

# SelfService Portal

## Step By Step Documentation

This document will show you how to enroll your user account to the SelfService Portal

There are three types of Authentication

1. Security Questions
2. Verification Code
3. Google Authentication

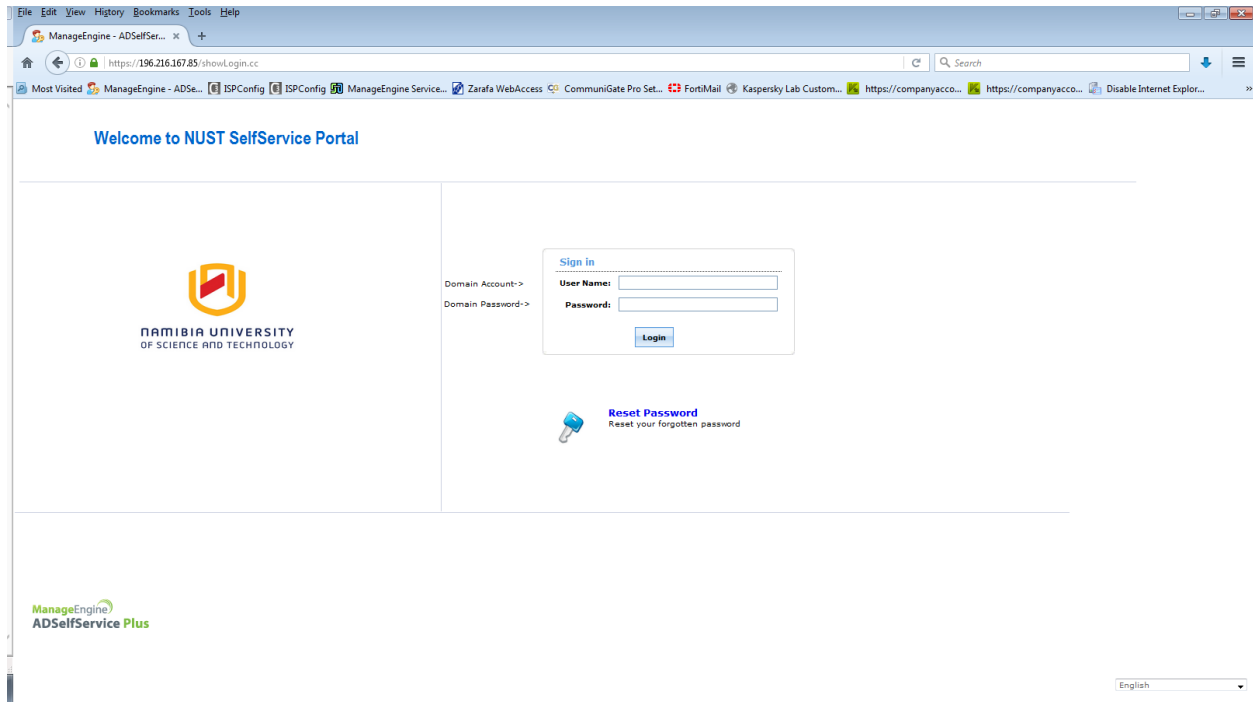
You can choose any of the above authentication methods to enroll your account to the SelfService Portal that suits you the best.

# 1. Security Questions

Here is the URL for enrolling your account with SelfService Plus

<https://sspmainsrvp001.staff.nust.na>

Log in with your Domain user account. It is the same user account that you use to log on to your PC/Laptop/MAC.



Welcome window will appear.  
Click on "click here".

The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** <https://196.216.167.85/authorization.do>
- Browser Tabs:** Certificate error, ManageEngine..., Working With ADS..., ManageEngine AD..., SSL Certification T..., Connection
- Page Header:** ManageEngine ADSelfService Plus, Welcome, testuser, Sign Out, Profile
- Navigation:** My Info, Change Password, Enrollment
- Main Content:**
  - Self Update:** Update your personal information, such as contact details, in this page.
  - Mobile Access** and **Help** buttons.
  - Welcome Dialog Box:**

Welcome! This portal offers you the power of password self-service!

    - Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
    - Self-service Account Unlocks: Unlock the computer, when you are locked out of it.
    - Self-service Directory Update: Update the changes in contact details yourself! And more..

