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.

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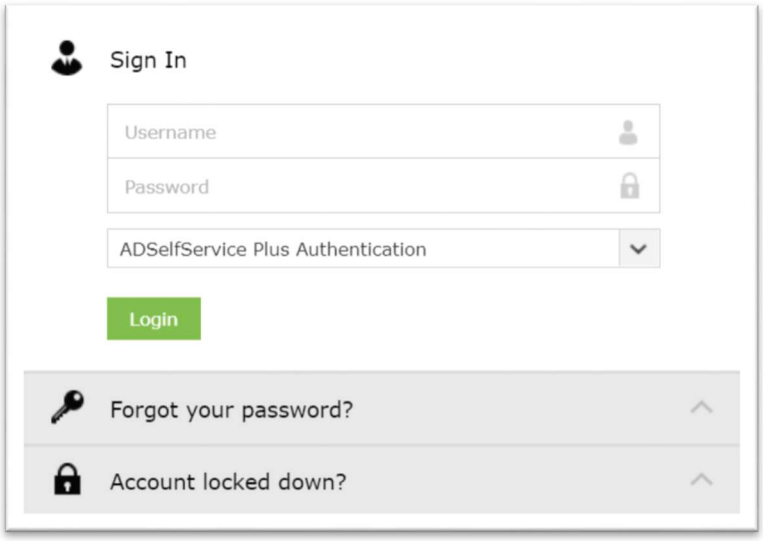
NWR AD Self Service Portal Site Access

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

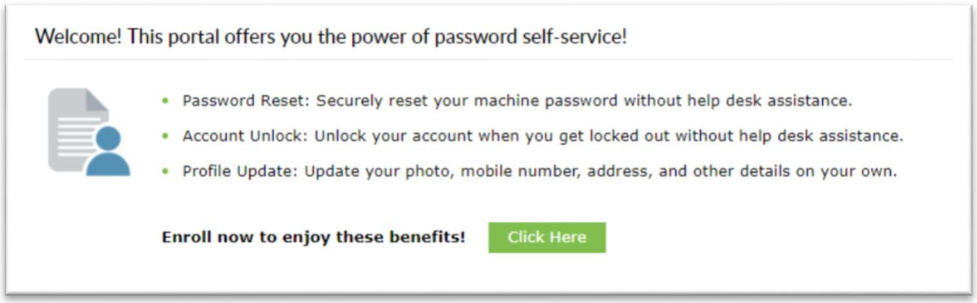
For NWR employees accessing via VPN or within NWR internet, using your web browser, navigate to https://selfservice.northwestradiology.com:9251

NWR AD Self Service Account Enrollment

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



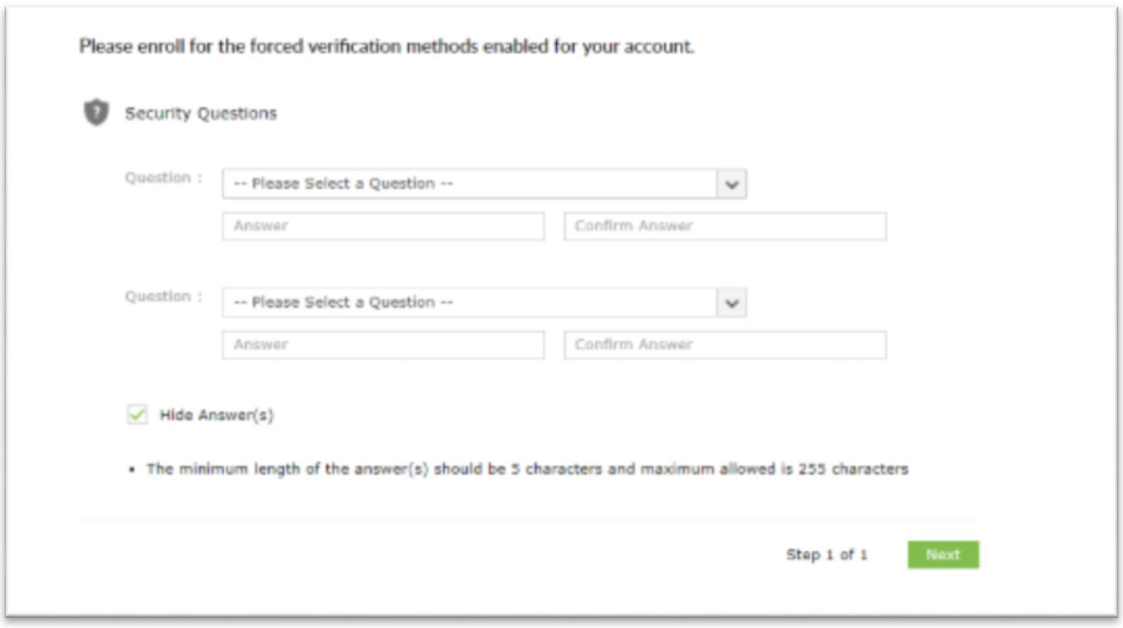
A welcome screen will popup the first time you access the site. This is only shown for the enrollment process.



