Maximizing **ROI** on ADSelfService Plus using its enrollment options

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What is enrollment?

Enrollment is a one-time process where users enter their mobile numbers and email addresses, answer security questions, or provide other details in ADSelfService Plus to register for self-service password management. Only enrolled users are allowed to reset their Active Directory (AD) passwords and unlock their accounts.

How enrollment affects ROI

One of the biggest reasons to implement a self-service password reset tool is to reduce costs. According to a [Forrester study,](#) some organizations allocate over $1 million annually just for password-related support costs. By comparison, self-service tools are much less expensive than the cost of password reset calls.

In theory, the ROI of self-service tools should be high; however, poor enrollment can negatively impact ROI. If users don't enroll for self-service password management, they'll keep going to the help desk for their password-related issues, leaving you back at square one. If you want to truly cut costs by reducing the number of help desk calls about password problems, you need to make sure your users enroll in ADSelfService Plus.

How ADSelfService Plus ensures user enrollment

Getting end users to enroll for anything, let alone password self-service, is not an easy task. They don't want to be bothered with another to-do list item, even if it's a simple process. While ADSelfService Plus does offer the option to notify users via email to enroll for password self-service, email notifications may not be effective in getting all users to enroll.

To ensure a high enrollment rate, ADSelfService Plus supports two features:

1. Force enrollment using a logon script.

2. Automatic enrollment by importing data from a CSV file or database.

Force enrollment using a logon script

This feature, when enabled, will prevent users from accessing their desktop until they enroll in ADSelfService Plus for password self-service. Here's how it works:

1. When users log in to their machines, ADSelfService Plus will show a non-closable alert asking users to enroll for password self-service.

2. While this alert is displayed, users will not be able to click any part of their Windows desktop or launch other applications.

3. Users must click on the Enroll button and enroll with ADSelfService Plus to make the pop-up message disappear.

4. Only after successful enrollment will users regain access to their machines.

Steps to configure force enrollment

In ADSelfService Plus, you can configure force enrollment schedulers that automatically scan your AD for unenrolled users and associate their accounts with a logon script. This script will prompt users to enroll whenever they log in to their machines.

Configuration steps

1. Log in to the ADSelfService Plus web console as an admin.

2. Navigate to **Configuration > Administrative Tools > Quick Enrollment and click Force Enrollment using Logon Script.**
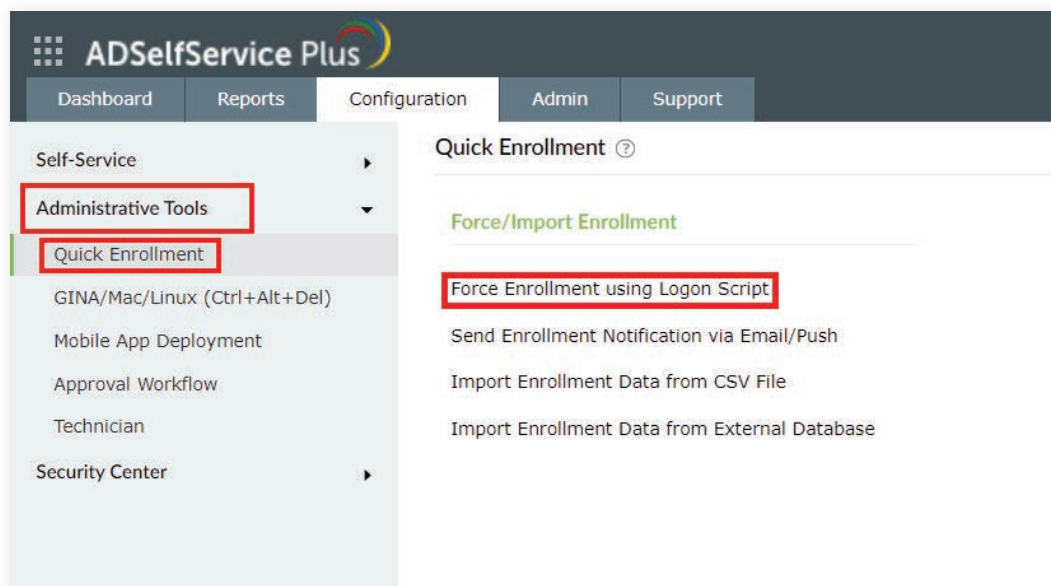
3. Enter a **Scheduler Name** and **Description**.

