

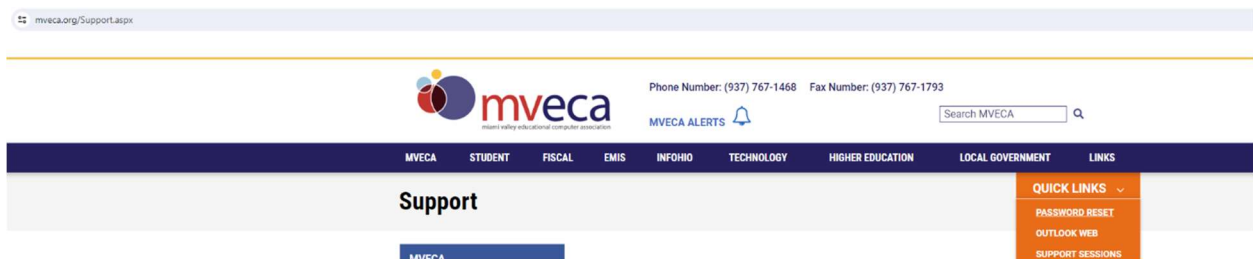
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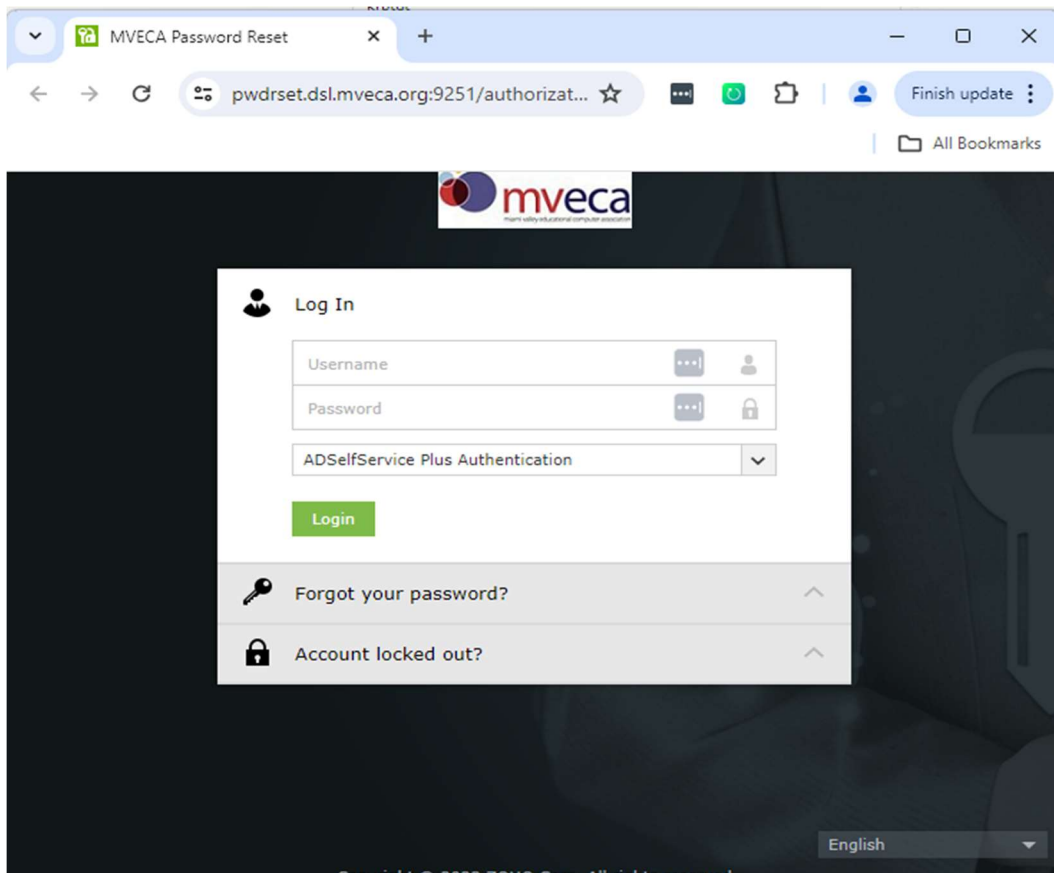
Getting Started

This document will provide you information on how to login to ADSelfService Plus, change your password and set alternate MFA (Multi Factor Authentication) verification methods. The remainder of the document will use ADSSP as an acronym for ADSelfService Plus.

To begin you access the portal by browsing to <https://pwdreset.dsl.mveca.org:9251>. Since you only need to reset your password about every 6 months it may be easier to go to MVECA's web page (<https://www.mveca.org>), click on Quick Links and then click on Password Reset.



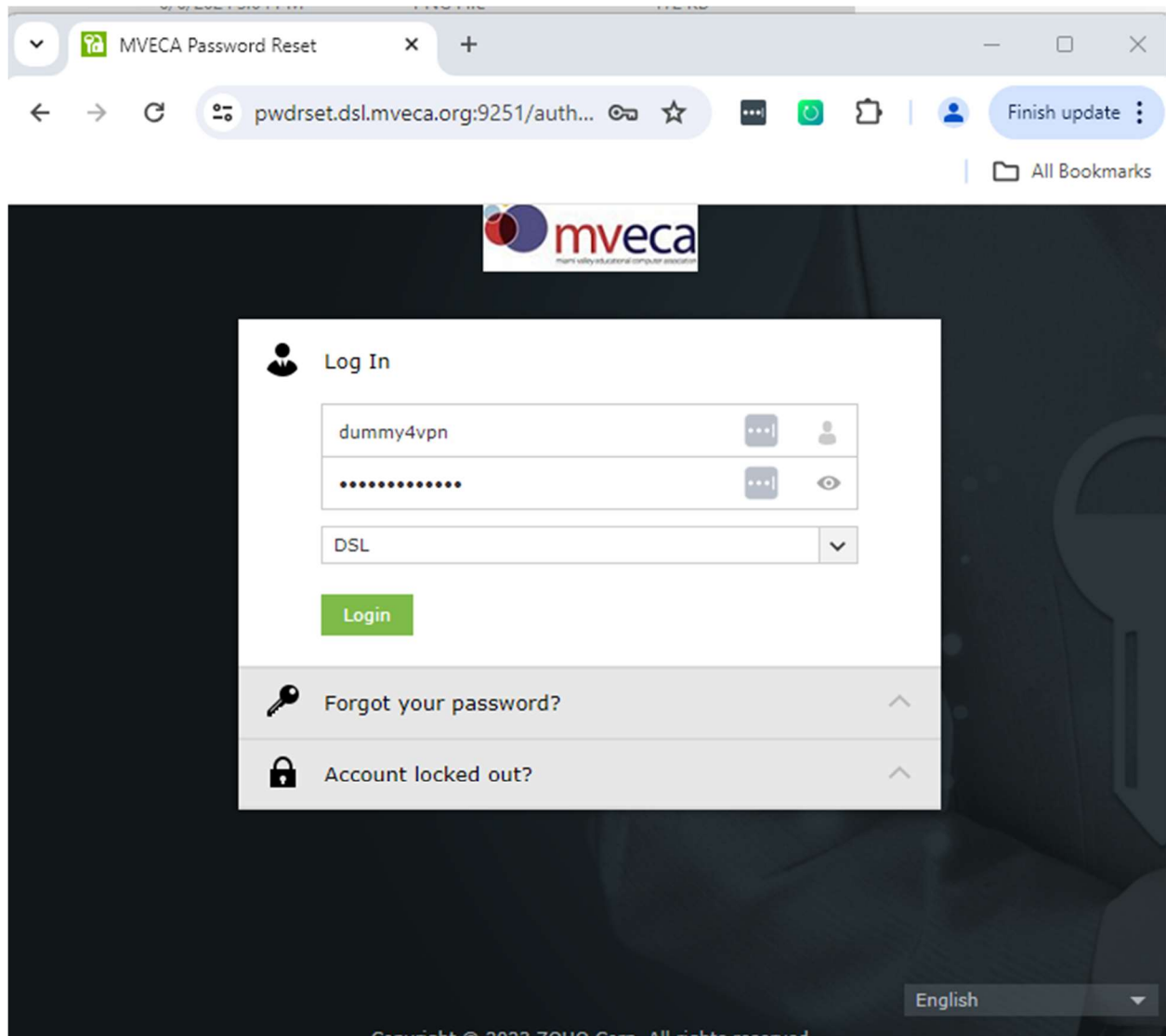
This brings up the ADSSP login screen.



Login

Enter your credentials (username and password). The account is your DSL account (also known as your Active Directory (AD) account, Student Information account or your Fiscal AD account). This is all one account linked to all the systems.