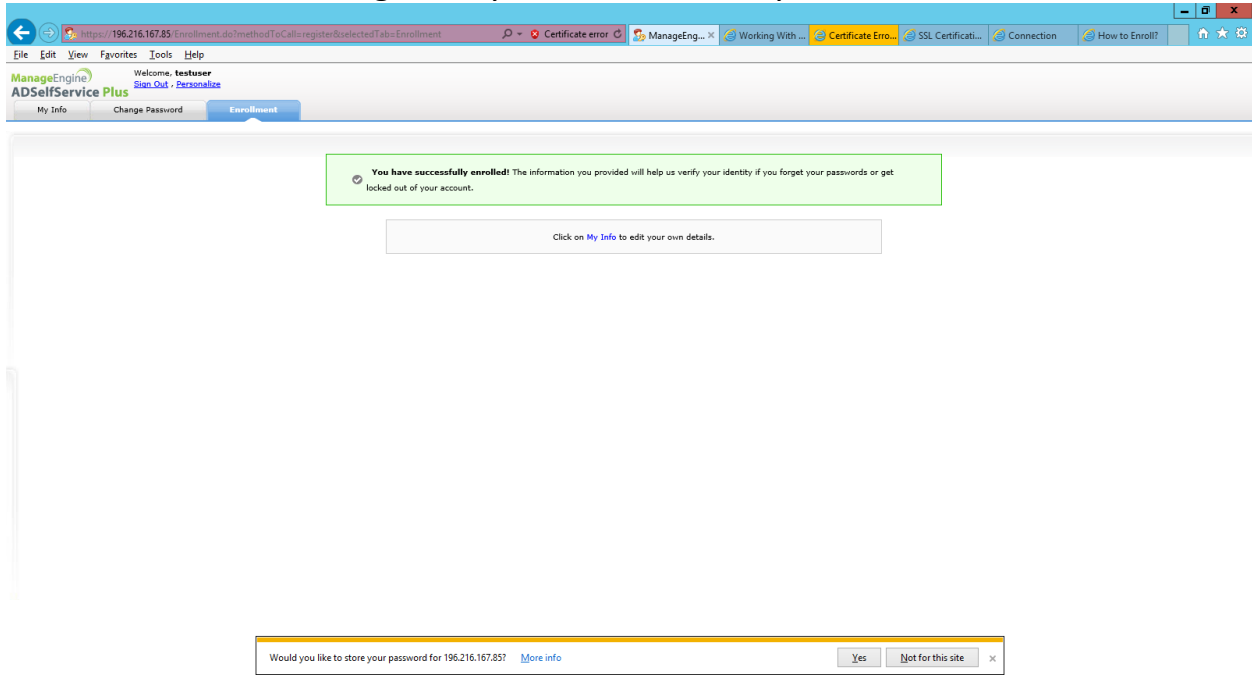
Enroll now to enjoy these benefits! [Click Here](#)
  - Form Fields:**
    - General:** Description, Office
    - Contact:** Home Phone, Pager, Mobile, Fax, IP Phone
    - Address:** Street, PO Box, City, State, Zip
  - Update** button at the bottom of the form.
- Bottom Prompt:** Would you like to store your password for 196.216.167.85? [More info](#) Yes Not for this site

Fill in the answers to the security questions.  
Once done click on enroll.

The screenshot shows a web browser window displaying the 'User Registration' page of ManageEngine ADSelfService Plus. The page has a navigation bar with 'My Info', 'Change Password', and 'Enrollment' tabs. The 'Enrollment' tab is active. The main content area is titled 'User Registration' and includes a sub-header 'Security Questions'. Below this, there is a 'Length Specification' section stating that the minimum length of the answer is 3 characters and the maximum is 255. The 'Register Your Security Que & Ans' section contains three questions, each with an 'Answer' and 'Confirm Answer' input field. The questions are: 'What is your mother's maiden name?', 'What was the name of your elementary / primary school?', and 'What is the name of your favourite musician/artist?'. A 'Hide Answer(s)' checkbox is checked. An 'Update' button is located at the bottom of the form.

