Self-service directory update for Active Directory

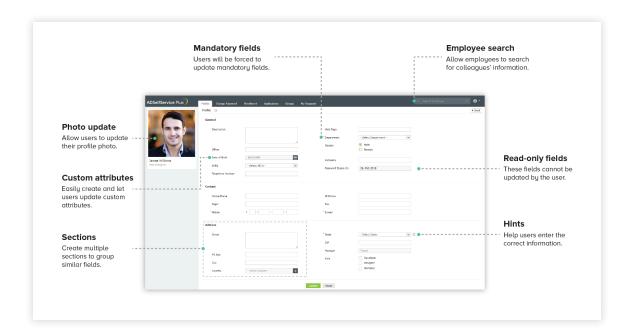# Why is it important to keep Active Directory (AD) user attributes up-to-date?

AD stores employee information, such as department, title, mobile number, address, and manager, in the form of LDAP attributes. These AD attributes often serve as the authoritative source of end-user information for other services, including human resource management systems, in-house databases, Exchange, and SharePoint; so, it's imperative that the data stored in AD attributes stays up-to-date and accurate.

However, employee role changes or shifts from one office location to another are common, so the data stored in AD can quickly become out-of-date. To prevent this, user attributes in AD need to be updated manually by the help desk; however, this is time-consuming, error-prone, and costly.

Empowering users to update their profile information stored in AD can improve the accuracy of employee data, and also reduce the cost associated with involving the help desk in updating directory information.

How ADSelfService Plus helps: AD Self-Update for user attribute management

ADSelfService Plus is an integrated AD self-service password management and single sign-on solution that also supports AD Self-Update. The solution provides an easy-to-use, self-service web portal for end users to update their profile information without help desk assistance.
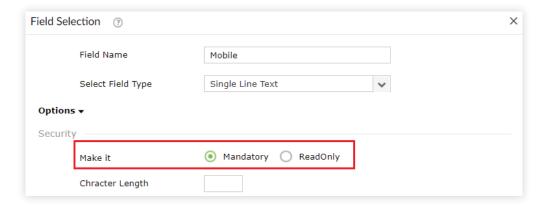
Administrators can use a powerful and easily customizable form builder to create self-update forms through which users can update their profile information. To ensure that the data collected is accurate, complete, and complies with company standards, administrators can employ modification rules, force users to update certain attributes, define data formats, and control which attributes users can update.
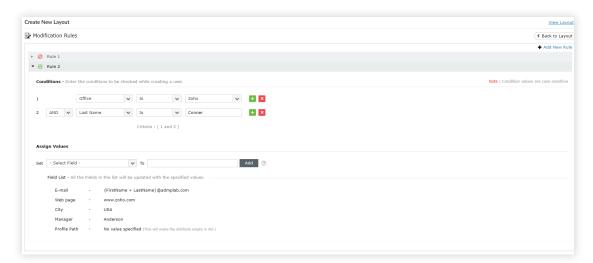
ADSelfService Plus also offers an employee search option which employees can use to search for their colleagues' information—such as contact details—from the self-service web portal itself.

Salient aspects of AD Self-Update in ADSelfService Plus

Forced update: Force end users to update important attributes by marking them as mandatory. Fields marked as mandatory must be updated before end users can navigate to other self-service features in ADSelfService Plus.
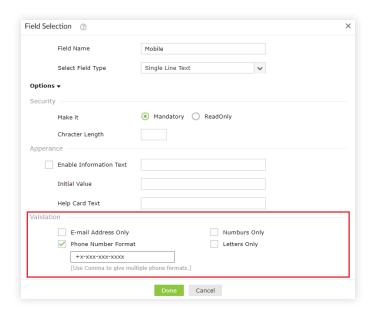

Modification rules: These rules help auto-populate values of certain attributes whenever a corresponding attribute is updated by the end user.
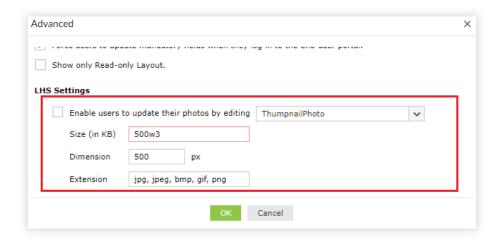
For example, if a user selects "Accountant" as their title, then the department attribute will be automatically changed to "Finance" and the manager attribute will be updated to reflect the finance department's manager. Further, if the organization houses the finance department in a single location, then attributes such as office, city, state, and country can be automatically updated as well.