4. In the Message to be displayed text box, enter any text you'd like to display in the alert.

5. Select a policy from the Select Policy drop-down.

   Note: You can configure OU and group-based policies by going to **Configuration > Self-Service > Policy Configuration**. Using policies, you can enable forced enrollment for a specific group of users.

6. Now select whether to run this scheduler **Daily, Weekly, Monthly, or Hourly.**

7. Check the **Force users to enroll when they log in to the domain box**.

   Note: If you leave this box unchecked, users will not be forced to enroll when they log in to their machines. They will be forced to enroll only when they log in to ADSelfService Plus.

8. Click **Save.**

ADSelfService Plus will stop showing the force enrollment alert during login for users who have finished the enrollment process.

IMPORTANT

- By default, the logon script file (located at <installation_folder>\bin\ ADSelfService_Enroll.hta) will be placed in the SYSVOL folder when forced enrollment is enabled.

- The user account configured in ADSelfService Plus' Domain Settings should have read/write permission over the script path and the permission to copy the script file to the SYSVOL folder in the domain controller. If the required permissions are not granted or there's an issue which prevents the script file from being copied to the SYSVOL folder, make sure you manually copy and paste the script file to the SYSVOL folder.

Are you already using a logon script?

The force enrollment logon script that comes bundled with ADSelfService Plus is compatible with any type of logon script that you may already be running in your Windows environment. If you're already using a logon script, follow the steps given below:

i   **If the logon script is a batch file,** add the following line at the end of your logon script.
    path = "<ScriptPath>"
    start /d %path% ADSelfService_Enroll.hta

ii **If the logon script is a VB script,** add the following lines at the end of your logon script.
    Set objShell = WScript.CreateObject("WScript.Shell")
    path = "<ScriptPath>"
    objShell.Run(path+"\"+"ADSelfService_Enroll.hta")
    Set objShell = nothing

Note: Replace <ScriptPath> with the location of the ADSelfService_Enroll.hta file.

Tip: Enable single sign-on via NTLMv2 authentication to allow users to log in to ADSelfService Plus automatically when they click on the **Enroll** button.

Here's a demo video that takes you step by step through configuring forced enrollment.

Auto enrollment

As the name suggests, this feature allows you to enroll users with ADSelfService Plus automatically. Using this feature, you can enroll users by importing their enrollment data and make the self-service password management option available to end users as soon as ADSelfService Plus is installed. By not requiring users' interference in the enrollment process, this feature ensures immediate return on investment.

You can use auto enrollment to enroll users for the following multi-factor authentication methods:

- Security questions and answers

- Email-based verification code

- SMS-based verification code

- Duo Security

There are two ways users can be automatically enrolled:

i   Import enrollment data from a CSV file

ii Import enrollment data from an external database

Auto enrolling users by importing data from a CSV file

Using this option, you can import a CSV file containing users' enrollment data into ADSelfService Plus and enroll them automatically. This option comes in handy if you already have all the necessary enrollment data stored in a CSV file or in an application that can export data as a CSV file.