File Edit View History Bookmarks Tools Help  
ManageEngine - ADSelfSer... x +  
https://196.216.167.85/Enrollment.do?selectedTab=Enrollment  
Search  
Most Visited ISPConfig ISPConfig ManageEngine Service... Zafara WebAccess CommuniGate Pro Set... FortiMail Kaspersky Lab Custom... https://companyacco... https://companyacco... Disable Internet Explor... Download Administrat...  
ManageEngine  
ADSelfService Plus  
Welcome, testuser3  
Sign Out Personalize  
My Info Change Password Enrollment  
User Registration  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account. Mobile Access Help  
Security Questions Verification Code Google Authenticator  
Length Specification  
• The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters  
Register Your Security Que & Ans  
Que: \* What is your mother's maiden name ?  
Answer Confirm Answer  
Que: \* What was the name of your elementary / primary school ?  
Answer Confirm Answer  
Que: \* What is the name of your favourite musician/artist?  
Answer Confirm Answer  
 Hide Answer(s)  
Update

You will receive a message that you are successfully enrolled.



## 2. Verification Code

Click on the enrollment tab again and select Verification Code.

Type a secondary email that you want to use.

You can use a maximum of two external email addresses.

Example: user@gmail.com or user@yahoo.com

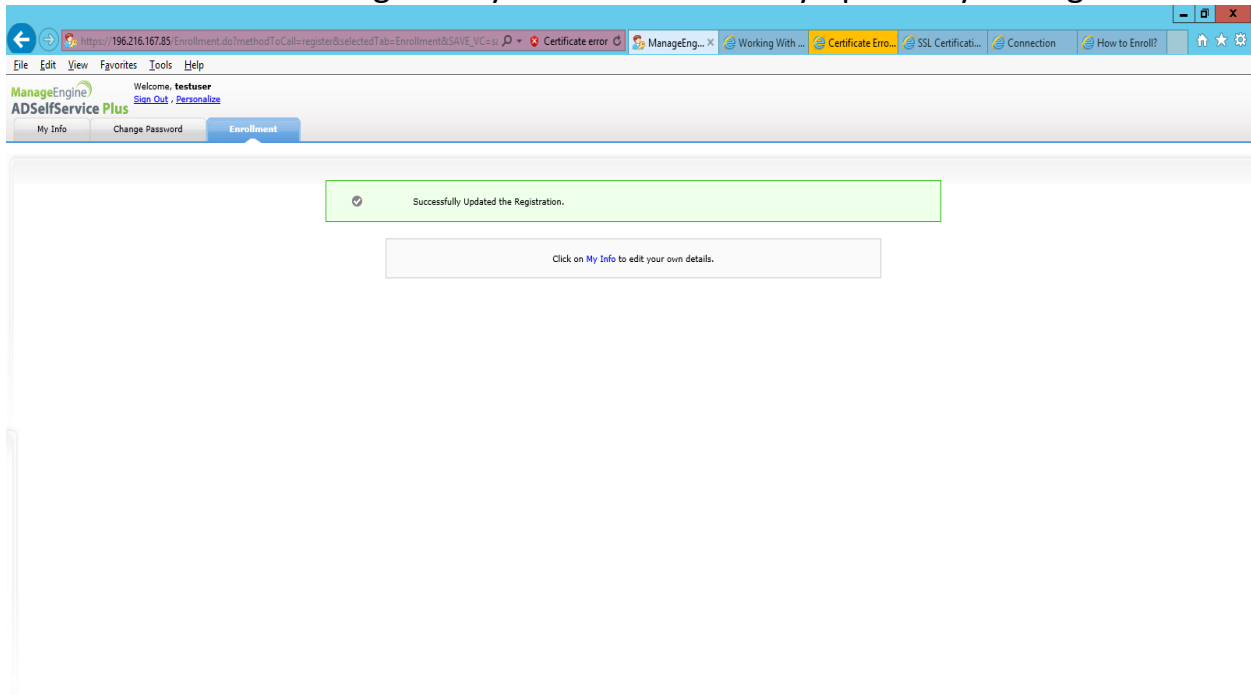
Take Note: Should you consider using this method in the future to reset your password before it expires, then an email will be send to you via gmail or yahoo, together with a code to reset your password. If you have gmail or yahoo configured on your smartphone, it will be good practice to use this method after your account has expired. Please note that the email you will receive is only valid for 30 minutes.

Once done, click on update.

