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AGENCY CONTACT MEMORANDUM #2014-0501

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler
Chief Information Officer

Date: May 27, 2014

Subject: Active Directory Self-Service

A new self-service feature will soon be available that will allow Active Directory users to quickly and easily unlock their own Windows domain accounts and change or reset passwords without assistance from an IT support or Service Desk technician.

Commonwealth Office of Technology is currently rolling out AD Self-Service Plus, but each user must enroll to take advantage of the self-service feature. Per the Domain Deployment Schedule below, COT will send an email from NoReply@MyAccount.ky.gov to each Active Directory user prompting them to enroll and begin using the system.

Please share this information with all end users to ensure messages from the above sender are not treated as suspicious, and to encourage adoption of this convenient new service.

Users can launch the tool from the online portal at <https://MyAccount.ky.gov>. The portal is accessible from any supported browser* on any Internet connection, and is available 24 hours a day. In addition, customers whose PCs are managed by COT will be able to use AD Self-Service Plus from a pre-logon Windows agent, which will be presented at the Ctrl+Alt+Del prompt.

For more information about how to enroll in AD Self-Service Plus, [please visit this link](#). If you have questions about the service or encounter problems while attempting to enroll, please contact the Commonwealth Service Desk by email at CommonwealthServiceDesk@ky.gov or by phone at (502) 564-7576.