Click the green Login button to continue.



The screenshot shows a web browser window with the address bar displaying "pwdreset.dsl.mveca.org:9251/auth...". The page features the MVECA logo at the top center. Below the logo is a "Log In" form with the following fields and elements:

- A username field containing "dummy4vpn".
- A password field represented by dots.
- A dropdown menu currently set to "DSL".
- A green "Login" button.
- Two links at the bottom: "Forgot your password?" and "Account locked out?", each with an upward arrow.

At the bottom right of the page, there is a language selector set to "English" and a copyright notice: "Copyright © 2023 ZOHQ Corp. All rights reserved."

First time verification

If this is the first time you have logged into the portal you will need to answer the security question that was assigned when we set up the account in ADSSP. Additionally, you will need to enter the characters shown in the CAPTCHA image to prove you are human and not a BOT. Sometimes its hard to discern exactly what the characters are. There is a refresh button to the right of the text box which can be used to generate a new CAPTCHA image.

The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar displays "pwdreset.dsl.mveca.org:9251/acco...". The page header includes the MVECA logo and the text "mveca main valley educational computer association". Below the header, the user is identified as "dummy4vpn (DSL)" and there is a "Mobile Access" link. The main content area prompts the user to "Please answer the following question(s) to login". A security question is displayed: "Question: What is your favourite color?". A red arrow points to the question text. Below the question is a text input field with five dots, indicating a password or sensitive information. Below this, the user is prompted to "Type the characters you see in the picture below." A CAPTCHA image shows the text "f2tosh" in a stylized, green, handwritten font. A red arrow points to the CAPTCHA text. Below the CAPTCHA is a text input field containing the text "f2tosh". A red arrow points to the input field. At the bottom right of the form are two buttons: "Cancel" and "Continue".

Select Verification method

Next you will be presented with the MFA Enrollment form. You must select one of these to be your MFA.

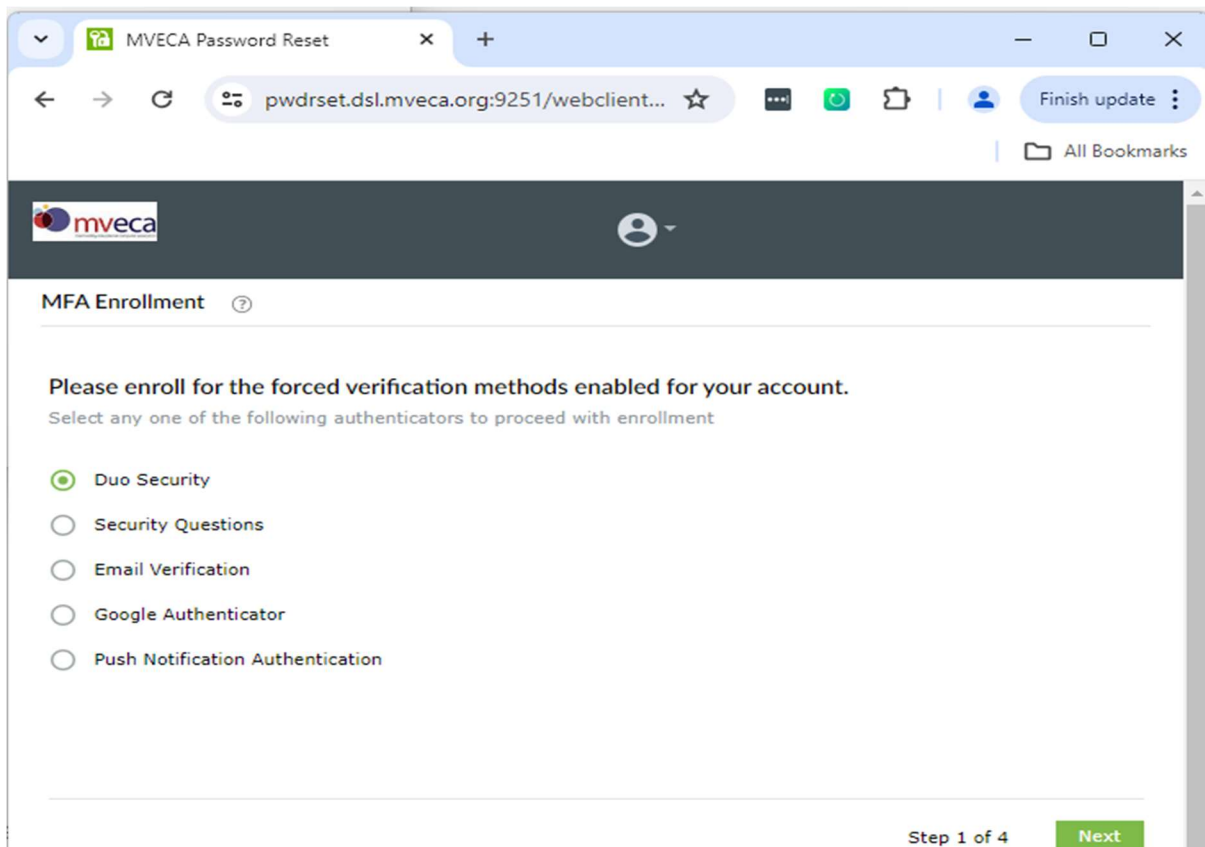
A common selection is "Email Verification". We highly recommend you use an email that you have access to at home and work. It can be a work email or a personal email. When you login a verification code will be sent to this email address and you will need to enter the verification code sent in the email into the verification screen. NOTE: MVECA and Greene County ESC employees should NOT use their MVECA/GCESC email account since it is likely you won't be able to access it to obtain the verification code when you have forgotten or need to change your password.

Security questions can also be used for verification. There are some fixed questions of which you will need to choose 2. The down side of using this method is the answers to the questions quite often are forgotten.

DUO can be used if you already have a DUO account. If you do NOT have a DUO account and do not have DUO installed on your phone do not choose this option.

If you already have Google Authenticator for other applications and it is already installed on your phone you can choose this option.

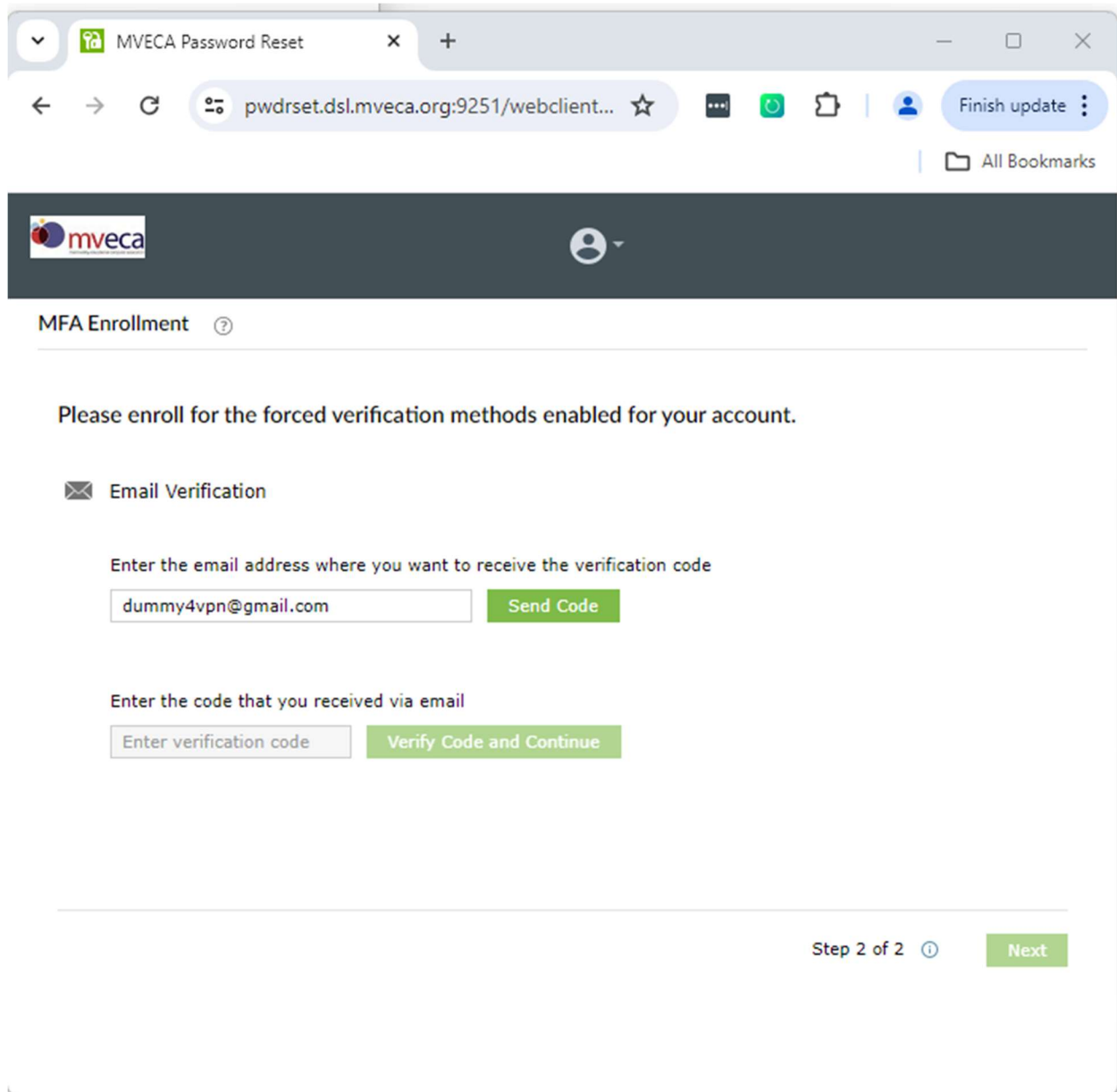
Push notifications is another option. This will send an SMS text to your phone. You must install the ADSelfService Plus App from your device's App Store.