The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** <https://198.216.167.85/Enrollment.do?selectedTab=Enrollment>
- Browser Tabs:** ManageEng..., Working With..., Certificate Erro..., SSL Certificati..., Connection, How to Enroll?
- Page Header:** ManageEngine ADSelfService Plus, Welcome, testuser, [Sign Out](#), [Personalize](#)
- Navigation:** My Info, Change Password, Enrollment
- Main Content:**
  - User Registration**
  - Information: The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.
  - Buttons: [Mobile Access](#), [Help](#)
  - Navigation Tabs: Security Questions, **Verification Code**, Google Authenticator
  - Section: Register Your Email Address(es)
  - Input Fields:
    - user@gmail.com (+)
    - user@yahoo.com (X)
  - Button: Update

You will receive a message that you have successfully updated your registration.





### 3. Google Authenticator

This is used for mobile authentication.

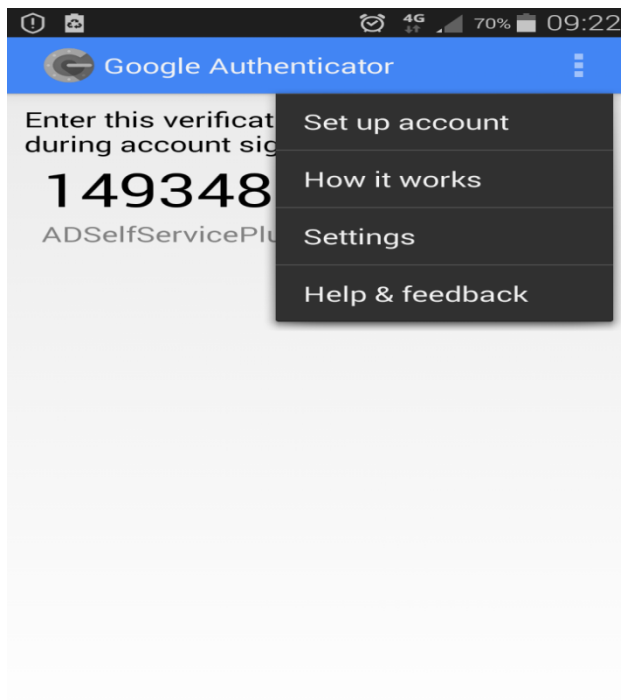
Please note: This method is not compatible with Nokia or Microsoft devices.

Before you begin, you will need to download some specific software on your mobile device. You can download the software from the Play Store applicable to the type of mobile phone you are using.

1. Authenticator
2. Barcode Scanner

Open the Authenticator app on your mobile  
Go to "Setup Account"

Select "scan a barcode"



Click on the enrollment tab again and select Google Authenticator.  
Use the mobile scanner to scan the barcode to your device.

The screenshot shows a web browser window with the URL `https://196.216.167.85/Enrollment.do?selectedTab=Enrollment`. The browser's address bar shows a "Certificate error" warning. The page content is as follows:

**User Registration**  
The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.


Navigation tabs: Security Questions, Verification Code, **Google Authenticator**

**Install Google Authenticator**

- The Google authenticator can be used with Android / iPhone / BlackBerry phones. [Install Google Authenticator](#)

**Configure Google Authenticator**

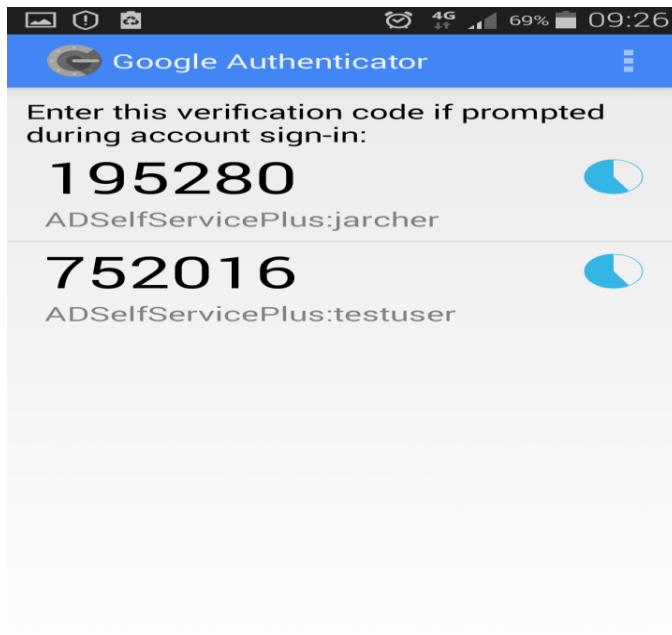
- Open the app, and tap + to add an account.
- Using the app, scan the barcode image given below.