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.

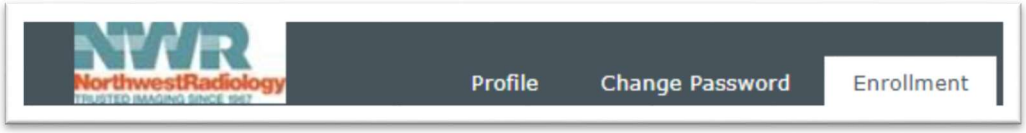
Use the drop-down menu to choose the question, then fill in the answer.

Click ***Next*** to finalize this process.



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.

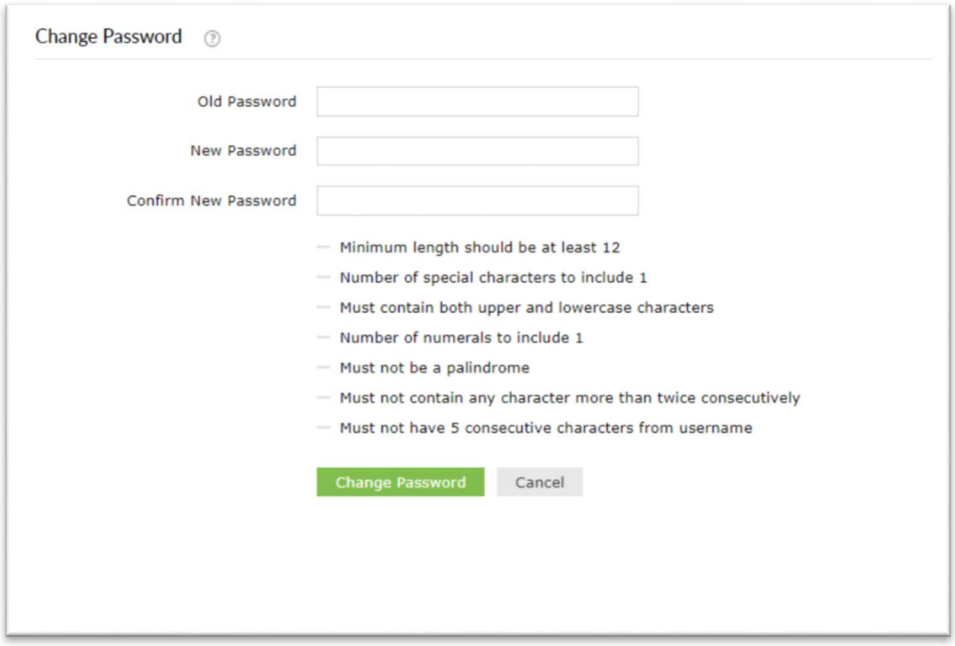
To maintain an acceptable level of security for the protection of our NWR assets, we have aligned our password requirements with those of HIPAA and NIST. Below the password inputs you will see the requirements for your new password.

