

Self-Service Password Reset



Enrollment

Getting Started

- [Quick Enrollment User Guide](#)
- [Self-Service Enrollment Guide with Security Questions](#)
- [Reset Password using Security Questions](#)

Quick Enrollment User Guide

The City of Oakland has deployed a password self-service tool to enable City Staff to reset their Windows domain passwords without assistance from the Information Technology Department (ITD) Help Desk. All City employees are required to immediately enroll in the new Self-Service Password Reset Portal. To enroll follow the quick steps below: *(You must enroll before you need your password reset otherwise the portal will not work for you.)*

- 1) Click the password self-service tool url, <https://reset.oaklandca.gov:9251>
- 2) Enter your **User Name** (example: xxxxx9x)
- 3) Enter the **Password** associated with your User Name
- 4) Select the appropriate **Domain** from the drop down box.
 - 1) OPDNET for OPD applications such as Vision
 - 2) OAKLAND for City applications such as Office 365 (TEAMS, SharePoint, WORD)
- 5) Click **Login**.
- 6) Click on the **Enrollment** tab
 - Fill out your security questions then click on Enroll.
- 7) That's it! Log off and if you ever need to reset your password, return to the url, <https://reset.oaklandca.gov:9251> and select 'Reset Password'.

Enroll now!!!




Self-Service Enrollment Guide with Security Questions


Update Your Profile Efficiently :

- [User Registration](#)
Establish your identity via registration
- [Self Update](#)
Update your contact information
- [Change Password](#)
Change your password using current password

Sign in Hint User Name: **xxxxx9x**

- 1 User Name:
- 2 Password:
- 3 Log on to:
- 4

 **Reset Password**
Reset your forgotten password

 **Unlock Account**
Unlock your locked out account

1. Enter in your User Name (example: xxxxx9x)
2. Enter in your Domain password.
3. Select a Domain. (example, OAKLAND or OPDNET)
4. Click 'Login'



Self-Service Enrollment Guide with Security Questions

The screenshot shows a web browser at the URL <https://reset.oaklandca.gov:9251/showLogin.cc>. The page header includes the City of Oakland logo and navigation links: "Welcome, Sign Out, Personalize". Below the header are three tabs: "My Info", "Change Password", and "Enrollment". The "Enrollment" tab is highlighted with a green box and a callout number 5. Below the tabs is the "User Registration" section, which contains a sub-tab "Security Questions" (highlighted with a green box and callout number 6). Under "Security Questions", there is a "Length Specification" section with two bullet points: "The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters" and "The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters". Below this is the "Register Your Security Question & Answer" section, which contains three numbered callouts (7, 8, 9) pointing to the question and answer fields for three different security questions. The first question is "The country you always dreamt of vacationing in?", the second is "What was the name of your elementary / primary school?", and the third is "Write your own question". Each question has an "Answer" field and a "Confirm Answer" field. At the bottom right of the form is an "Update" button (callout number 10) and a "Hide Answer(s)" checkbox.

5. Click on the 'Enrollment' tab.
6. Click on the 'Security Questions' tab.
7. Select and enter in your security question #1
8. Select and enter in your security question #2
9. Select and enter in your security question #3
10. Click 'Enroll'

Self-Service Enrollment Guide with Verification Code

Register your personal/alternate email address, during the enrollment process, where you can receive instructions to reset your password while you are locked out of City account/email.

User Registration

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

Security Questions

Verification Code

Mobile Authenticator

Google Authenticator

Register Your Email Address(es)

PIslam@oaklandca.gov



username@gmail.com



Self-Service Enrollment Guide with Mobile Authenticator

Follow the instructions to install ADSelfService Plus Mobile App for your iOS or Android device to reset password.