Steps for configuring auto enrollment via CSV file

1. Log in to the ADSelfService Plus web console as an admin.

2. Navigate to **Configuration > Administrative Tools > Quick Enrollment, and click Import Enrollment Data from CSV File.**
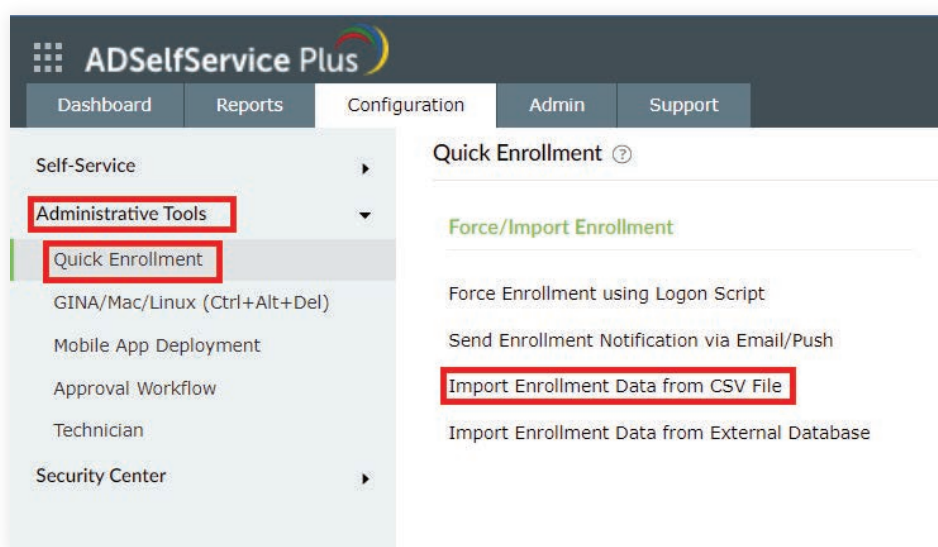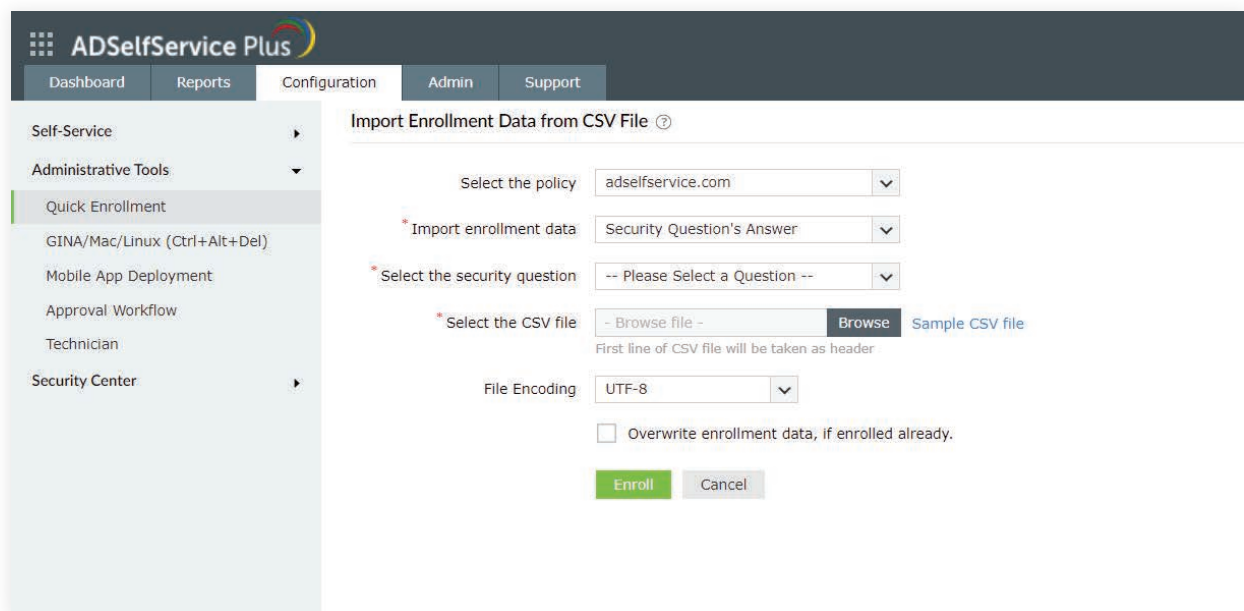
3. Select a policy as per your requirement from the Select Policy drop-down.

   Note: You can configure OU and group-based policies by going to **Configuration > Self-Service > Policy Configuration.** Using policies, you can enable forced enrollment for a specific group of users.

