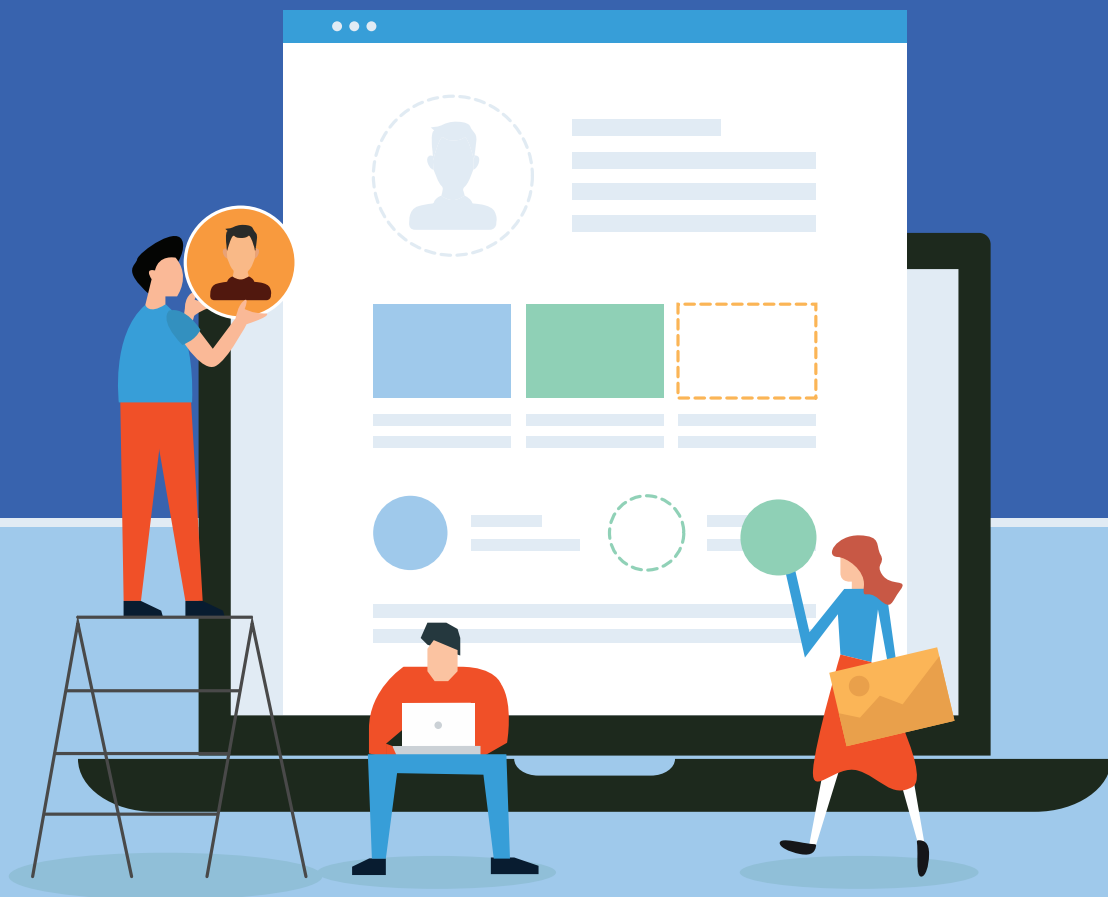


# Self-service directory update for Active Directory



## 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role changes or shifts from one office location to another are common, so the data stored in AD can quickly become out-of-date.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.

The screenshot shows the ADSelfService Plus user profile management interface. It features a navigation menu on the left with options like Profile, Change Password, My Account, Applications, Groups, My Requests, and Logout. The main content area is titled 'Profile' and includes a 'Photo update' section with a user's profile picture. Below this are sections for 'Custom attributes' and 'Address'. The 'Address' section has fields for Street, ZIP, City, and State, with a dropdown for 'Select State'. The 'Employee search' section allows users to search for colleagues' information. The interface also includes 'Mandatory fields' (indicated by a red asterisk) and 'Read-only fields' (indicated by a grey background). A 'Hints' section provides guidance on entering correct information.

**Mandatory fields**  
Users will be forced to update mandatory fields.

**Employee search**  
Allow employees to search for colleagues' information.

**Photo update**  
Allow users to update their profile photo.

**Custom attributes**  
Easily create and let users update custom attributes.

**Sections**  
Create multiple sections to group similar fields.

**Read-only fields**  
These fields cannot be updated by the user.

**Hints**  
Help users enter the correct information.

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.

The screenshot shows a 'Field Selection' dialog box. It contains the following fields and options:

- Field Name:** Mobile
- Select Field Type:** Single Line Text
- Options:**
  - Security:** Make it  Mandatory  ReadOnly
  - Character Length:** (Empty text box)

**Modification rules:** These rules help auto-populate values of certain attributes whenever a corresponding attribute is updated by the end user.

The screenshot shows the 'Create New Layout' page with 'Modification Rules' configured. Rule 2 is active and has the following conditions:

- 1. Office is Zoho
- 2. AND Last Name is Conner

The 'Assign Values' section shows the following field list:

- E-mail: {Firstname - Lastname}@admplab.com
- Web page: www.zoho.com
- City: USA
- Manager: Anderson
- Profile Path: No value specified (This will make the attribute empty in AD.)

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.

**Layout View**

- User Profile
- Contact
- Address
- Organization
- Custom Attributes
  - Skills
  - PAN Card Number

[+ New Custom Attribute](#)

Display Name:

LDAP Name:

Data Type:

**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.

**Create New Layout**

Please fill all fields

**Layout View**

- User Profile
  - Display Name
  - Full Name
  - Logon Name
  - User Logon Nam...
  - Telephone Num...
  - E-mail
  - Web page
  - Description
  - Office
  - First Name
  - Last Name
  - Initial
  - Employee ID
  - Employee Num...
- Contact
- Address
- Organization
- Custom Attributes

**Default Layout**

**General**

Full Name

Description

Office

Date of Birth: 01/01/2017

Skills: - Select Skills -

Telephone Number

First Name

**Contact**

Home Phone

IP Phone

Web Page

Department: - Select Department -

Gender:  Male  Female

Company: Tech World

Password Expire On: 26, Feb 2018

**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.

The screenshot shows a 'Field Selection' dialog box with the following configuration:

- Field Name:** Mobile
- Select Field Type:** Single Line Text
- Options:**
  - Security:** Make it  Mandatory  ReadOnly
  - Character Length:** [Empty text box]
  - Appearance:**
    - Enable Information Text [Empty text box]
    - Initial Value:** [Empty text box]
    - Help Card Text:** [Empty text box]
  - Validation:**
    - E-mail Address Only
    - Phone Number Format
    - Numburs Only
    - Letters Only
    - Format: +x-xxx-xxx-xxxx
    - [Use Comma to give multiple phone formats.]
- Buttons:** Done, Cancel

**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.

ManageEngine  
ADSelfService Plus

ADSelfService Plus is an integrated self-service password management and single sign-on solution. It offers password self-service, password expiration reminders, a self-service directory updater, two-factor authentication for Windows logons, a multiplatform password synchronizer, and single sign-on for cloud applications. ADSelfService Plus' Android and iOS mobile apps as well as Windows, macOS, and Linux login agents facilitate self-service actions for end users anywhere, at any time.

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