User Registration

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

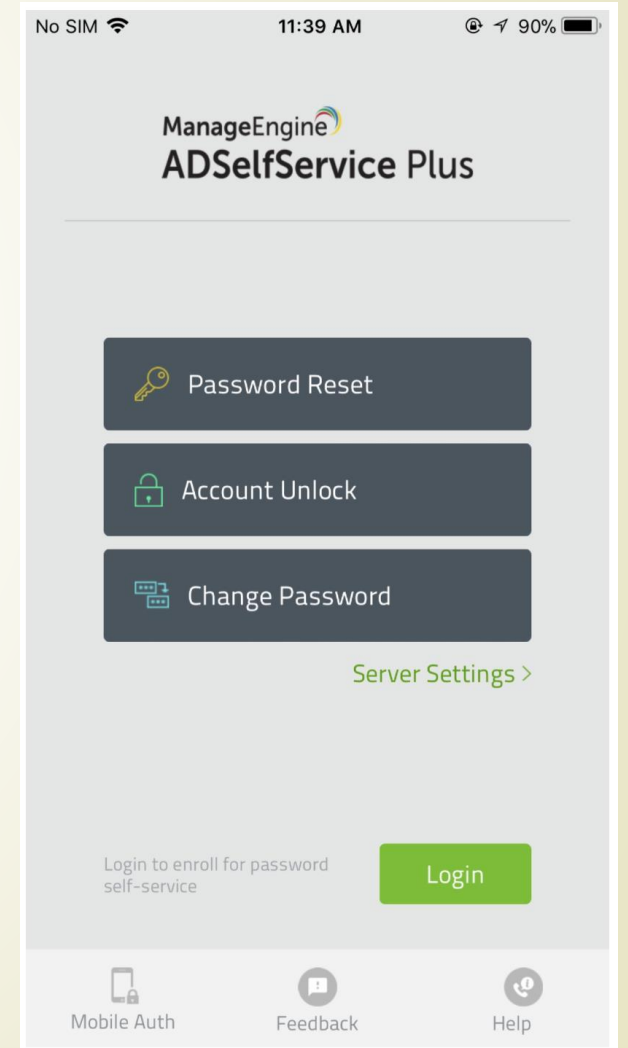
Security Questions Verification Code **Mobile Authenticator** Google Authenticator

Install ADSelfService Plus Mobile App

- The ADSelfService Plus Mobile app can be used with Android and iPhone phones. [Install ADSelfService Plus Mobile App](#)

Enrolling from ADSelfService Plus Mobile App

1. Open ADSelfService Plus mobile app and log in with your domain username and password.
2. Tap the user icon and select the Enrollment tab.
3. Select the Mobile Authenticator tab.
4. Simply enable the authentication methods as per your requirement, or, if your admin has certain methods mandatory, then enable them.
5. Once you've selected the authentication methods, tap Enroll/Update at the top.

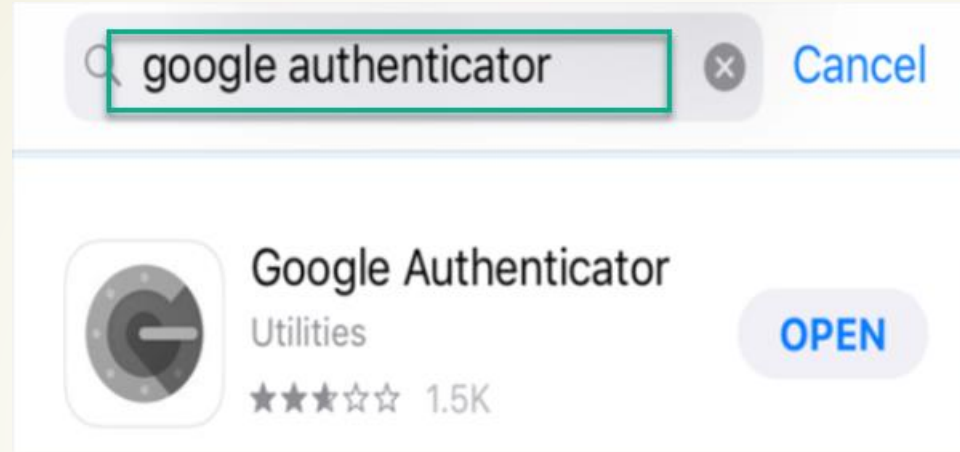




Set Up Google Authenticator on your Mobile Device

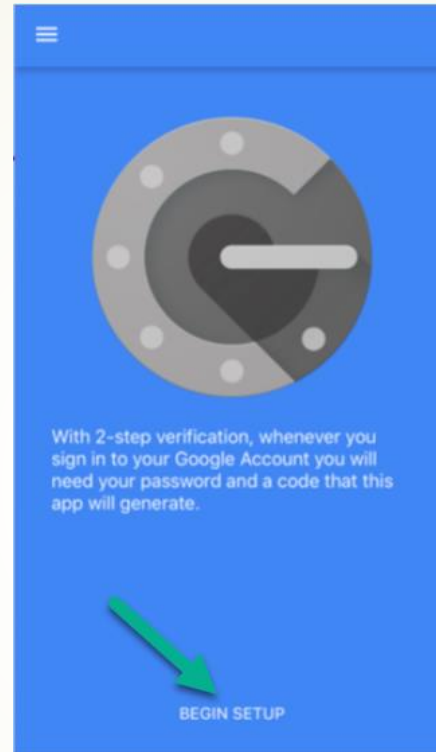
Use Google Authenticator to authenticate your identity to reset password.

