

ManageEngine ADSelfService Plus

Training Agenda



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.

Training Objectives

At the end of the course, you will be able to:

- Install and configure ADSelfService Plus to meet organizational requirements
- Enable self-service password reset, account unlock, and real-time password synchronization
- Secure user access to resources with Multi-Factor Authentication (MFA) and Single Sign-On (SSO)
- Automate user enrollment and send proactive password expiration notifications
- Configure self-directory updates, employee search, and mail group subscriptions
- Enable access to self-service features on mobile devices for end users and customize user experiences
- Create help desk roles and assign technicians
- Schedule report generation, email them to administrators instantly, and export them in multiple formats
- Integrate ADSelfService Plus with ITSM, SIEM, and other enterprise tools
- Set up ADSelfService Plus for scalability and high availability, manage , and ensure data security

Training Agenda

This training agenda is designed to equip users with the knowledge to work with ADSelfService Plus.

Introduction to ADSelfService Plus

- Overview of the product
- Key features of the product

Setting Up ADSelfService Plus

- Hardware requirements
- Supported platforms
- Supported browsers
- Supported databases
- Installing ADSelfService Plus
- Starting ADSelfService Plus as a service
- Connecting to the ADSelfService Plus web portal
- Licensing of ADSelfService Plus

Getting Started with Configuration

- Configure Active Directory domains in ADSelfService Plus

Self-Service Password Management

- Enable self-service password reset, account unlock, and password change
- Policy configuration for self-service features
- Updating cached credentials over VPN

Multi-Factor Authentication (MFA)

- Set up and configure MFA authenticators to cater to specific business requirements, ensuring both robust security and user convenience
- Configure MFA for various use cases, including
 - Self-service actions (such as Reset and Unlock)
 - Machine logins
 - OWA and Exchange Admin Center logins
 - RADIUS-supported endpoint logins
 - Enterprise application logins
 - ADSelfService Plus logins
- Configure offline MFA for Windows and macOS logins
- Explore the advanced settings to further control the MFA processes

Single Sign-On and Password Synchronization

- Enable Single Sign-On (SSO) to streamline user login experiences by eliminating the need for multiple credentials
- Configure Just-In-Time (JIT) Provisioning to automatically create user accounts in target applications for seamless access
- Configure Account linking to automatically link user accounts during password sync and SSO
- Installation of the Password Sync Agent
- Configure real-time password synchronization to automatically synchronize Windows Active Directory password resets/changes and account unlocks of a user account across multiple other platforms

Directory Self Service

- Create Self-Update Layouts with the "drag & drop" approach and choose from multiple field types for an end user to self-update
- Create Modification rules to specify the fields that should be automatically updated whenever a user account is modified
- Configure Employee Search to allow users and admins to search and view domain user information
- Configure Mail Group Subscription to enable users to subscribe to or unsubscribe from email groups directly through the portal

Login agent installation and customization

- Installation of the login agent on Windows (GINA), macOS, or Linux
- Customization of the login agent
- Configure a scheduler for the login agent

Conditional Access

- Understand the functionality of conditional access in ADSelfService Plus
- Configure conditional access rules based on IP address, device, business hours, or user location
- Assign the conditional access rules

Password Policy Enforcer

- Set up custom password complexity rules, including restrictions on characters, repetition, patterns, and length
- Learn how to enable Have I Been Pwned? integration to prevent the usage of breached passwords by end users
- Explore options to bypass complexity requirements, configure policy settings the user's password must comply with during self-service password reset and password change operations, display the password policy requirement on the reset and change password pages, and enforce these policies in ADUC console and change password screens

User Enrollment

- Force user enrollment through logon scripts
- Send enrollment reminders via email, SMS, or push notifications
- Import enrollment data from CSV file
- Import enrollment data from an external database

Password Expiration Notifications

- Configure notifications for password and account expiration via email, SMS, or push alerts
- Setting the notification frequency on a daily, weekly, or specific-day basis
- Configure advanced settings to send notification delivery status messages to users' managers or admins, and retry notifications if the scheduler fails to deliver them on the configured day
- Use of macros to help reduce redundancy in the messages

Mobile App Deployment

- Install the Mobile Device Management (MDM) profile
- Install the ADSelfService Plus iOS app remotely in the users' mobile devices
- Setting up schedulers to automate profile and app installation

Approval Workflow

- Integrate with ADManager Plus
- Configure Self-Service Approval Workflow

Technician

- Create technicians by selecting the technician type (Domain-based or Product-based) and assigning a role (Super Admin or Operator)
- Assign permissions to technician roles
- Advanced settings to configure login MFA and password policy settings for technicians who use product authentication

Integration

- Integration with enterprise applications and databases for SSO using SAML/OpenID/OAuth protocols
- Integration with ITSM and help desk applications
- Integration with SIEM applications and syslog servers

General Settings

- Configure the SSL settings, access URL, proxy settings, port settings and session time settings
Configure mail and SMS server settings
- Configure Dashboard Updater
- Configure Site-Based DC Updater
- Generate backup codes for MFA recovery
- Restrict users under License Management to ensure license compliance

Login Settings

- Configure user login access rights, CAPTCHA settings, and other customization options for the login page
- Configure SSO Settings to automatically log in to ADSelfService Plus by simply logging in to their Windows machine or through a third-party identity provider
- Access the self-service portal without password using Smart Card Authentication

Personalize Settings

- Customize settings for display, portal rebranding, mobile rebranding, password change, and language options

Enterprise Essentials

- Configure High Availability or Load Balancing
- Configure Reverse Proxy settings by integrating with AD360

Reports

- Generate detailed user, password self-service, MFA, GINA/Mac/Linux agent, and other reports.
- Schedule report generation at fixed intervals
- Configure the generated reports to be sent to the administrators' mail instantly
- Export the reports to multiple formats such as CSV, PDF, XLS, HTML, and CSVDE for offline use

Dashboard

- Gain insights from user, enrollment and audit reports
- Create schedules in the Dashboard Updater to synchronize with AD and update the graphs
- Embed the graphs in the organization's web page or access the graph separately by using a URL
- Access quick links and highlights

Backup and Recovery

- Schedule database backups
- Manage retention policies and monitoring backup history

Our Products

AD360 | Log360 | ADManager Plus | ADAudit Plus

RecoveryManager Plus | M365 Manager Plus

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For more information about ADSelfService Plus, visit
www.manageengine.com/products/self-service-password.

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