4. Select the enrollment data you want to import from the Import drop-down. Please note that each authentication method requires different kinds of enrollment data.

Authentication method	Data that needs to be imported
Security questions and answers	sAMAccountName, questions, answers
Email-based verification code	sAMAccountName, mail
SMS-based verification code	sAMAccountName, mobile
Duo Security	sAMAccountName
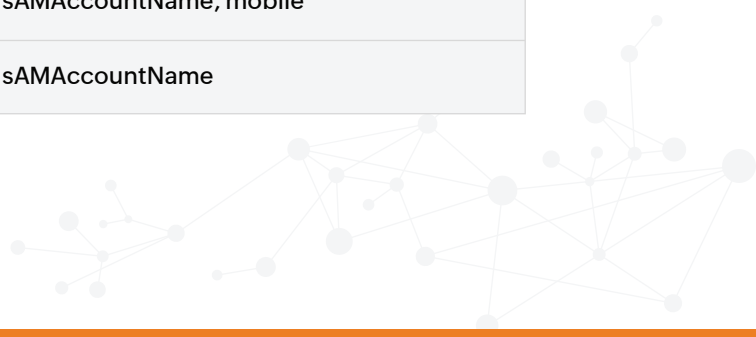
5. Click **Choose File,** and select the CSV file containing the enrollment data.

6. Select the encoding standard supported by the CSV file from the File Encoding drop-down.

7. Check the **Overwrite enrollment data if enrolled already** box if you want to overwrite users' enrollment data.

8. Click **Enroll**.

ADSelfService Plus also allows you to set up a scheduler for importing enrollment data from a CSV file at regular intervals so that new users get enrolled automatically.

# Auto enrolling users by importing data from external databases

Using this option, you can connect databases such as Oracle, MS SQL, MySQL, and PostgreSQL with ADSelfService Plus and import the enrollment data stored in them. This option comes in handy if you already have all the necessary enrollment data stored in an external database.

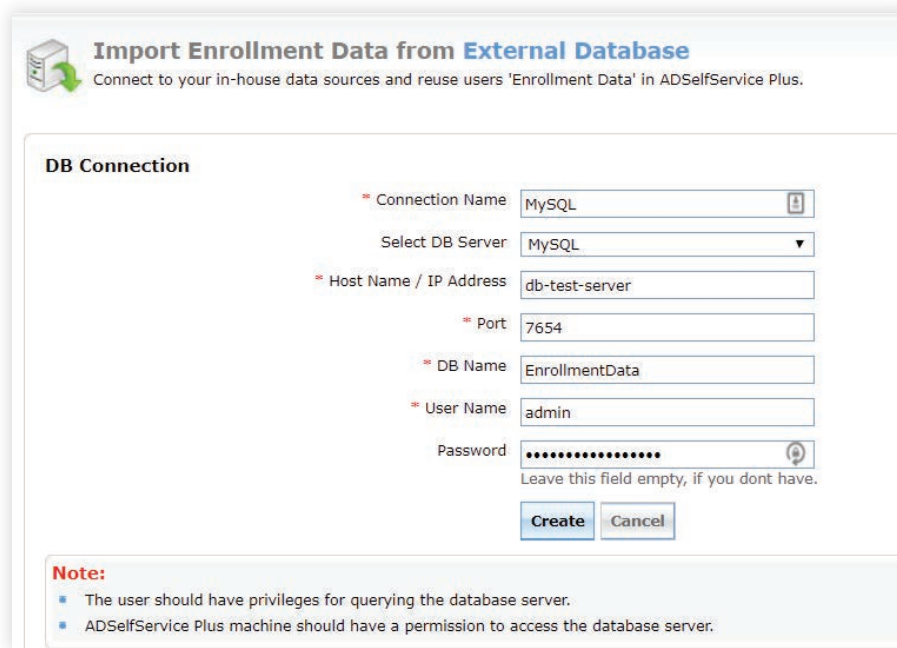## Steps for configuring auto enrollment via database import

