

Log in with your campus username and password.



### 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

All user-level passwords (e.g., email, web, desktop computer, etc.) must meet the following requirements:

- Passwords will be changed no later than every 180 days
- The previous 10 passwords will not be able to be set as a new password
- The password must be a minimum of 8 characters
- The password must meet the complexity requirements of:
  - 1 uppercase character (A through Z)
  - 1 lowercase character (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)

### Sign in

User Name:

Password:



#### [Reset Password](#)

Reset your forgotten password



#### [Unlock Account](#)

Unlock your locked out account

Welcome, **guest1**  
[Sign Out](#)

[Change Password](#) [Enrollment](#)

### Change Password

Change your current domain password.

**Domain Password Policy Requirements**

- The minimum password age is 0
- The maximum password age is 180
- The minimum password length is 8
- No. of Passwords Remembered is 10
- The password complexity property is Enabled

**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 Unlock: 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](#)

Old Password :

New Password :

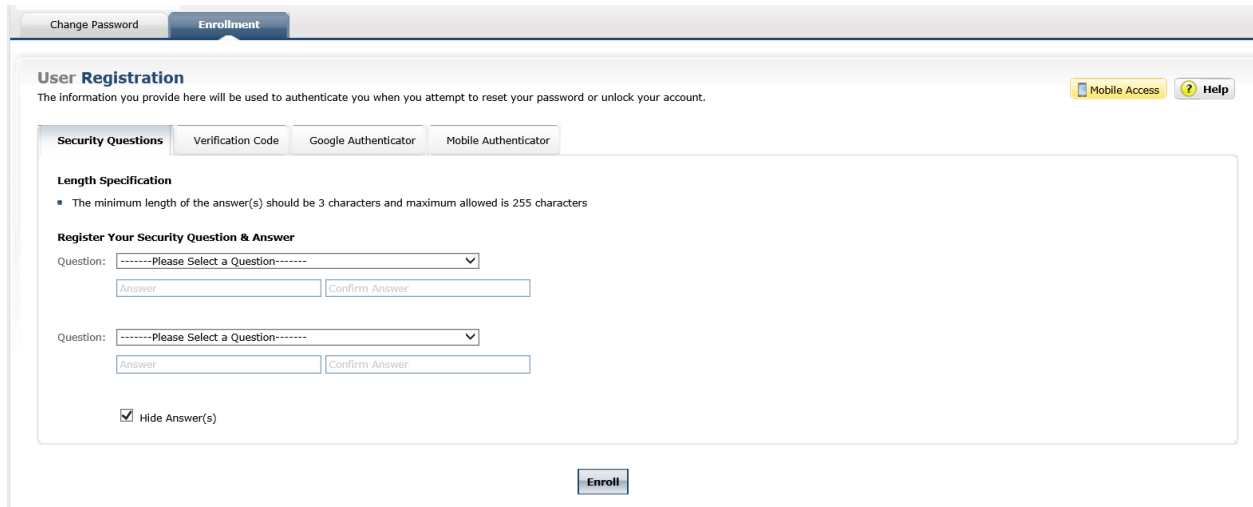
Confirm New Password :

[Mobile Access](#) [Help](#)

Click on the link 'Click Here'. This will automatically take you to the Enrollment tab where you can choose your method to authenticate you and allow you to reset your password. You can choose four different methods: Security Questions, Verification Code, Google Authenticator, or Mobile Authenticator.

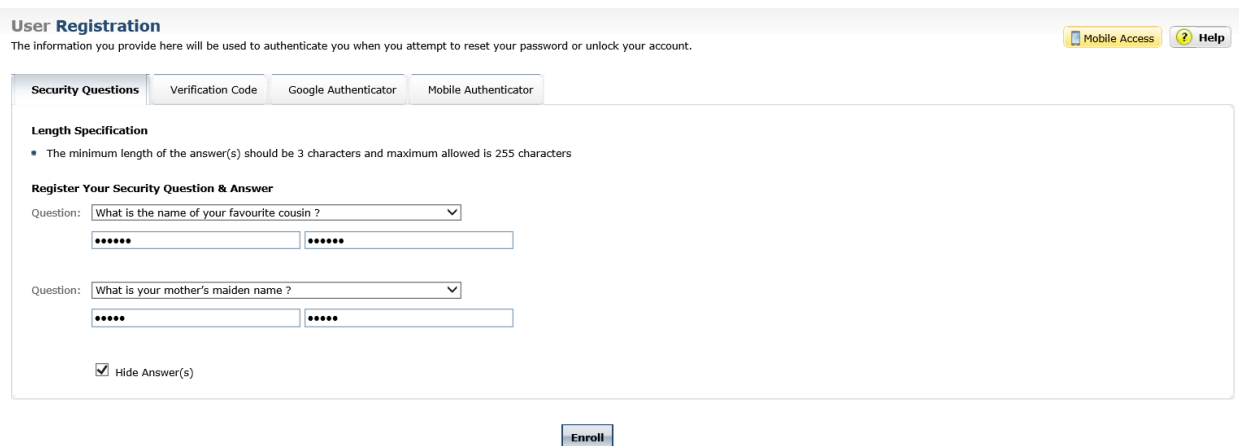
## To authenticate using Security Questions

To authenticate using security questions, make sure you are under the Security Questions tab. It should have an image similar to the one below.