The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar shows the URL "pwdreset.dsl.mveca.org:9251/webclient...". The page features the MVECA logo in the top left corner. The main heading is "MFA Enrollment" with a help icon. Below this, a message states: "Please enroll for the forced verification methods enabled for your account. Select any one of the following authenticators to proceed with enrollment". There are five radio button options: "Duo Security" (which is selected), "Security Questions", "Email Verification", "Google Authenticator", and "Push Notification Authentication". At the bottom right, it indicates "Step 1 of 4" and a green "Next" button.

Email Verification

If you chose “Email Verification” enter the email address to receive the code and press the green “Send Code” button. Open the email you received and find the verification code and enter it in the 2nd text box below. Then press the green “Verify Code and Continue” button.



The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar displays "pwdreset.dsl.mveca.org:9251/webclient...". The page header includes the MVECA logo and a user profile icon. The main content area is titled "MFA Enrollment" and contains the instruction: "Please enroll for the forced verification methods enabled for your account." Under the "Email Verification" section, there are two input fields. The first field is labeled "Enter the email address where you want to receive the verification code" and contains the text "dummy4vpn@gmail.com". To its right is a green "Send Code" button. The second field is labeled "Enter the code that you received via email" and contains the placeholder text "Enter verification code". To its right is a green "Verify Code and Continue" button. At the bottom right of the page, it says "Step 2 of 2" and has a green "Next" button.

MVECA Password Reset

pwdreset.dsl.mveca.org:9251/webclient...

MVECA

MFA Enrollment

Please enroll for the forced verification methods enabled for your account.

Email Verification

Enter the email address where you want to receive the verification code

dummy4vpn@gmail.com Send Code

Enter the code that you received via email

Enter verification code Verify Code and Continue

Step 2 of 2 Next

Security Questions

If you chose "Security Questions" click the first drop down box and choose a question that you will NOT forget the answer to. You will need to enter the answer in the "Answer" text box AND the "Confirm Answer" text box. Note the minimum length is 3 characters to a maximum of 255 characters.

Repeat the process for the 2nd question. After both questions have been selected and answered click the green "Update" button at the bottom.

The screenshot shows a web browser window with the address bar displaying "pwdreset.dsl.mveca.org:9251/webclient/index.html?#/selfservice/enr...". The page title is "MVECA Password Reset". The main content area is titled "Security Questions" and contains two identical question sets. Each set includes a dropdown menu labeled "-- Please Select a Question --", an "Answer" text box, and a "Confirm Answer" text box. Below the question sets, there is a checkbox labeled "Hide Answer(s)" which is checked. A note states: "The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters". At the bottom right, there is a green "Update" button.

This screenshot shows the same "Security Questions" form, but with the first dropdown menu open. The dropdown menu displays a list of questions: "What is your mother's maiden name?", "What is the name of your favourite cousin?", "The country you always dreamt of vacationing in?", "What is your favourite colour?", and "Who is your childhood hero?". The "Answer" and "Confirm Answer" text boxes are visible to the right of the dropdown. The "Hide Answer(s)" checkbox is checked, and the note about the minimum length of 3 characters and maximum of 255 characters is present. The green "Update" button is at the bottom right.

MVECA Password Reset

pwdrset.dsl.mveca.org:9251/webclient/index.html?#/selfservic...

Security Questions

Question : What is the name of your favourite cousin?

.....

Question : What is your favourite colour?

...|

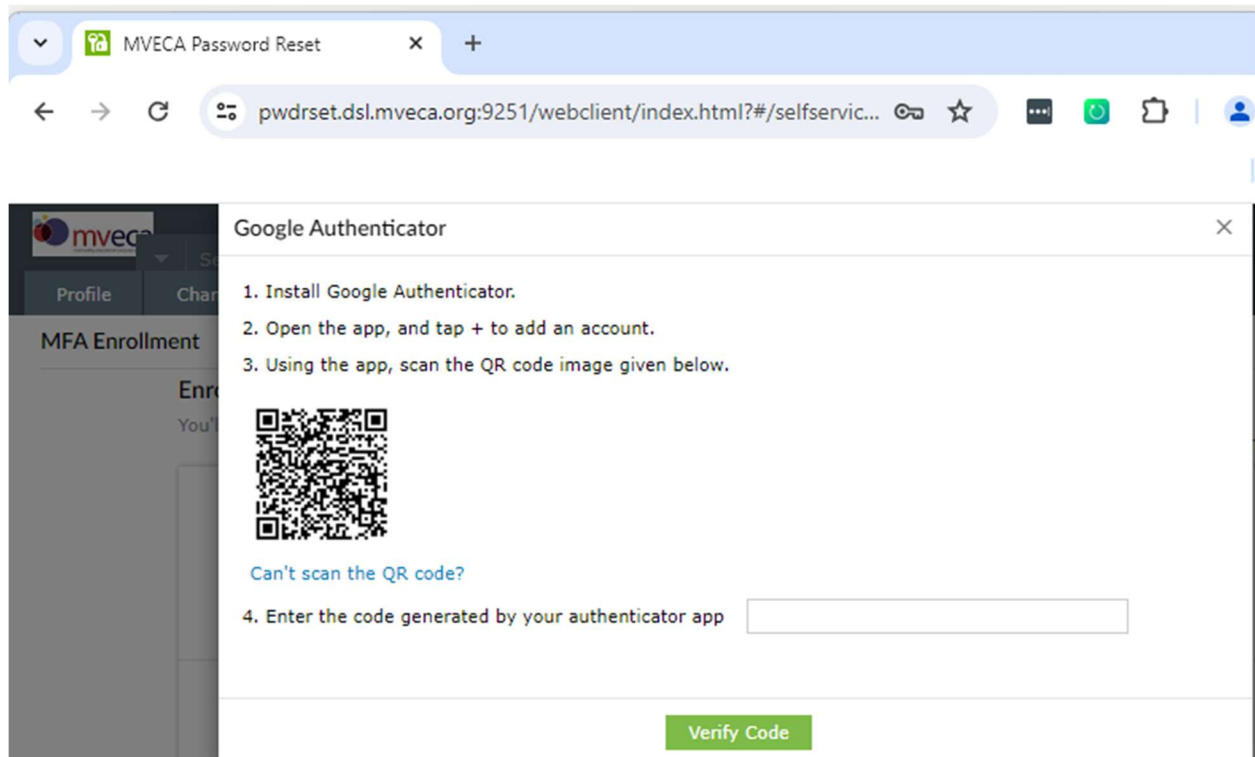
☒ Hide Answer(s)