Google Authenticator



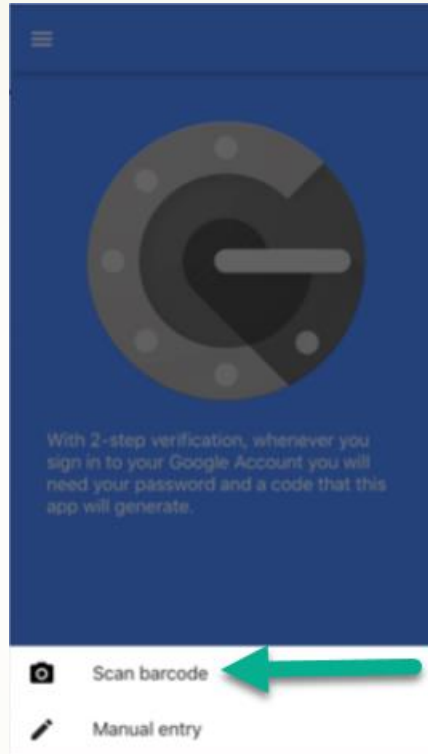
Using your mobile device, search and install the 'Google Authenticator' from the IOS App Store or the Google Play Store.

Google Authenticator



Open Google Authenticator on your mobile device and tap the 'Begin Setup' button.

Google Authenticator



Tap the 'Scan barcode' button

Self-Service Password Portal

The screenshot shows the 'Enrollment' page of the City of Oakland Self-Service Password Portal. The page is titled 'User Registration' and includes a navigation bar with 'My Info', 'Change Password', and 'Enrollment' (highlighted with a green circle '18'). Below the navigation bar, there are tabs for 'Security Questions', 'Verification Code', 'Mobile Authenticator', and 'Google Authenticator' (highlighted with a green circle '19'). The main content area is titled 'Install Google Authenticator' and includes instructions for installing and configuring the app. A QR code is displayed, and a text box below it asks 'Have problem in loading the image?'. Below the QR code, there is a step '3. Enter the code generated by your authenticator app.' with an input field (highlighted with a green circle '20') and an 'Update' button (highlighted with a green arrow).

Point your mobile device camera at the QR code on your computer screen until a Google Authenticator code appears on your mobile device. Enter the code in the box below and click Update.



