

PASSWORD AND ACCOUNT MANAGEMENT GUIDE

Ver. 1.0

Created 09/2020

This guide will assist you in the self-service portal enrollment process,
changing your password, and unlocking your account.

AD Self-Service Plus is a web application that will allow the end user to make changes to their account, to include unlocking a locked-out account, retrieving a forgotten password as well as making password changes. Account updates can be made anytime that is convenient to you and doesn't require any Service Desk assistance.

If you have any issues with accessing the portal site or making account updates, please email the helpdesk at: helpdesk@northwestradiology.com for assistance.

Page 2

Self Service Portal Site Access

Page 2 – 3

Sign-In Process

Page 3

Enrollment Process

Page 4

Change Password Process

Page 5 – 6

Forgot Password Process

Page 7

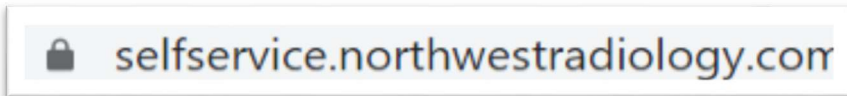
Update Profile Process
(non-NWR employee)

Page 8

Sign Out Process

NWR AD Self Service Portal Site Access

If accessing outside of NWR (IE: home internet, referring provider office, etc.), using your web browser, navigate to <https://selfservice.northwestradiology.com>



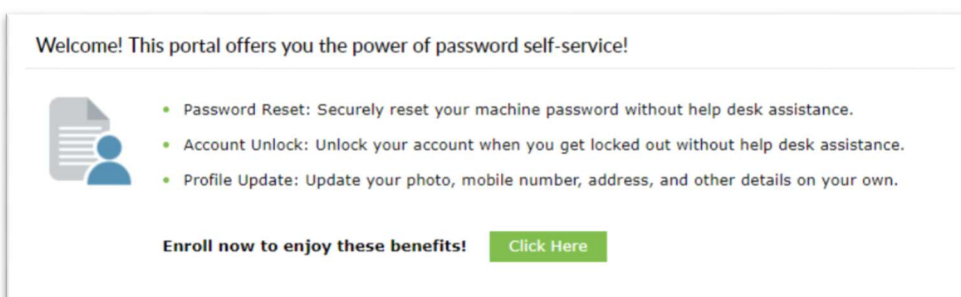
For NWR employees accessing via VPN or within NWR internet, using your web browser, navigate to <https://selfservice.northwestradiology.com:9251>

NWR AD Self Service Account Enrollment

Using your NWR login credentials, login with your username and password.

A screenshot of the "Sign In" form on the NWR AD Self Service portal. The form includes fields for "Username" and "Password", each with a corresponding icon (person and padlock). Below these is a dropdown menu for "ADSelfService Plus Authentication". A green "Login" button is positioned below the authentication dropdown. At the bottom of the form, there are two links: "Forgot your password?" with a key icon and "Account locked down?" with a padlock icon, both with upward-pointing chevrons.

A welcome screen will popup the first time you access the site. This is only shown for the enrollment process.




Once you have successfully logged in, you will be prompted to create two (2) security questions. These will be used as verification questions in the event you forget your password and need to reset it.

Use the drop-down menu to choose the question, then fill in the answer.

Click **Next** to finalize this process.

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question :

Question :

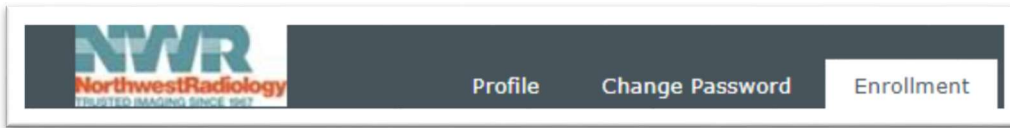
☒ Hide Answer(s)

• The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Step 1 of 1

NWR AD Self Service Password Change

From the menu bar, at the top of your screen, click on ***Change Password***



From this menu you will input your old (current) password, as well as input and confirm your newly created password.

To maintain an acceptable level of security for the protection of our NWR assets, we have aligned our password requirements with those of HIPAA and NIST. Below the password inputs you will see the requirements for your new password.

*Recommendation Tip

Use a passphrase that is easy to remember. You could use something like, **My flowers bloom wildly in spr1ng**

This passphrase is easy to remember and covers all the requirements.

