

Alexander County Schools

Active Directory Password Reset Tool Presentation

ACS - AD password reset tool (ADPRT)

This tool has 5 basic functions

- 1) ACS domain account enrollment
- 2) Reset your ACS domain account when your password is not known and your account is locked
- 3) Unlock your ACS domain account when you know your current password
- 4) Change your ACS domain password when your account is active and working
- 5) Used by Helpdesk users to make ACS domain account changes for you

ACS - AD password reset tool (ADPRT)

There are some terms used in this presentation that need clarification.

ACS domain account or ACS domain username -

This is your logon name for your computer. It is usually your first Initial last name. Ex. John Smith would be "jsmith"

Windows 10: Find Who is Logged in

1. Hold down the Windows Key, and press "R" to bring up the Run window.
2. Type "CMD", then press "Enter" to open a command prompt.
3. At the command prompt, type the following then press "Enter": whoami.
4. The computer name or domain followed by the username is displayed.

Enroll - Is the process of be added to the program so your account can be reset if needed.

A mobile phone can be used to run this tool provided it is connected to the ACS network.

ACS - ADPRT - Enroll

How to **Enroll** your ACS AD account

ACS - ADPRT - Enroll

- 1) Access ACS AD password reset tool site
<https://acspwreset.alexander.k12.nc.us/PasswordReset/>
- 2) Select Enroll link and fill in the current ACS Domain username and password, click Next
- 3) Enter your ACS email address and your mobile telephone number, click Next
- 4) You will be presented with 4 selectable questions, choose the questions for which you are comfortable providing memorable answers.
- 5) Provide memorable answers to the questions you selected, click Next
- 6) You should get a message that says "Account Enrolled", Click Finish
- 7) Your enrollment process is now complete

ACS - ADPRT - Reset Password

How to **Reset Password** on your ACS AD
account

ACS - ADPRT - Reset Password

- 1) Account is disabled because of 5+ failed attempts at logon
- 2) Access ACS AD password reset tool site
<https://acspwreset.alexander.k12.nc.us/PasswordReset/>
- 3) Select Reset Password link and fill in locked AD logon account name
- 4) You should get a dialog that says "An email has been sent to you to reset your password. Please check your inbox"
- 5) Check your email associated with this account
- 6) Look for an email with the subject of "Link to reset your password"
- 7) Open this email and click the link inside
- 8) It should open up the AD Self Password Reset side prompting for a new password.
- 9) Enter your new password then tab down and confirm
- 10) Uncheck the Ask me to change password at next login box
- 11) Click Next
- 12) You can now logon with the new password you set.

ACS - ADPRT - Unlock Account

How to **Unlock Account** on your ACS AD
account

ACS - ADPRT - Unlock Account

- 1) You get the message that your account is locked but you remember your password
- 2) Access ACS AD password reset tool site
<https://acspwreset.alexander.k12.nc.us/PasswordReset/>
- 3) Select Unlock Account link and fill in locked AD logon account name
- 4) Answer the two questions presented to you, click Next
- 5) You should get a message that says "Account Unlocked", Click Finish
- 6) Should now be able to logon using the known password

ACS - ADPRT - Change Password

How to **Change Password** on your ACS AD
account

ACS - ADPRT - Change Password

- 1) Access ACS AD password reset tool site
<https://acspwreset.alexander.k12.nc.us/PasswordReset/>
- 2) Select Change Password link and fill in the requested information, click Next
- 3) You should get a message that says "Password Changed", click Finish

Note: Once the user is logged into the computer, this process can also be done by pressing Ctrl-Alt-Del keys and selecting Change a password.

ACS - ADPRT - Helpdesk Use Only

Used by Helpdesk users only