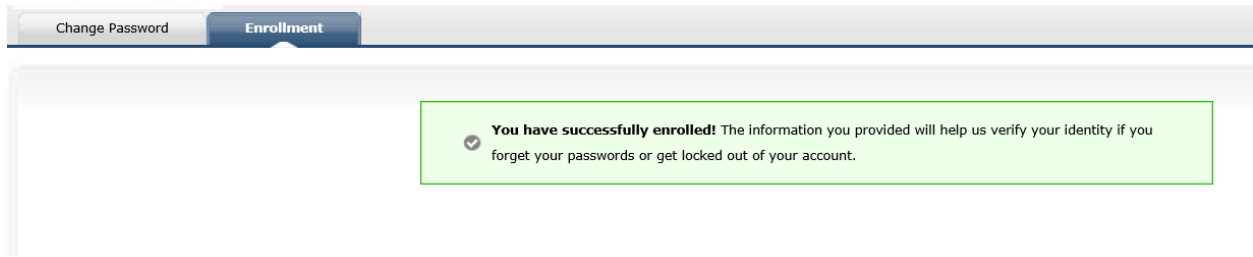
The screenshot shows the 'User Registration' page with the 'Enrollment' tab selected. The 'Security Questions' sub-tab is active. It displays a 'Length Specification' section stating that answers should be 3-255 characters. Below, the 'Register Your Security Question & Answer' section contains two identical forms. Each form has a dropdown menu for selecting a question, followed by 'Answer' and 'Confirm Answer' text boxes. A 'Hide Answer(s)' checkbox is checked at the bottom. An 'Enroll' button is located at the bottom center of the page.

Use the down arrow to select your security question and enter the answer twice to confirm. Repeat for a second security question. Then click Enroll.



This screenshot shows the same 'User Registration' page, but with example questions selected in the dropdown menus. The first question is 'What is the name of your favourite cousin ?' and the second is 'What is your mother's maiden name ?'. The 'Answer' and 'Confirm Answer' fields are filled with masked characters (dots). The 'Hide Answer(s)' checkbox remains checked, and the 'Enroll' button is still present at the bottom.

You will get an email "Enrollment Acknowledgement Notification" from [helpdesk@tnstate.edu](mailto:helpdesk@tnstate.edu) as well as the webpage should update like the image below.



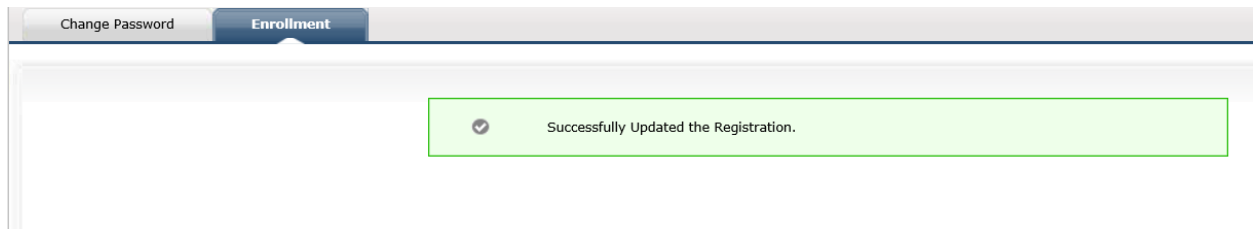
Now you can reset your password by returning to this website and answering the security questions.

### To authenticate using a Verification Code

Go to Verification Tab and register a recovery email address to receive a verification code to use. Do NOT use your @my.tnstate.edu or your @tnstate.edu email address.

A screenshot of a web application interface titled 'User Registration'. Below the title is a subtitle: 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' In the top right corner, there are links for 'Mobile Access' and 'Help'. Below this, there are four tabs: 'Security Questions', 'Verification Code', 'Google Authenticator', and 'Mobile Authenticator', with 'Verification Code' being the active tab. The main content area is titled 'Register Your Email Address(es)'. It contains a text input field with the value 'guest1@gmail.com' and a '+' button to the right. Below the input field is an 'Update' button.

Click 'Update'. You will get an email "Enrollment Acknowledgement Notification" from helpdesk@tnstate.edu as well as the webpage should update like the image below.



Now if you need to change your password a link will be emailed to this address to verify (authenticate) you requested a password reset.

### To authenticate using using Google Authenticator

Go to the Google Authenticator tab. You will need to install the 'Google Authenticator' on your mobile phone. Once installed you need to configure it for your account. Open the app and tap the '+' to add an account. Then using the app you scan the barcode on the screen and enter the code it generates in the box below the barcode.

## 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** Mobile 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.

**Update**

Click on 'Update'. You will get an email "Enrollment Acknowledgement Notification" from helpdesk@tnstate.edu as well as the webpage should update like the image below.

Change Password

**Enrollment**



Successfully Updated the Registration.

Now you can reset your password by using the Google Authenticator.

## To authenticate using the Mobile Authenticator

Go to Mobile Authenticator and click the link to install the ADSelfService Mobile App

## 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 **Mobile 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

- Open ADSelfService Plus mobile app and log in with your Windows username and password.
- Select the methods you want to enroll and Click Enroll/Update