*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/

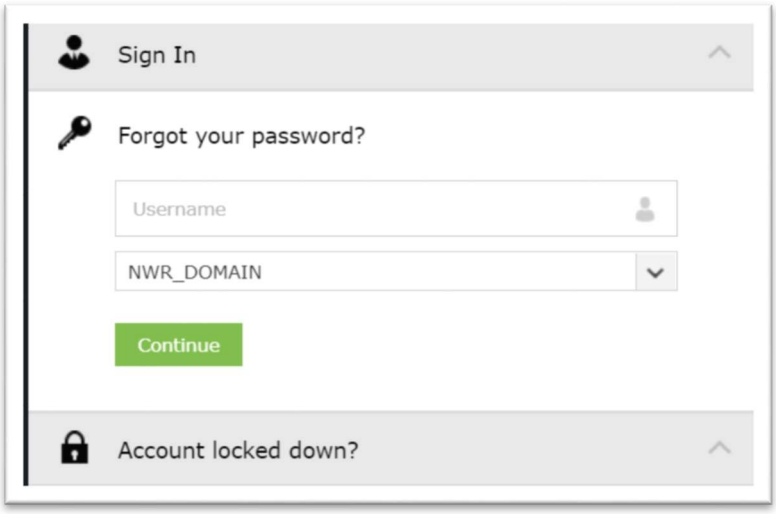


NWR AD Self Service Forgot Password

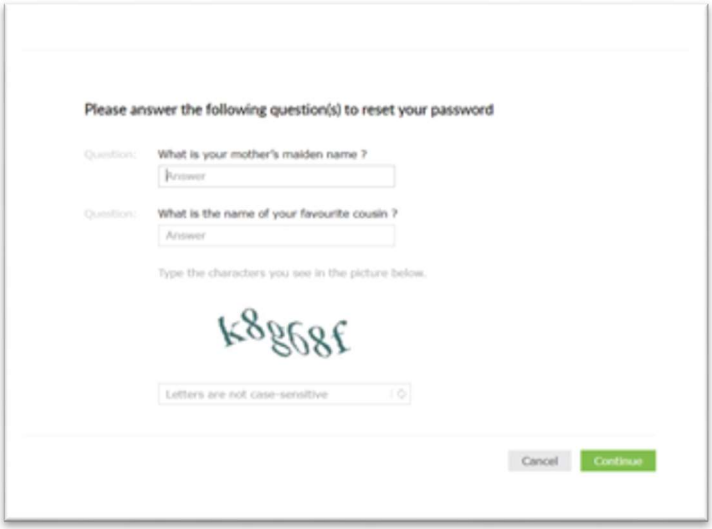
If you have forgotten your password and would like to change it on your own, do the following:

Navigate to the NWR AD Self Service website.

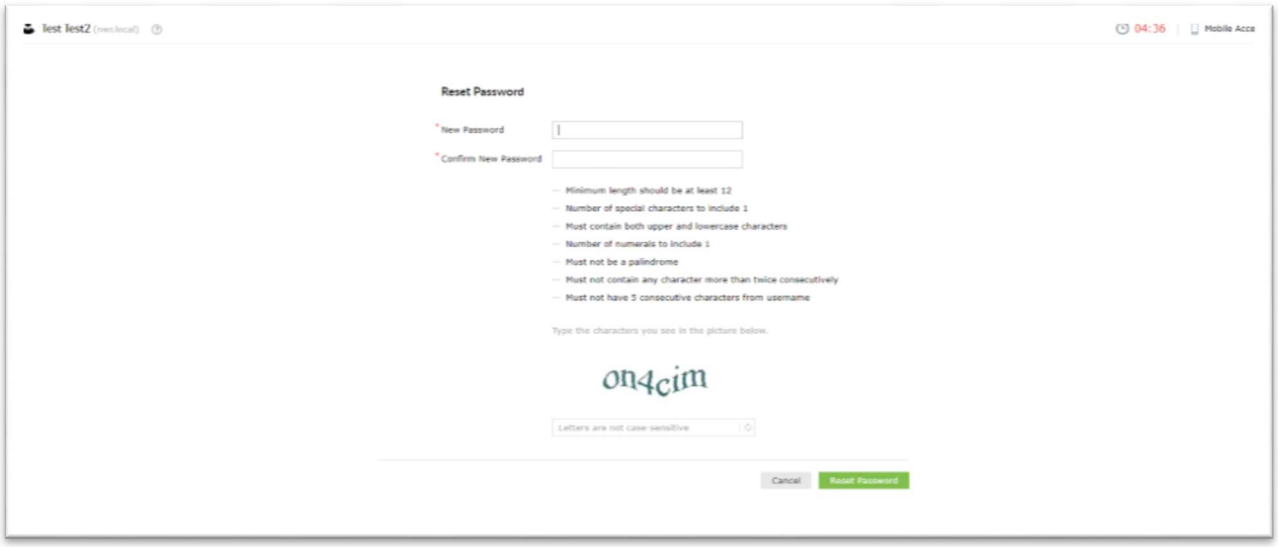
Click on ***Forgot Your Password,*** enter your NWR username and click ***Continue***



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



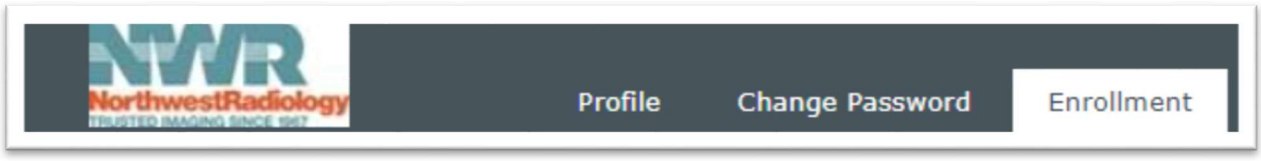
Once your account is verified, you will input a new password for your account. Don't forget to fill out the Captcha at the bottom of the page and click on ***Reset Password*** when finished.



