **Hourly EVERY** - Specify the reports to be scheduled in every *** hrs.

Once this configuration is set. ADSelfService Plus runs a report on Soon to Expire Password Users as per Scheduled Time.

Enable Password Expiry Notification:

ADSelfService will be able to send e-mail notification to all members enrolled in ADSelfService Plus to notify them on a Soon To Expire Password.

ADSelfService Plus sends a message on password expiry notification with a preset Subject and Message that is configured by the administrator.

Self Update Policy Configuration

Self Update Portal enables end users to view and update their own Information in Active Directory without the intervention of the Administrator. These information has been categorized into User Profile, Account Details, Contact Details, Exchange Server and Terminal Services. A users who logs into Self Service Portal can modify the value of any attribute present under these sections.

The amount of information that can be changed by the user is also fully under the control of Administrator. An Administrator can delegate the level of information a user can change. To delegate what information a user can change which can be configured by an Administrator follow the steps given below,

1. Login as "admin" into ADSelfService Plus.
2. Click on the AD Delegation tab.
3. Select the Self Update Portal Role link under Help Desk Roles.
4. Select the appropriate rights which you want the end users to modify on their own.
5. Click on save Role.

UnLock Policy Configuration

ADSelfService Plus provides an administrator with three different modes to unlock a user account.

- [Unlock Account in behalf of](#)
- [Use Secret Questions](#)
- [UnLock Automatically](#)

Unlock Account in behalf of

This feature allows someone who has not filled in their Password Reset Profile, or has forgotten their answers, to get another authorized user to vouch for them so they can unlock their account.

- Login as "administrator"
- "Admin" tab -->Unlock Policy
- Providing a check against the box provided near "Unlock Account in behalf of"
- and "save" the settings

How can a End user allow "Unlock Account in behalf of" to his Trusted Co-worker?

If the administrator has given privilege for his Domain Users "Unlock Account in behalf of" this is possible,

Any Domain user can allow his [trusted co-worker](#) or a list of selected co-workers to reset his password.

How to select or remove my co-worker

To select a user

- Login ADSelfService Plus as a End-user providing user domain credentials for the domain.
- Click on the link "Authorized Team Members"
- Click on the "Select Users" button (A popup window appears showing the list of all members present in the domain)
- Make a quick search for your co-worker by inputting his name in the "Quick Find" box
- "Click" against the user name
- Click on the "OK" button to add a user.

To delete a selected user

- Login ADSelfService Plus as a End-user providing user domain credentials for the domain
- Click on the link "Authorized Team Members" list of authorized team members is displayed
- You can delete a coworker by clicking on the delete link.

How does a co-worker who I have selected Unlock my Account

- The co-worker must login with his login credentials into ADSelfService Plus.
- Click on "Unlock my Account"
- Select the user whose password is to be reset
- Enter New Password
- Confirm the Password Set.

Use Secret Questions

This feature allows a end-user to unlock his own account by answering a preset secret questions configured by the administrator.

The administrator can configure the number of questions and answers to be answered by the end-user to reset his password.

- From Admin --> Secret Questions Inputting values corresponding to the boxes provided.

ADSelfService Plus has a list of preset questions and the administrator can also add his own questions which he feels are most needed for users.

The administrator can also allow a end user to preset his own question and answers as well.

By inputting a value on number of questions to be user defined.

Also the administrator can set

- Maximum length for a question
- Minimum length for a question
- Maximum number of questions a user can enter.
- Minimum number of questions a user can enter
- Maximum length of an answer
- Minimum length of an answer

Unlock Automatically

The administrator can provide an option to Unlock Domain User Account automatically when it is locked. This can be done by providing a check against the **Unlock Automatically** box provided.

Enrollment Settings

Enrollment settings is configured by an administrator in-order to allow all users enrol into ADSelfService Plus.

The administrator can print in a message which he wishes to send all his users who are going to use the terminal.

He can also send a mail to all users who are configured in one or more of his Domains. [configure mail server](#).

Question and Answer Settings

Question and Answer Settings of ADSelfService Plus allows the administrator to limit the various question and answer options to be provided to an end user for enrolment.

Which includes the number of questions, questions framed by and length of questions.

Question Settings

The question Settings include the following options

1. Set the number of predefined questions

This is the list of questions that the administrator has already framed to provide to his end-users. End users when they are to enrol into ADSelfService Plus will be able to select any of the questions from the list that appears from the Pull Down Menu while enrolment.

This option deals with the number of questions that appear in the pulldown while enrolment.

2. Number of User-Defined Questions

The user will be able to frame their own personal questions with ADSelfService Plus end-user portal while enrolment. The maximum number of questions that an end-user can frame by himself for him to answer.

3. Minimum Question Length

The administrator can set the minimum characters that can be input while framing a question.

4. Maximum Question Length

The administrator can set the maximum characters that can be input while framing a question.

Answer Settings

1. Minimum Answer Length

The administrator can set the minimum characters that can be input while a user is framing an answer for a question.

2. Maximum Answer Length

The administrator can set the Maximum characters that can be input while a user is framing an answer for a question.

General Settings

General Settings with ADSelfService Plus includes all the general settings which the administrator can set in ADSelfService Plus.

General Settings Include

- [Logo Customization Settings](#)
- [Custom Attributes Settings](#)
- [NT Service](#)
- [Connecton](#)
- [Mail Server](#)
- [Personalization Settings.](#)

Logo Customization

The administrator can replace ADSelfService Plus logo and replace it with his company logo in-order to be viewed by all SelfService Users.

In-order to Customize to your company logo.

1. Select the Admin tab.
2. Click on Logo Customization
3. Click on Browse and select image
4. click on 'Save changes' .

Your selected image will be displayed in all pages.

Connection Settings

Connection settings include the port and time for which the service remains connected for a user.

You can Change the connection settings using this feature. Perform the following steps

1. Select the Admin tab.
2. Click the Connection settings.
3. Enter the port number
4. Check in the Enable ssl port [https] to enable secure sockets layer and enter the number. Select the session expiry time.
5. Click on save changes.

Custom Attributes

Add custom attributes from extended schemas to desired reports with the Custom Attributes Tab in ADSelfService Plus.

NTService

ADSelfService Plus can also be run as a service

Steps to install ADSelfService Plus as Service

NT service installation.

To start ADSelfService Plus as a service:

1. Stop ADSelfService Plus (Start-->All Programs-->ADSelfService Plus-->Stop ADSelfService Plus).
2. Start-->All Programs-->ADSelfService Plus-->NT Service-->Install ADMP Service.
3. Start-->Run and type "services.msc".
4. Right-click on "ManageEngine ADSelfService Plus" and select Start to start ADSelfService Plus as service.

Server Settings

You can Change Configure ADSelfService Plus startup & log settings.

1. Select the Admin tab.
2. Click the Server settings.
3. Check in the boxes you wish.
4. The default working mode is 'Normal' with minimal debugging information.
5. click on 'Save changes' .

Personalization

Change Password for ADSelfService Plus and Personalize your Admin password.

1. Click on **Personalize** under "Admin" Tab
2. Input the Old Password
3. Input the new Password
4. Confirm Password
5. Click on Change

The Admin password can be personalized to a new password.