Congratulations!!
Google Authenticator
Set-up
Completed

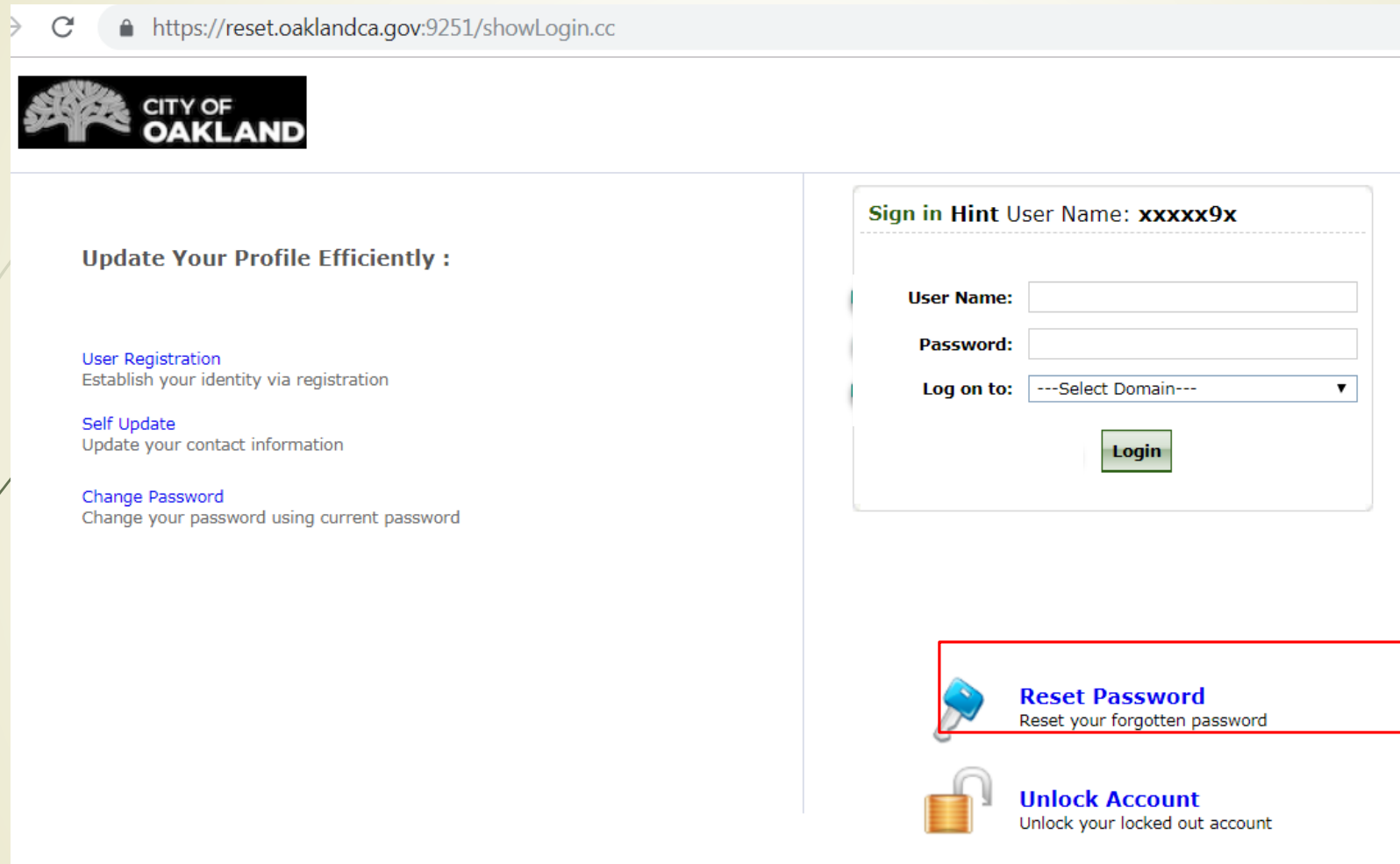


Congratulations!!
Enrollment
Completed

Reset Password

How to reset your
password using the Self-
Service Password Portal

Reset Password using Security Questions





The screenshot shows a web browser window with the URL <https://reset.oaklandca.gov:9251/showLogin.cc>. The page header features the City of Oakland logo. The main content is divided into two columns. The left column, titled "Update Your Profile Efficiently :", contains three links: "User Registration" (Establish your identity via registration), "Self Update" (Update your contact information), and "Change Password" (Change your password using current password). The right column contains a "Sign in Hint" section with the text "User Name: xxxxx9x". Below this are three input fields: "User Name:", "Password:", and "Log on to:" (with a dropdown menu showing "---Select Domain---"). A green "Login" button is positioned below these fields. At the bottom of the right column, there are two options: "Reset Password" (Reset your forgotten password) and "Unlock Account" (Unlock your locked out account). The "Reset Password" option is highlighted with a red rectangular box.

1. Click on 'Reset Password'



Reset Password using Security Questions

Time left for this operation : 04:29 

 **Security Questions**
Please answer the following question(s) as per your enrollment profile to reset your password



Answer the below question(s)

Question: What is the name of your favourite cousin ?
Answer: **1**

Question: What is your mother's maiden name ?
Answer: **2**

Question: name of dog
Answer: **3**

Type the characters you see in the picture below.


  **4**

1. Enter your previous answer from security question #1
2. Enter your previous answer from security question #2
3. Enter your previous answer from security question #3
4. Enter in the security captcha to continue with resetting your password.

Reset Password using Security Questions

Time left for this operation : 02:29

Reset Password
Please enter a new password in the boxes below:


Reset Password

New Password : 5

Confirm New Password : 6

- ✓ Minimum length should be at least "10"
- ✓ Number of special characters to include "1"
- ✓ Must contain both upper and lowercase characters
- ✓ Number of numerals to include "1"
- ✓ Must not have 5 consecutive characters from username

Type the characters you see in the picture below.



Letters are not case-sensitive 7

5. Enter your new password. Ensure your password follows the security standards for the City of Oakland. They are listed for you on the page.
6. Confirm new password.
7. Enter in the security captcha to continue with resetting your password.

Reset Password using Security Questions



The password has been reset successfully.

[Back to home](#)

- That's It! Your password has been reset. Give it 5 minutes to take effect through all the City systems before using it.



Congratulations!!

Password
Changed



CITY OF
OAKLAND