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Update

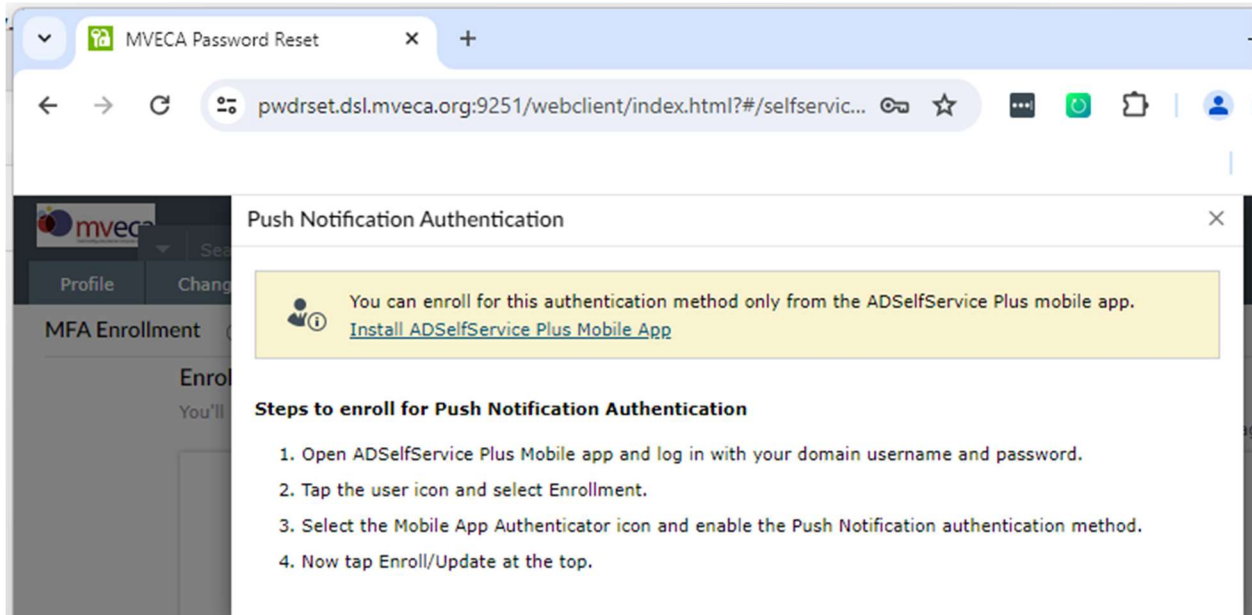
Google Authenticator

If you already have Google Authenticator installed on your phone/device for other applications you can use it for ADSSP too. Just follow the instruction shown.



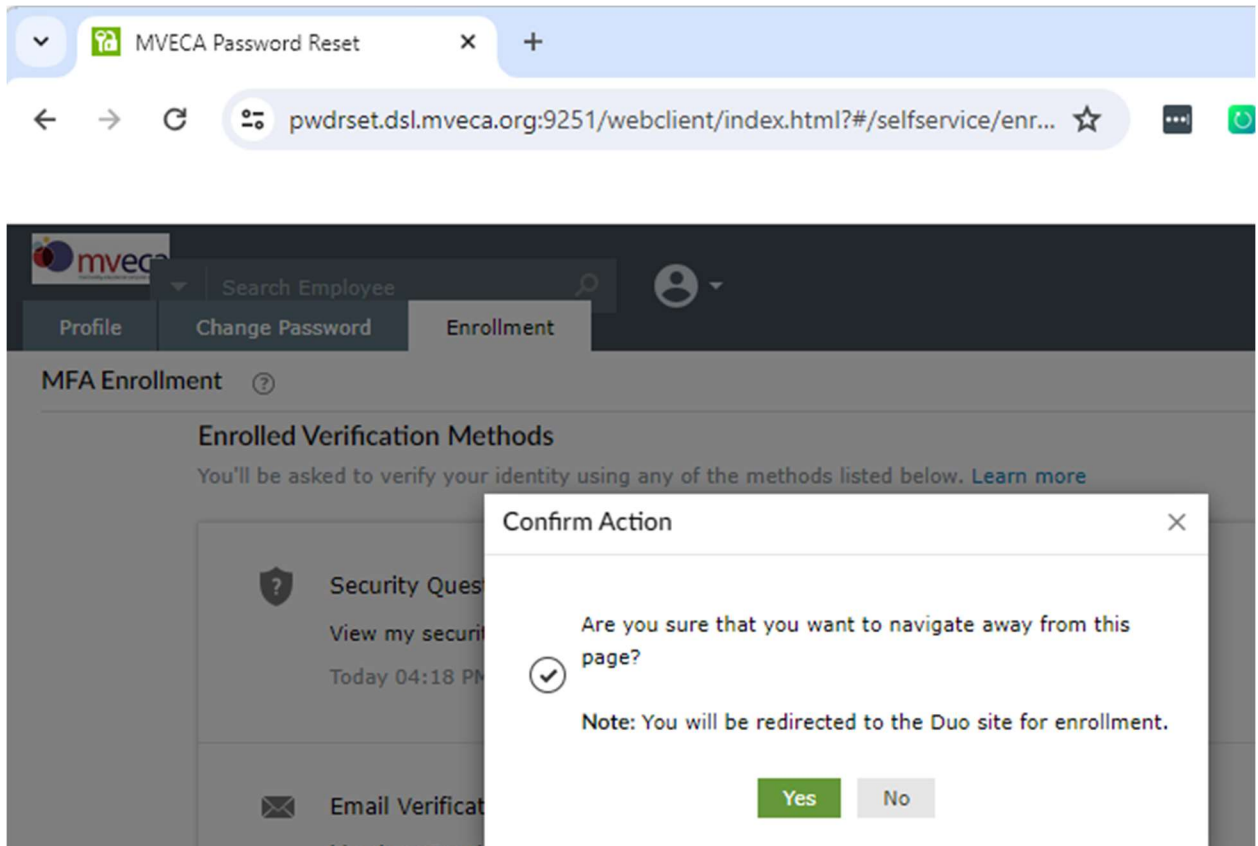
Push Notifications

If you choose “Push Notifications” follow the instructions shown on the screen. NOTE: You must have ADSelfService Plus Mobile App installed on your device. You can download it from your device’s App Store.



DUO Security

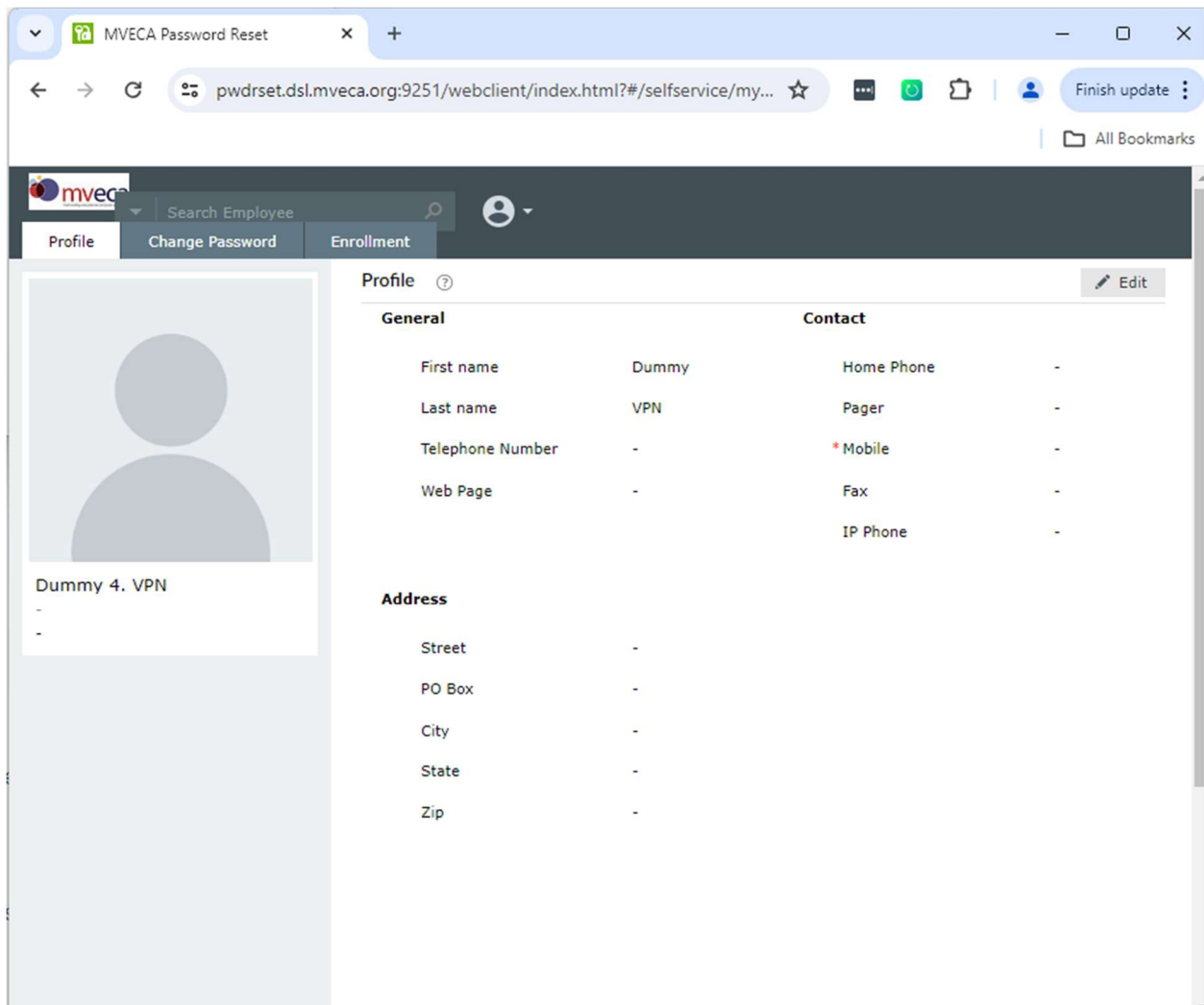
For DUO you must already have a DUO account AND the DUO app already installed on your device. The set up screen will take you to DUO to complete the set up for ADSSP. Click the green “yes” button to continue to DUO.