[Have problem in loading the image ?](#)

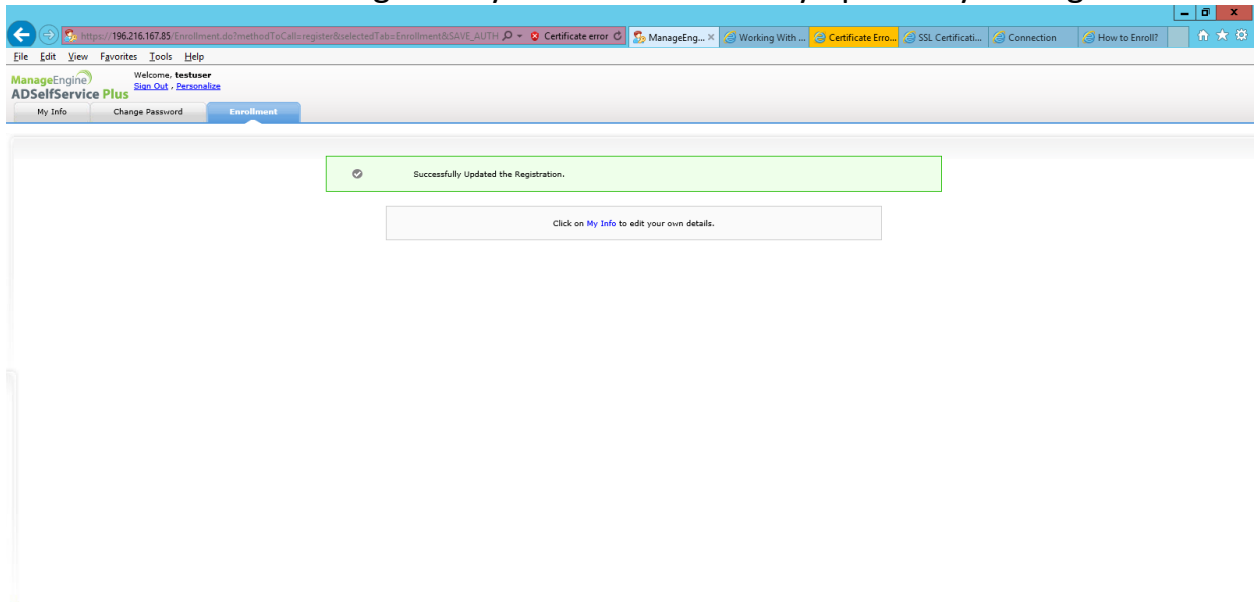
3. Enter the code generated by your authenticator app.

Once the barcode has been scanned you will receive a code on your Google Authenticator App.



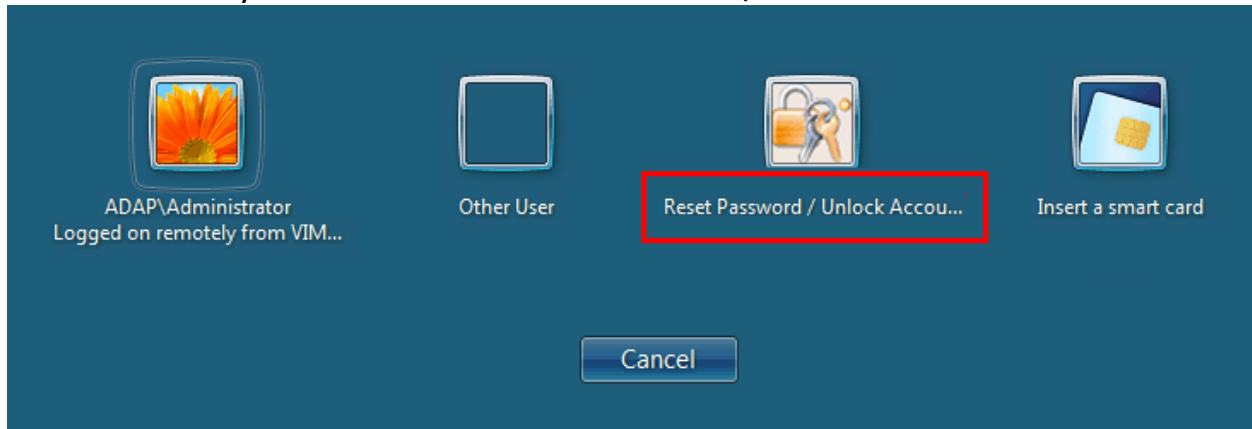
Enter the code generated by your Authenticator App.  
The code renews every 20 seconds.  
Once done, click on update.