1. Log in to the ADSelfService Plus web console as an admin.

2. Navigate to **Configuration > Administrative Tools > Quick Enrollment > Import Enrollment Data from External Database.**
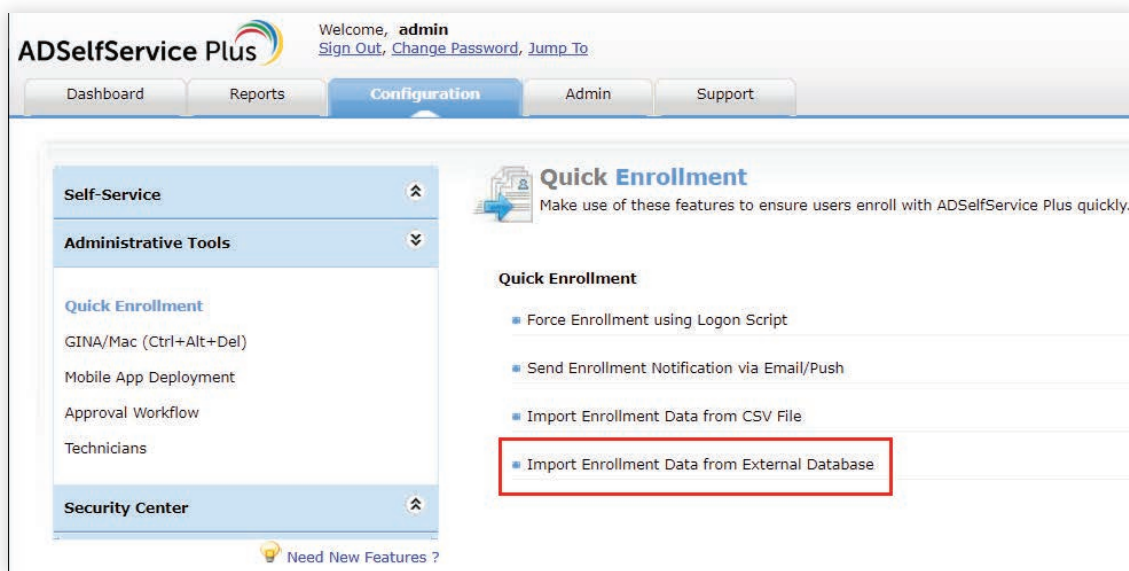
3. Click Add New Data Source.
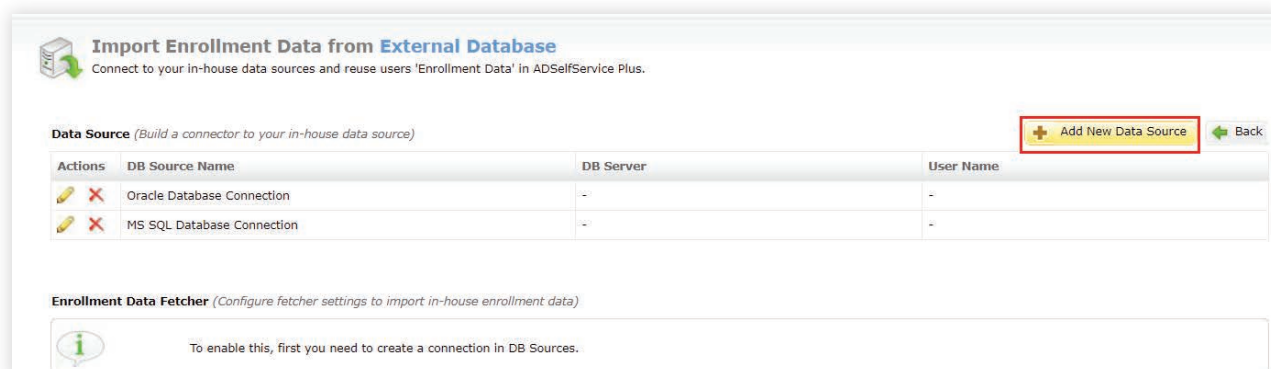
4. Enter a **Connection Name** for the data source.