Adding/Managing Verification methods

Once you have completed setting up one of the verification methods you will be logged into ADSSP and presented with your Profile page. You do not have to enter anything further, but can if you want.

Click on the “Enrollment” tab.



The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar displays the URL: `pwdreset.dsl.mveca.org:9251/webclient/index.html?#/selfservice/my...`. The browser interface includes navigation buttons (back, forward, refresh), a search bar, and a "Finish update" button. The main content area features the MVECA logo and a "Search Employee" field. Below this, there are three tabs: "Profile", "Change Password", and "Enrollment". The "Profile" tab is active, showing a user profile for "Dummy 4. VPN". The profile includes a placeholder for a profile picture and a list of fields organized into three sections: General, Contact, and Address. Each section contains several fields with corresponding values or dashes indicating missing information. An "Edit" button is located in the top right corner of the profile section.

General		Contact	
First name	Dummy	Home Phone	-
Last name	VPN	Pager	-
Telephone Number	-	* Mobile	-
Web Page	-	Fax	-
		IP Phone	-

Address	
Street	-
PO Box	-
City	-
State	-
Zip	-

This will show the “Enrolled Verification Method” chosen. Below that will be alternate verification methods you can choose. This is useful so if your preferred method is an issue (email not working, can’t remember security question answers, etc.) you will have another option. Just click the “Set up” link in the method you want add.

The screenshot shows a web browser window with the address bar displaying `pwdreset.dsl.mveca.org:9251/webclient/index.html?#/selfservice/enr...`. The page title is "MVECA Password Reset". The browser's address bar includes navigation buttons, a search icon, and a "Finish update" button. Below the browser window, the MVECA web client interface is visible. The top navigation bar includes the MVECA logo, a "Search Employee" field, and a user profile icon. The main navigation menu has three items: "Profile", "Change Password", and "Enrollment", with "Enrollment" being the active tab. The page content is titled "MFA Enrollment" and includes a help icon. Below this, the "Enrolled Verification Methods" section is displayed, with a sub-header "Enrolled Verification Methods" and a description: "You'll be asked to verify your identity using any of the methods listed below. [Learn more](#)". A "Manage" link with a gear icon is also present. The first method listed is "Email Verification", which shows the email address `bhoehner@outlook.com` as "Verified" with a green checkmark and a pencil icon. It also shows the time "Today 04:00 PM" and a link to "Add Email". Below this, the "Set Up Backup Verification Methods" section is shown, with a sub-header "Set Up Backup Verification Methods" and a description: "These methods will help you prove your identity in case you face issues with other verification methods." This section contains four methods, each with a "Set up" link: "Security Questions & Answer", "Google Authenticator", "Duo Security", and "Push Notification Authenticator".

MVECA Password Reset

Search Employee

Profile Change Password Enrollment

MFA Enrollment ?

Enrolled Verification Methods

You'll be asked to verify your identity using any of the methods listed below. [Learn more](#) Manage

Email Verification

`bhoehner@outlook.com` **Verified**

Today 04:00 PM

[Add Email](#)

Set Up Backup Verification Methods

These methods will help you prove your identity in case you face issues with other verification methods.

Security Questions & Answer

Answer the security questions to enroll. Prove your identity by answering the questions during SelfService and Logon actions.

[Set up](#)

Google Authenticator

You can use the code generated by the Google Authenticator app to prove your identity during SelfService and Logon actions.

[Set up](#)

Duo Security

Prove your identity using the authentication method setup by your admin in Duo Security during SelfService and Logon actions.

[Set up](#)

Push Notification Authenticator

Push Notifications are sent to your registered mobile device. You need to approve the request to prove your identity during SelfService and Logon actions.

[Set up](#)

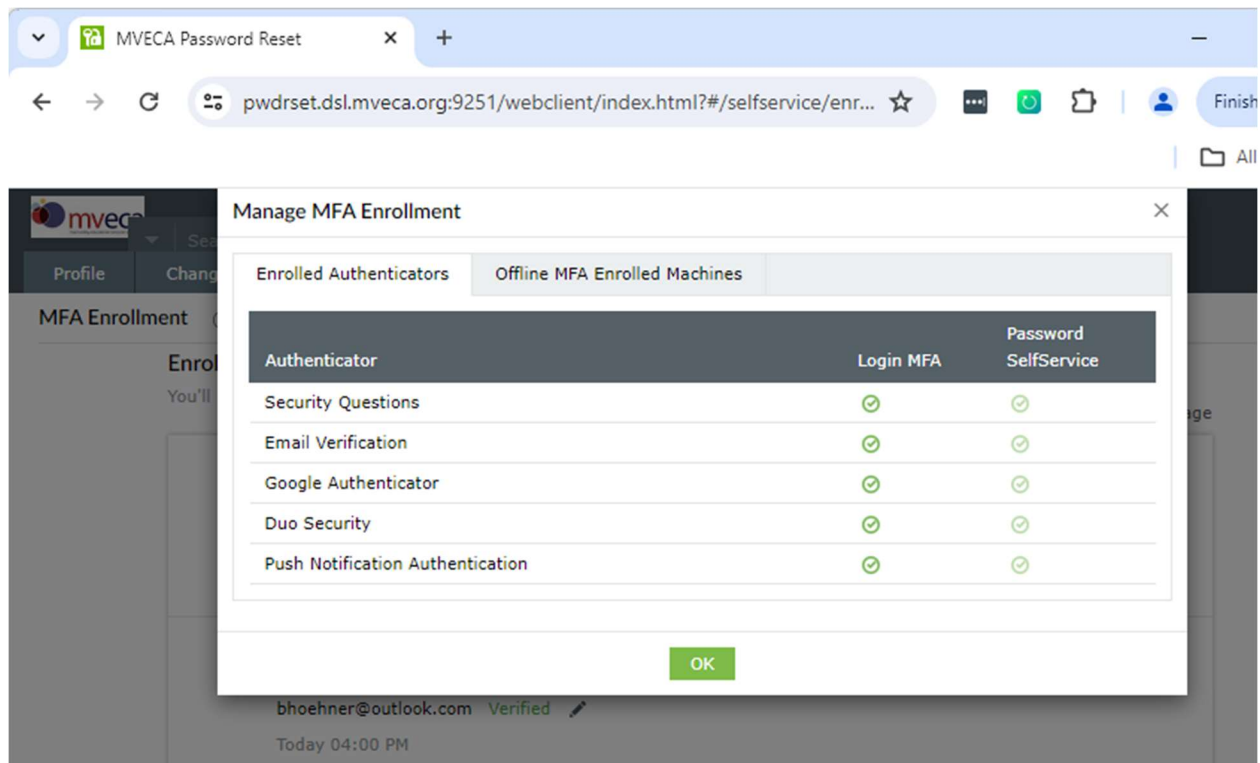
Below you can see we have chosen all 5 methods as options. You can remove any of the options by clicking the “pencil” icon to edit the method or for DUO simply click the “Remove” link in the DUO Security section. On the next screen you will be able to click a “remove” button to get rid of it. Note you CANNOT remove the last method. You must have at least one method.

Another option is to temporarily disable one or more options by clicking the “Manage” icon in the upper right.