As an extra step, you can check your password strength at: <https://howsecureismypassword.net/>

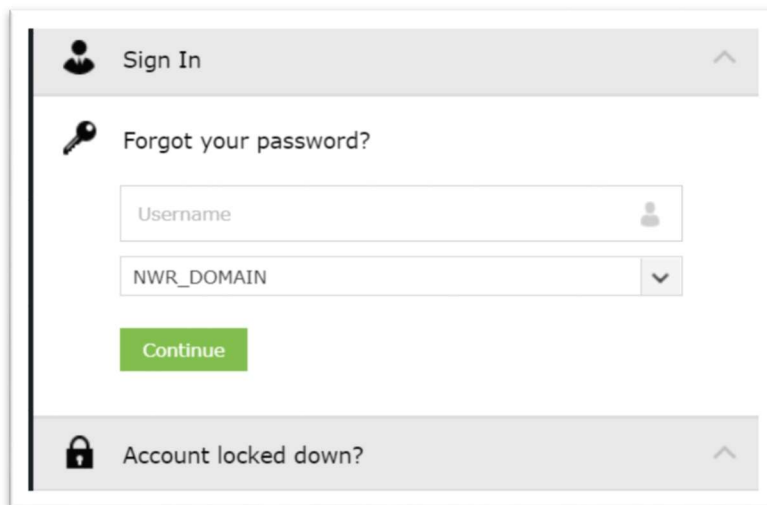
A screenshot of the 'Change Password' form. At the top, it says 'Change Password' with a help icon. Below this are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Under the 'New Password' field, there is a list of requirements, each preceded by a minus sign: 'Minimum length should be at least 12', 'Number of special characters to include 1', 'Must contain both upper and lowercase characters', 'Number of numerals to include 1', 'Must not be a palindrome', 'Must not contain any character more than twice consecutively', and 'Must not have 5 consecutive characters from username'. At the bottom of the form are two buttons: a green 'Change Password' button and a grey 'Cancel' button.

NWR AD Self Service Forgot Password

If you have forgotten your password and would like to change it on your own, do the following:

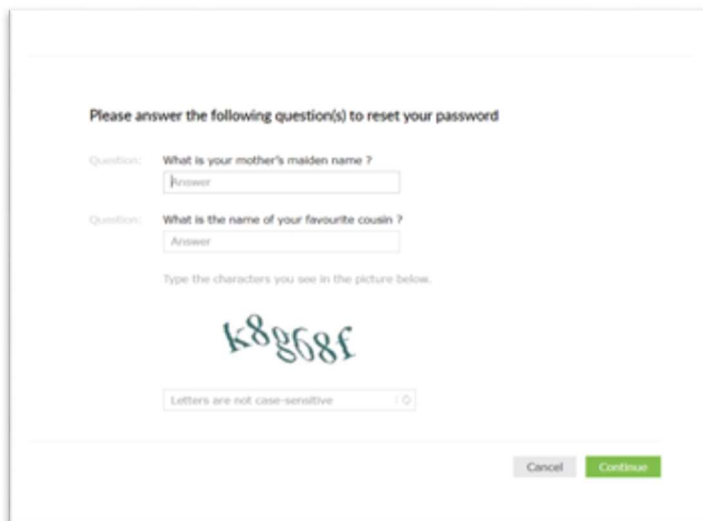
Navigate to the NWR AD Self Service website.

Click on ***Forgot Your Password***, enter your NWR username and click ***Continue***



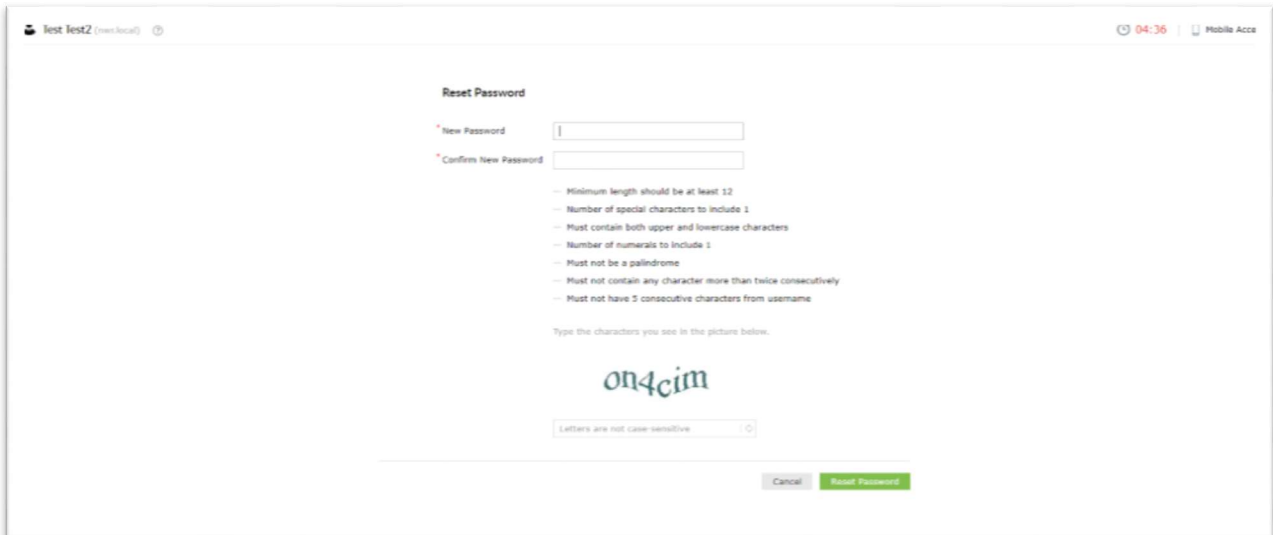
The screenshot shows a web interface for password recovery. At the top, there is a 'Sign In' header with a user icon. Below it, a section titled 'Forgot your password?' with a key icon contains a 'Username' input field with a user icon, a dropdown menu currently showing 'NWR_DOMAIN', and a green 'Continue' button. At the bottom, there is a section titled 'Account locked down?' with a padlock icon.