You will receive a message that you have successfully updated your registration.

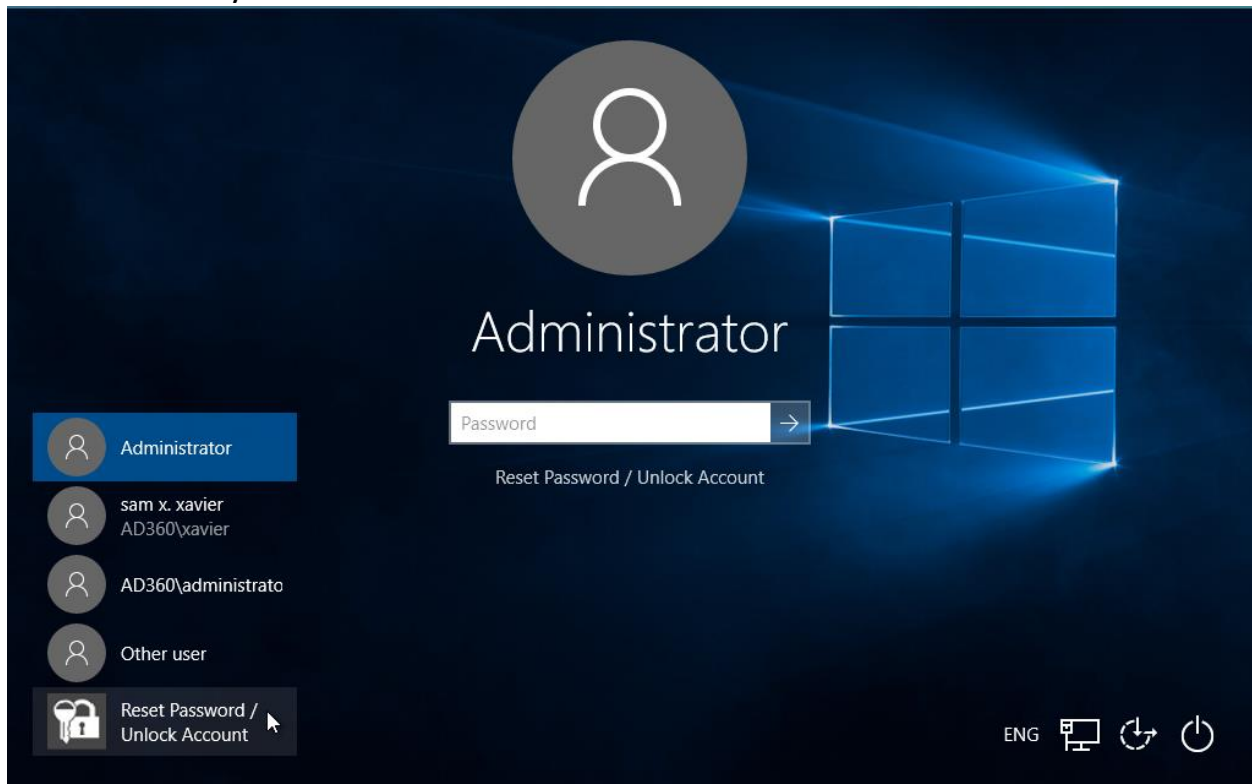


You are all setup.

On Windows 7 you will find the “Reset Password/Unlock Account” icon.



On Windows 10 you will find the “Reset Password/Unlock Account” icon on the bottom left of your screen.



You can also use the URL to reset your password.

[.https://sspmainrvp001.staff.nust.na](https://sspmainrvp001.staff.nust.na)

## Mobile App

You can use this App instead of a PC to reset your own password from your mobile device.