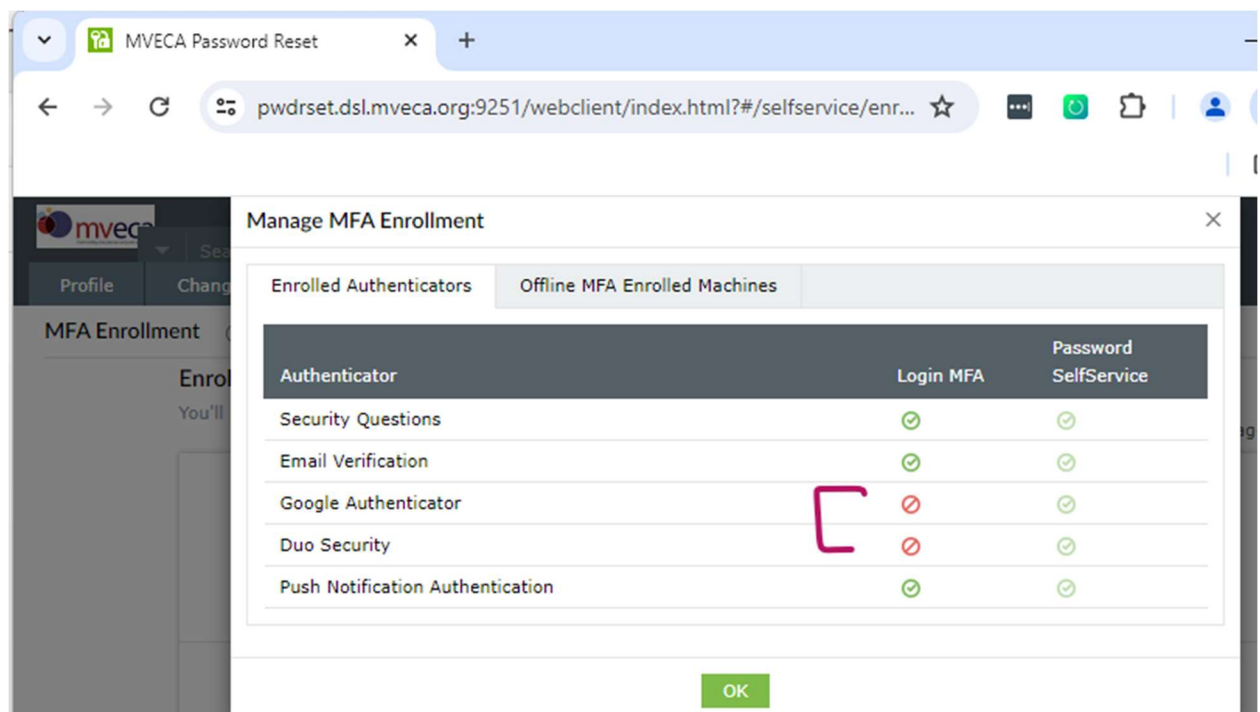
The screenshot shows a web browser window with the address bar displaying `pwdrset.dsl.mveca.org:9251/webclient/index.html?#/selfservice/enr...`. The page title is "MVECA Password Reset". The navigation bar includes a search bar labeled "Search Employee" and a user profile icon. Below the navigation bar, the "Enrollment" tab is selected. The main content area is titled "MFA Enrollment" and "Enrolled Verification Methods". A "Manage" link with a gear icon is circled in red in the top right corner. The list of enrolled methods includes:

- Security Questions & Answer**: View my security questions (pencil icon), Today 04:18 PM
- Email Verification**: bhoehner@outlook.com (Verified, pencil icon), Today 04:00 PM, Add Email link. Description: This method can be used to prove your identity during password self-service, Login.
- Google Authenticator**: You can use the code generated by the Google Authenticator app to prove your identity. (pencil icon), Today 04:19 PM
- Duo Security**: Prove your identity using the authentication method setup by your admin in Duo Security. (pencil icon), Today 04:33 PM | Remove link
- Push Notification Authenticator**: Push Notifications are sent to your registered mobile device. You need to approve the request to prove your identity. (pencil icon), Today 04:26 PM

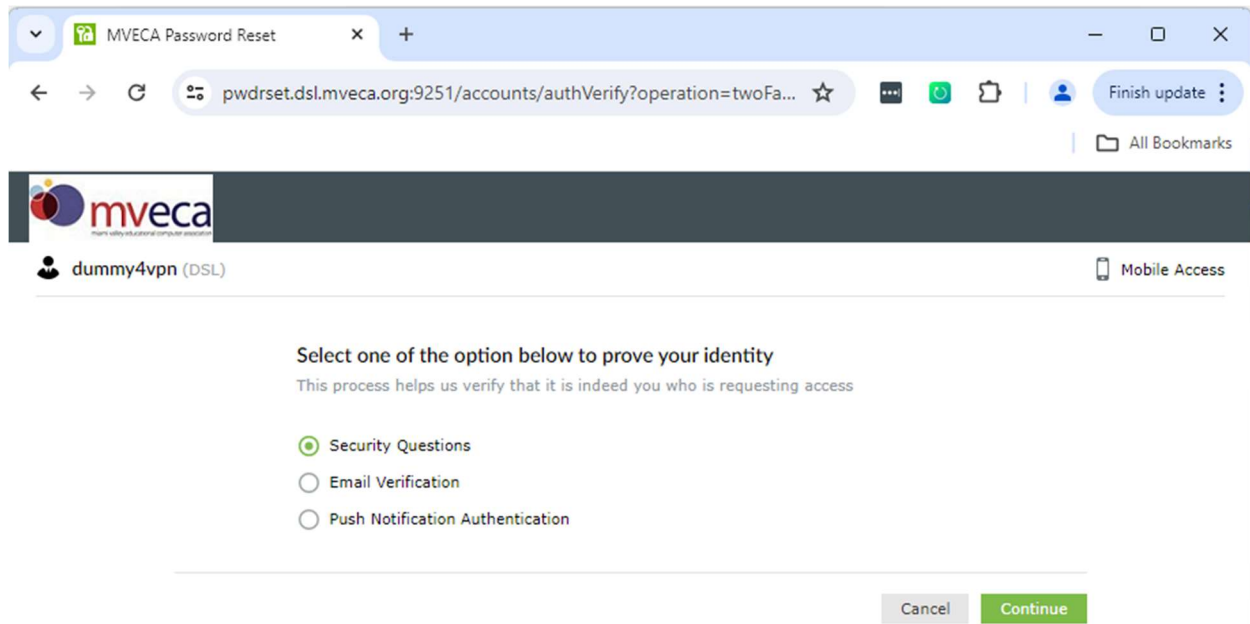
Under the “Login MFA” column click any of the green checkmarks to disable it. Then click OK to save the changes.



You can re-enable the methods by clicking the red disabled icons and clicking OK to save the changes.



After disabling the Google Authenticator and DUO Security methods and logging into ADSSP we now see only the 3 remaining choices to choose from. Select one and click the green “Continue” button.



The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar displays the URL "pwdreset.dsl.mveca.org:9251/accounts/authVerify?operation=twoFa...". The browser's toolbar includes navigation buttons, a search bar, and a "Finish update" button. The page header features the MVECA logo and the text "MVECA". Below the header, the user is identified as "dummy4vpn (DSL)" and a "Mobile Access" link is visible. The main content area is titled "Select one of the option below to prove your identity" and includes a subtext: "This process helps us verify that it is indeed you who is requesting access". Three radio button options are listed: "Security Questions" (selected), "Email Verification", and "Push Notification Authentication". At the bottom right, there are "Cancel" and "Continue" buttons.

MVECA Password Reset

pwdreset.dsl.mveca.org:9251/accounts/authVerify?operation=twoFa...

MVECA

dummy4vpn (DSL)

Mobile Access

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

☒ Security Questions

☐ Email Verification

☐ Push Notification Authentication

Cancel Continue

Change Password

Of course, the primary purpose of ADSSP is to change your password. Your password is valid for up to 182 days. If you have an email address in your Profile, you will receive notifications that your password is expiring starting 14 days before the expiration. If you do NOT have an email address in your profile you will NOT receive notifications.

Once logged in click on the “Change Password” tab. This requires you to enter the old password followed by the new password (twice). Notice the password requirements list at the bottom of the screen.

After you have entered your old and new passwords click the green “Change Password” button.

The screenshot shows a web browser window with the address bar displaying 'pwdreset.dsl.mveca.org:9251/webclient/index.html?#/selfservice/cha...'. The page title is 'MVECA Password Reset'. The application interface includes a search bar labeled 'Search Employee' and a user profile icon. Below the navigation bar, the 'Change Password' tab is selected. The form contains three password input fields: 'Old Password', 'New Password', and 'Confirm New Password'. A list of password requirements is displayed below the fields, enclosed in a red hand-drawn box. The requirements are: 'Minimum length should be at least 12', 'Must not be a palindrome', 'Must not contain any character more than twice consecutively', and 'Must not have 5 consecutive characters from username'. At the bottom of the form are two buttons: 'Change Password' (green) and 'Cancel' (grey).