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

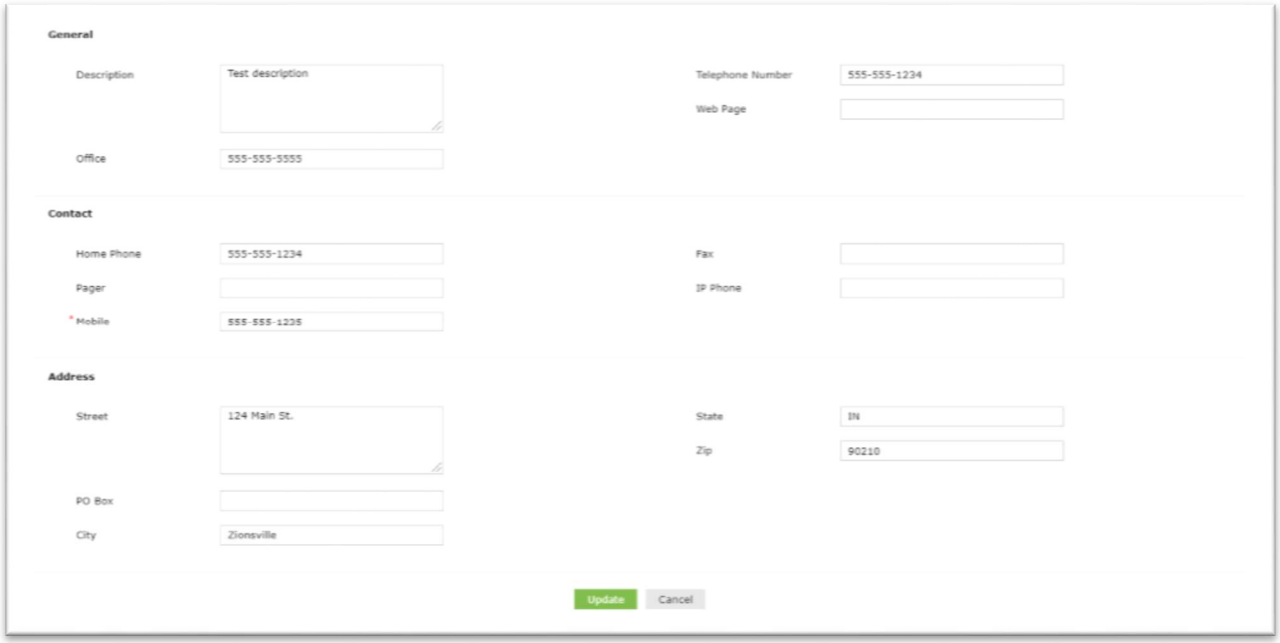
Active Directory holds profile information that is very useful to employees within the organization such as phone number, fax number, building address, etc.

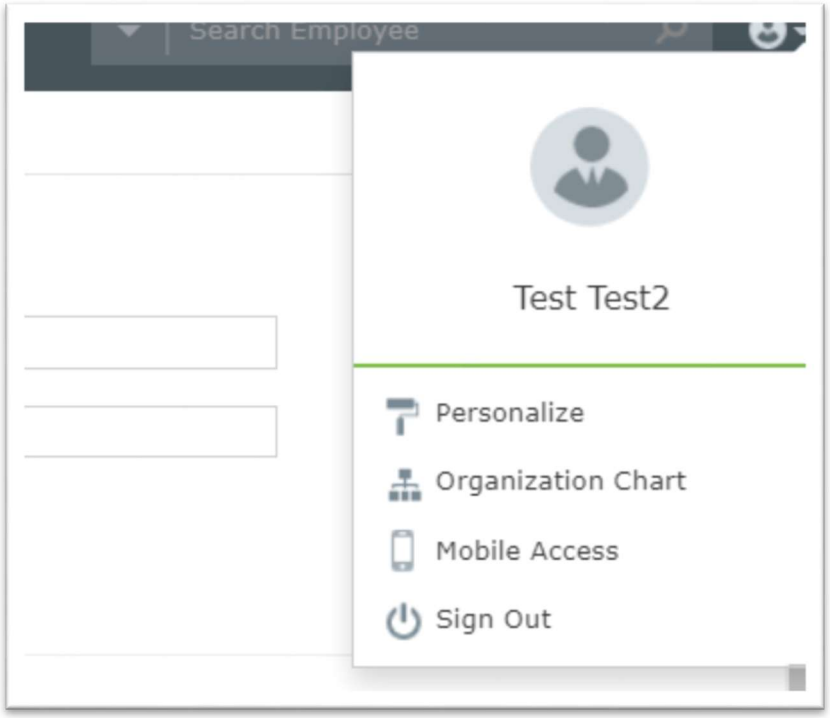
To view this information, click on ***Profile***



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.***



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.