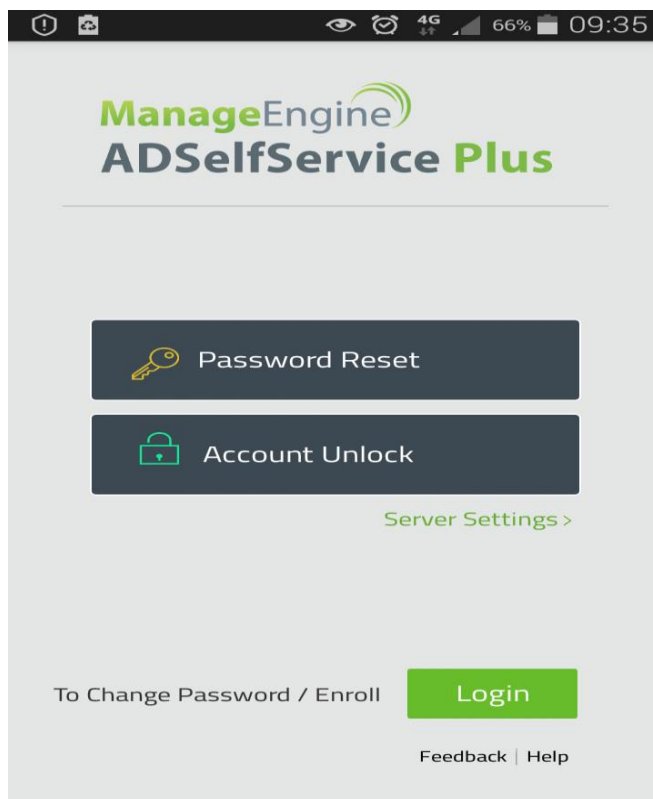
Please note: This app is not compatible with Nokia or Microsoft devices. You can type the following link on your smartphone browser if you do not have the app installed.

<https://196.216.167.85:443>

Make sure you have internet access on your smartphone.

You can download the app from the Play Store depending on the type of mobile you are using.