Change Password

* Old Password

* New Password

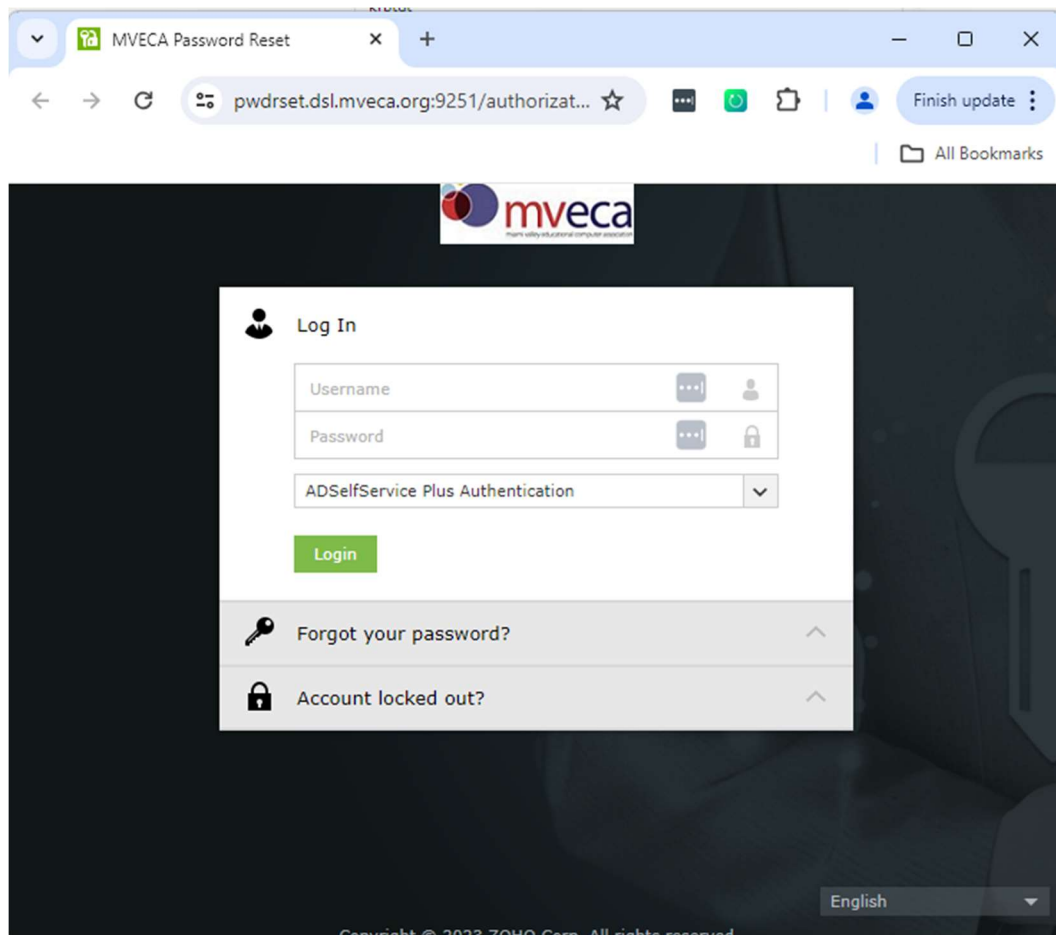
* Confirm New Password

- Minimum length should be at least 12
- Must not be a palindrome
- Must not contain any character more than twice consecutively
- Must not have 5 consecutive characters from username

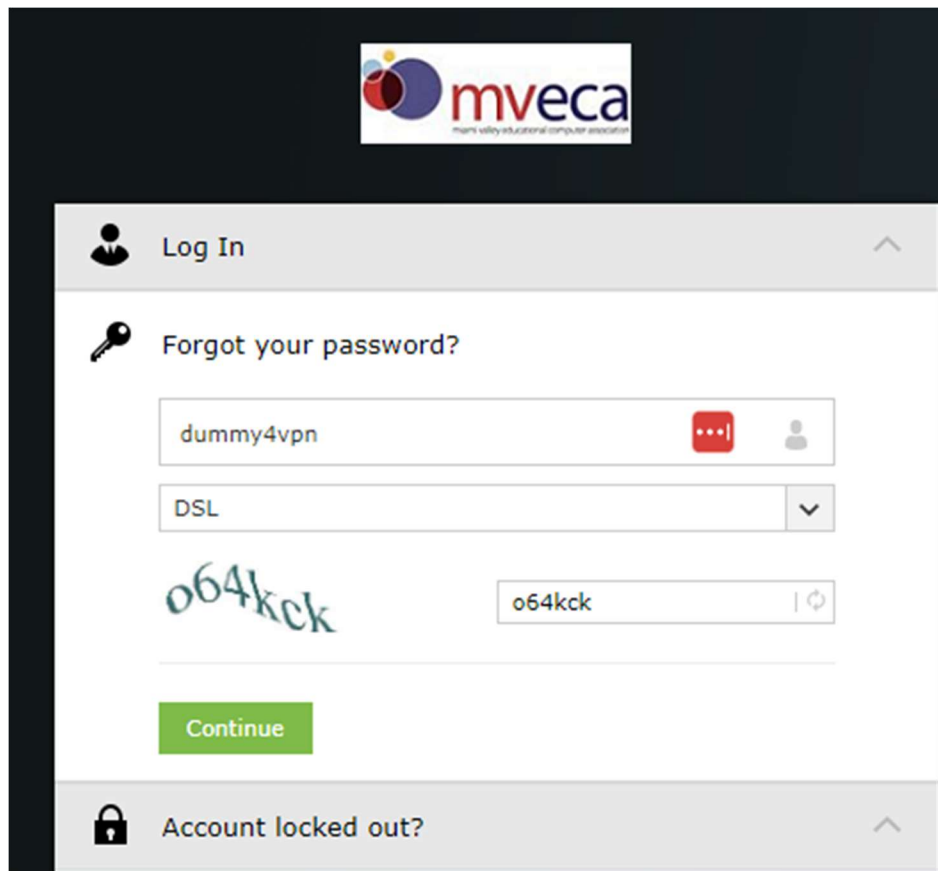
Change Password Cancel

Forgot Password

If you have forgotten your password altogether and are unable to login to ADSSP you can still reset your password. At the login to ADSSP notice the “Forgot your password?” below the green Login button. Click this line (you do NOT need to enter a username/password on this screen) and you will be taken to the “Forgot your password” screen.




Enter your username in the first text box and fill in the CAPTCHA text box and click the green “Continue” button.







The screenshot shows the login interface for the Mary Valley Educational Computer Association (mveca). At the top, the mveca logo is displayed. Below it, a 'Log In' header is visible. The main section is titled 'Forgot your password?' and contains a username field with the text 'dummy4vpn', a password field with a red eye icon, and a dropdown menu currently showing 'DSL'. Below these fields is a CAPTCHA image showing the text 'o64kck' and a corresponding input field with the same text. A green 'Continue' button is positioned below the CAPTCHA. At the bottom, there is a link for 'Account locked out?'.

If you have only one verification then you will be prompted to provide that verification information. If you have multiple methods you will be prompted to select the verification method to use.

After verification is complete you will be prompted to enter the new password. Enter the password in both text boxes. Then enter the CAPTCHA characters in its text box. Then click the green “Reset Password” button.



 dummy4vpn (DSL) 

 04:14 |  Mobile Access

Reset Password

* New Password

* Confirm New Password


— Minimum length should be at least 12

— Must not be a palindrome


— Must not contain any character more than twice consecutively

— Must not have 5 consecutive characters from username

Type the characters you see in the picture below.