You will be prompted to answer the security verification questions created when you enrolled.



The screenshot shows a security verification page titled 'Please answer the following question(s) to reset your password'. It contains two questions: 'What is your mother's maiden name?' and 'What is the name of your favourite cousin?'. Each question has an 'Answer' input field. Below the questions, there is a CAPTCHA image showing the characters 'k8g68f' and a text prompt 'Type the characters you see in the picture below.' with a corresponding input field. A note below the CAPTCHA states 'Letters are not case-sensitive'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Once your account is verified, you will input a new password for your account. Don't forget to fill out the Captcha at the bottom of the page and click on **Reset Password** when finished.



The screenshot shows a web browser window with the address bar displaying 'test test2 (next.local)'. The page title is 'Reset Password'. The form contains two input fields: 'New Password' and 'Confirm New Password'. Below these fields is a list of password requirements:

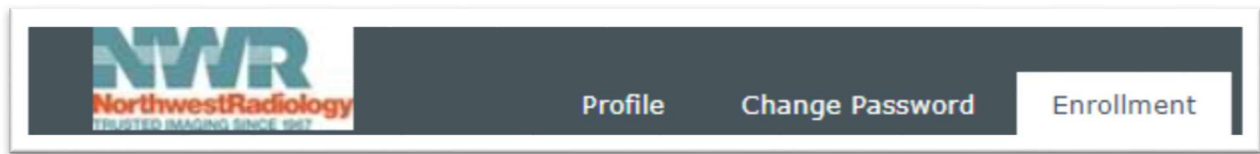
- Minimum length should be at least 12
- Number of special characters to include 1
- Must contain both upper and lowercase characters
- Number of numerals to include 1
- Must not be a palindrome
- Must not contain any character more than twice consecutively
- Must not have 5 consecutive characters from username

Below the requirements is a text prompt: 'Type the characters you see in the picture below.' followed by a CAPTCHA image showing the text 'on4cim'. Below the CAPTCHA is a checkbox labeled 'Letters are not case-sensitive'. At the bottom right of the form are two buttons: 'Cancel' and 'Reset Password'.

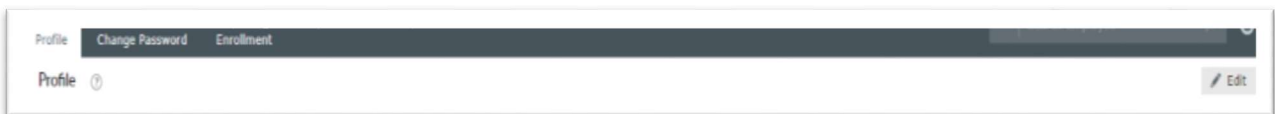
NWR AD Self Service Profile Updates (non-NWR employees)

Active Directory holds profile information that is very useful to employees within the organization such as phone number, fax number, building address, etc.

To view this information, click on **Profile**



If you notice missing or inaccurate information within your profile, you can update by clicking on **Edit**, found in the right corner of your screen.



Make the necessary changes and finalize by clicking on **Update**.

A form titled "General" with three sections: "General", "Contact", and "Address". The "General" section has fields for "Description" (with a text area), "Office" (with a text field containing "555-555-5555"), "Telephone Number" (with a text field containing "555-555-1234"), and "Web Page" (with a text field). The "Contact" section has fields for "Home Phone" (with a text field containing "555-555-1234"), "Pager" (with a text field), "Mobile" (with a text field containing "555-555-1235"), "Fax" (with a text field), and "IP Phone" (with a text field). The "Address" section has fields for "Street" (with a text area containing "124 Main St."), "PO Box" (with a text field), "City" (with a text field containing "Zionsville"), "State" (with a dropdown menu showing "IN"), and "Zip" (with a text field containing "90210"). At the bottom of the form are two buttons: "Update" (in green) and "Cancel" (in grey).

NWR AD Self Service Sign-Out Procedure

To log out of the NWR AD Self Service application, you can click on the “person” icon in the right corner of the menu and choose **Sign Out**, or you can simply close your browser.

