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AGENCY CONTACT MEMORANDUM #2018-0101

To: Agency IT Leadership, Technical Contacts
From: Jim Barnhart *JB*
Deputy CIO
Date: January 3, 2018
Subject: Password Reset Self-Service Reminder

As a service reminder, COT offers a self-service option that will allow any pre-registered state user whose account ends in **ky.gov** to quickly unlock his or her account without assistance from the Commonwealth Service Desk.

Using ADSelfService Plus, most employees will be able to unlock their account directly from the Windows login prompt by following a link and answering a few security questions. Those who do not see the link can navigate to the ADSelfService Web portal via an Internet browser from another computer or their smart phones. The portal can be accessed from any supported browser on any Internet connection, regardless of your location.

Please note, that state employees must register with the service prior to using the self-service unlock option, as the solution will not be of benefit after accounts are locked. Registration is easy to complete by simply navigating to <https://technology.ky.gov/OITSM/Pages/adss.aspx> to access the AD SelfService Plus registration instructions.