5. Select the type of database that you want to connect to from the Select DB Server drop-down.

6. Enter the **Host Name/IP Address and Port** number of the database server.

7. Enter the name of the database that stores your enrollment data in the DB Name field.

8. In the Username and Password fields, enter the credentials of a user who has privileges to query the database server.

9. Click **Create**.

10. Back on the Import Enrollment Data from External Database page, click Add New Fetcher.

11. Enter a name in the Fetcher Name field.

12. Select the connection that you just created from the Select the Connection drop-down.

13. Select a policy as per your requirement from the Select Policy drop-down.

14. Select the enrollment data that you want to import from the Import drop-down.

15. In the SQL Query field, type the appropriate query to fetch the necessary data from the database table.
    Sample query: Select Username, Mobile Number, Email ID from <TableName>;
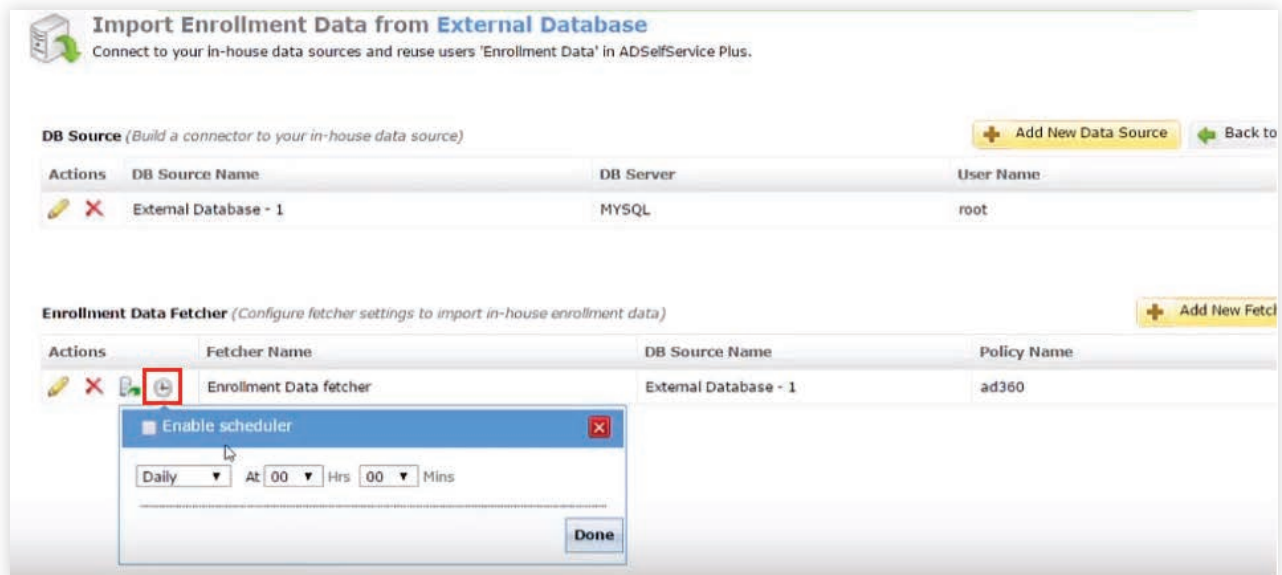
16. Click **Save**.

17. If there are new users added to the database, then simply click the **Fetch Again** icon to enroll the newly added users.

18. You can also set up a **scheduler** to automatically update enrollment data of new users at regular intervals.

That's it! Users will now be automatically enrolled for self-service password management and can use ADSelfService Plus for password resets and account unlocks from the get-go.

Here's a demo video that takes you step by step through configuring auto enrollment.

If you have any questions, feel free to contact support@adselfserviceplus.com. One of our product experts will be happy to help you.

Our Products

AD360 | Log360 | ADManager Plus | ADAudit Plus | RecoveryManager Plus | M365 Manager Plus

About 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, www.manageengine.com/products/self-service-password.

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