Data validation for improved accuracy: Help users avoid accidental errors like typos while updating their information. Specify whether the value for an attribute should be an email address, phone number, only contain numbers, or only contain letters.
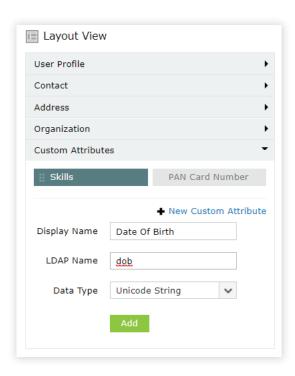

Profile photo update: Allow end users to update their profile photos in AD. Specify which photo attribute—thumbnailPhoto or jpegPhoto—should be updated, and the size, dimension, and extension of the photo.
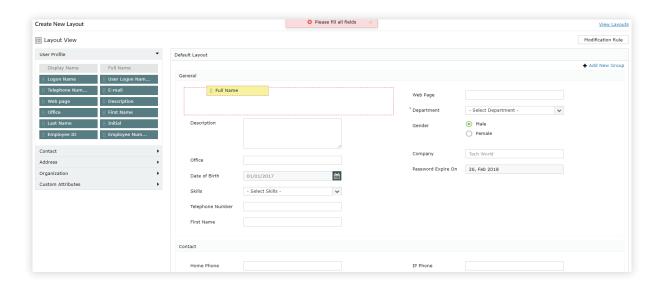
Custom attribute support: ADSelfService Plus allows end users to update custom attributes as well. Easily map a field to any custom attribute in your AD environment and let end users update that field.

Drag-and-drop form builder: Building the self-update form is as easy as dragging and dropping the required attributes into the form space. There's also an option to create sections, where similar attributes can be grouped together.
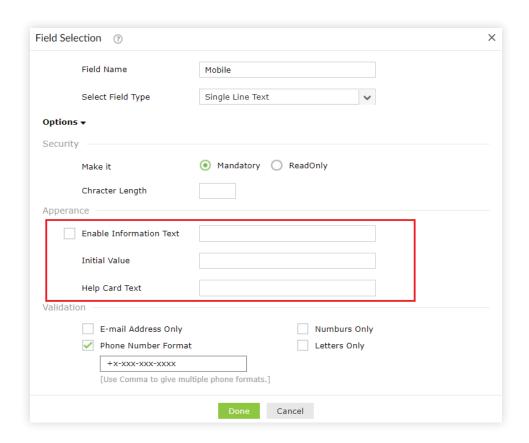
Completely customizable: You can customize the entire form to match your business requirements, including the sections that group similar attributes, attribute display names, and field types. Even the logo, title, and theme of ADSelfService Plus can be customized so that end users don't feel like they're using a third-party application to update their profile information.

Policy-based AD self-update: Control which users can update which attributes by creating multiple self-update forms and assigning each of them to specific groups of users through OU and group-based policies.

Subliminal and effective hints: Guide users in entering the correct value for an attribute using the help card option. The help card text acts as a tool tip that explains how users should update an attribute. An initial value, say a prefix for the mobile number attribute, can also be assigned for each attribute.

Audit trail: Track who updated which attribute and when using the built-in audit report. The report can be exported in usable file formats such as XLSX, PDF, CSV, CSVDE, and HTML, and scheduled to be delivered through email at regular intervals.

Employee search: Don't just stop at allowing users to update their profile information in AD. Make the information useful by allowing employees to search for their colleagues' information by enabling employee search.

Approval workflow: Let help desk technicians, managers, or admins verify and validate the data entered by users before it gets updated in AD by enabling an approval workflow. When enabled, the user-entered data will go through a multi-step review process as prescribed by the workflow rules you've configured. If the approver approves the data, then it's updated in AD.

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ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces. For more information about ADSelfService Plus,
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