Letters are not case-sensitive



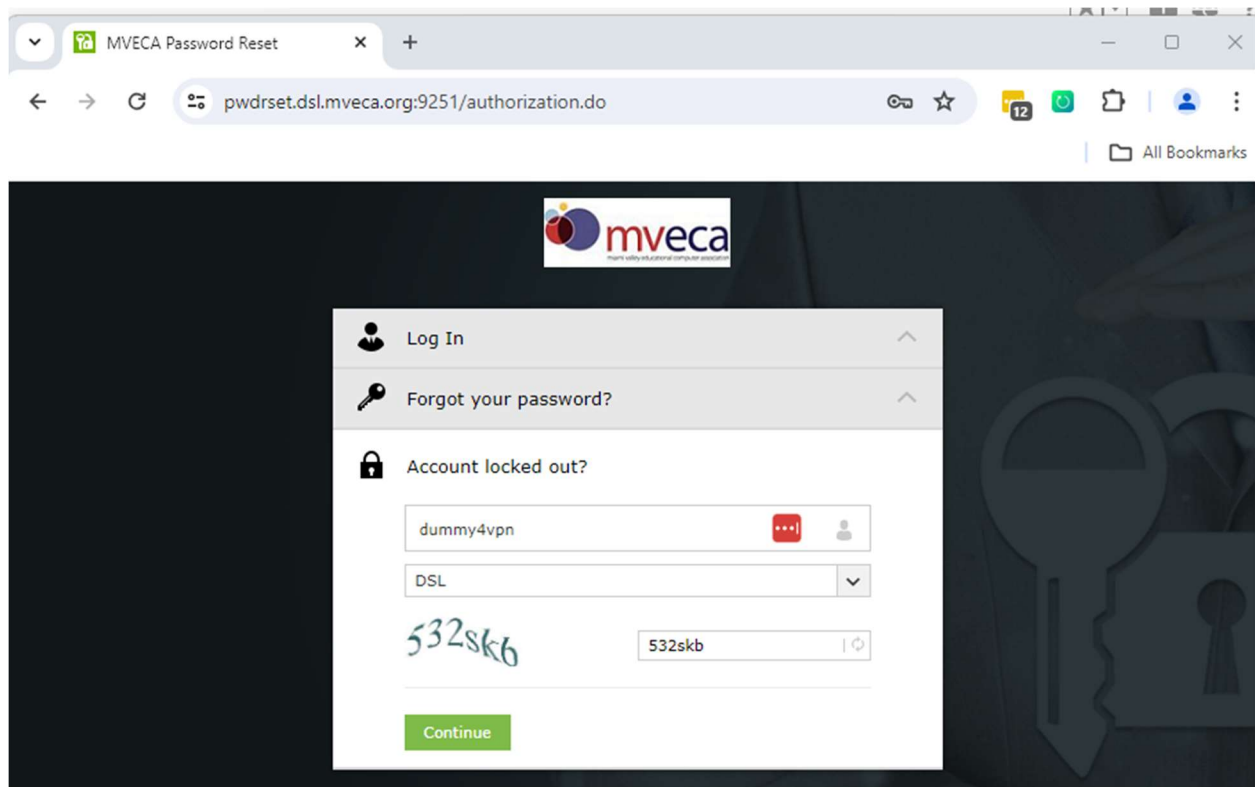
Cancel

Reset Password

Unlock Account

Another feature of ADSSP is the ability to unlock your account. If you entered an incorrect password a certain number of times consecutively your account can become locked. To unlock it and attempt another login click the “Account locked out?” line on the Login screen.

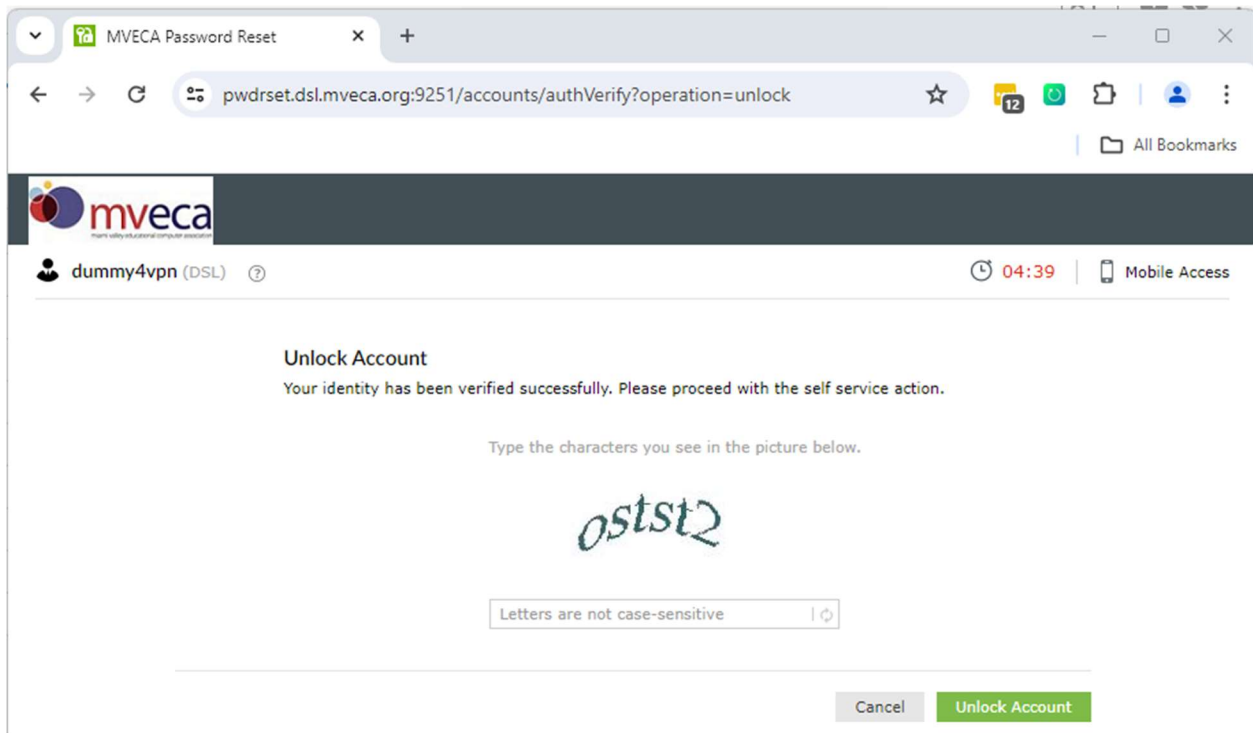
You will then be prompted to enter your username and a CAPTCHA code. Press the green “Continue” button to go to the Unlock Account screen. You will be then taken to the verification screen specific to the method you have set. Note: If you have multiple verification methods you will be asked to select one to complete the verification.



The screenshot shows a web browser window with the title "MVECA Password Reset" and the URL "pwdreset.dsl.mveca.org:9251/authorization.do". The page features the MVECA logo at the top. Below the logo, there are three links: "Log In", "Forgot your password?", and "Account locked out?". The "Account locked out?" link is selected, leading to a form with the following fields:

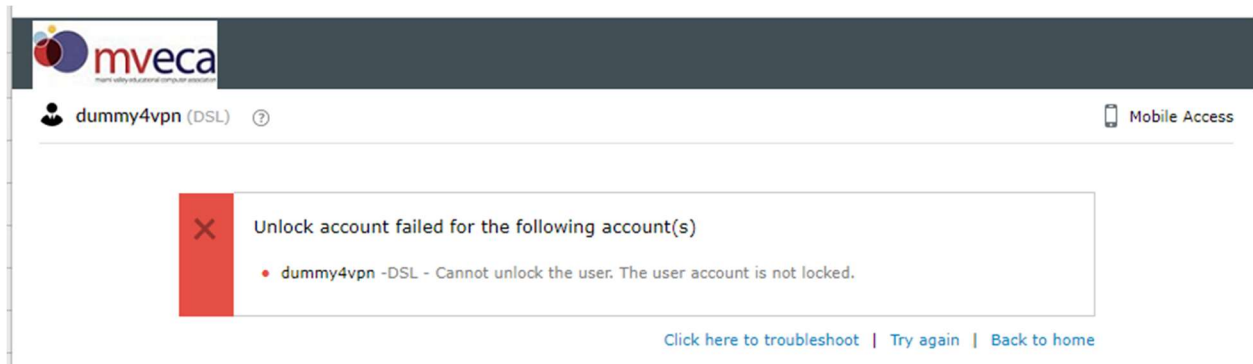
- A text input field containing "dummy4vpn" with a red eye icon and a user icon.
- A dropdown menu showing "DSL".
- A CAPTCHA image showing the text "532skb".
- A text input field containing "532skb" with a refresh icon.
- A green "Continue" button.

Once your username has been verified all you need to do is complete the CAPTCHA entry in the text box and click the green “Unlock Account” button.



The screenshot shows a web browser window with the title "MVECA Password Reset". The address bar displays the URL "pwdreset.dsl.mveca.org:9251/accounts/authVerify?operation=unlock". The page header includes the MVECA logo and the text "mveca mark valley educational computer association". Below the header, the user is identified as "dummy4vpn (DSL)". The main content area is titled "Unlock Account" and contains the message "Your identity has been verified successfully. Please proceed with the self service action." Below this, it says "Type the characters you see in the picture below." and shows a CAPTCHA image with the characters "ostst2". A text input field is provided for the user to enter the characters, with a note "Letters are not case-sensitive". At the bottom right, there are two buttons: "Cancel" and "Unlock Account".

If your account is NOT locked you will receive the following error message. Click the “Back to home” link in the bottom right portion of the screen to return to the Login screen.



The screenshot shows the same MVECA Password Reset page, but with an error message displayed. The error message is in a red box and reads: "Unlock account failed for the following account(s)" followed by a list item: "• dummy4vpn -DSL - Cannot unlock the user. The user account is not locked." Below the error message, there are three links: "Click here to troubleshoot", "Try again", and "Back to home".