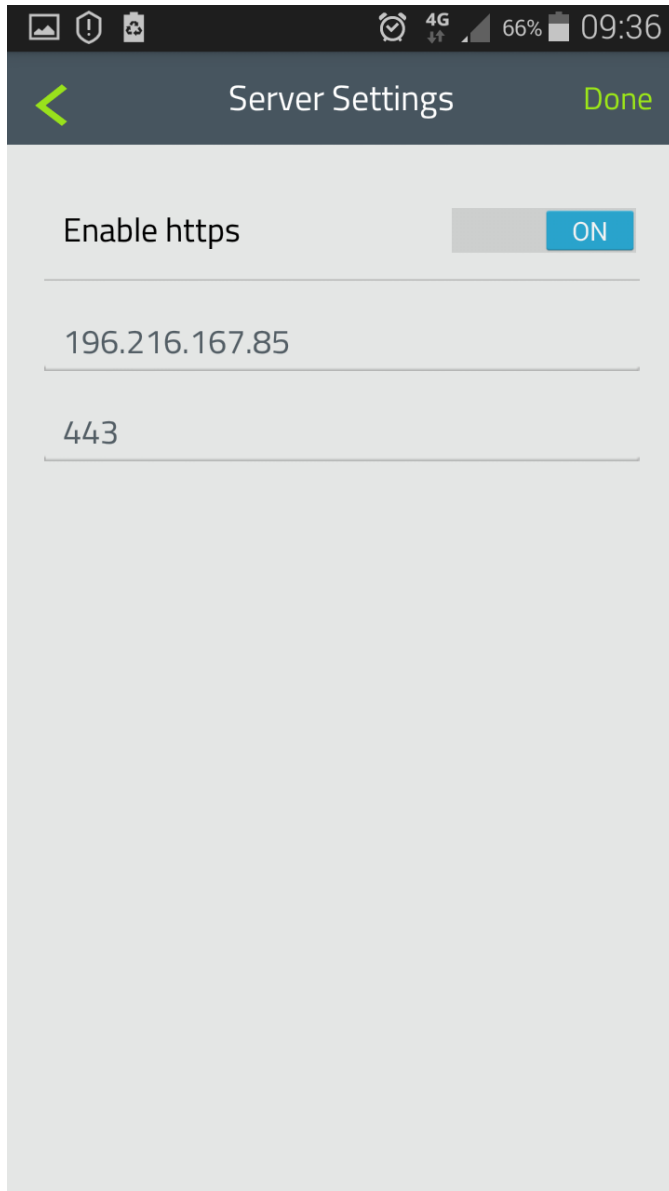
App: SelfService Plus



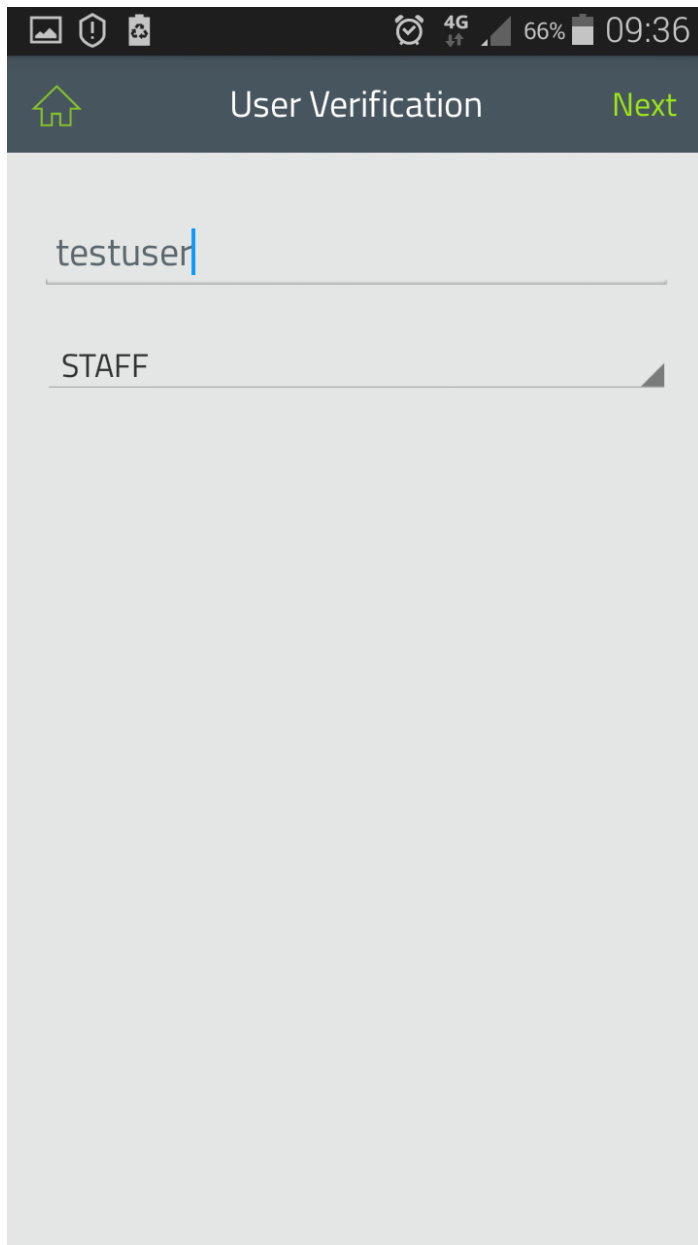
Select "Server Settings"

Enter the IP and port number as shown below.

Enable https



Enter your Domain username.



The screenshot shows a mobile application interface for 'User Verification'. At the top, there is a dark header bar with a home icon on the left, the text 'User Verification' in the center, and a 'Next' button on the right. Below the header, there is a text input field containing the text 'testuser'. Underneath the input field is a dropdown menu with the text 'STAFF' and a small triangle icon on the right side. The background of the screen is a light gray gradient. The top status bar shows various icons including a camera, a shield, a battery, a 4G signal, a 66% battery level, and the time 09:36.



Select your preferred choice of verification.

09:37 66% 4G

Identity Verification [Next](#)

04 : 56

Choose the mode of verification

Verification code to email

Verify using security questions

Verify using Google Authenticator

Enter your new Password.

The screenshot displays a mobile application interface for password reset. At the top, there is a dark navigation bar with a home icon, the text 'Password Reset', and a 'Reset' button. Below the navigation bar, a timer shows '04 : 56'. There are two text input fields: 'New Password' and 'Confirm Password'. Below these fields, the section 'Password Policy Requirements' lists five items:

- 1. The minimum password age is 0
- 2. The maximum password age is 90
- 3. The minimum password length is 6
- 4. No. of password remembered is 5
- 5. The password complexity property is Enabled

All Done.