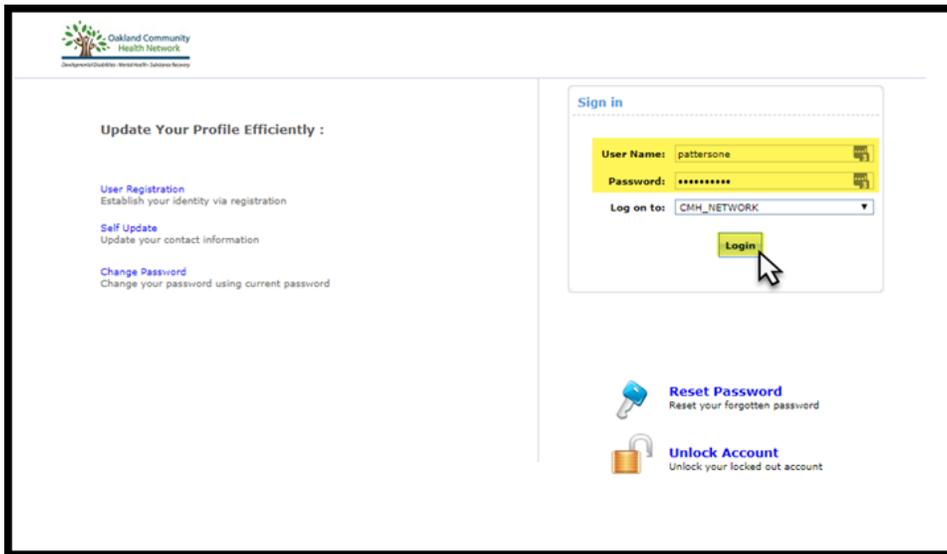# Password Self-Service Instructions

Note: *Do not reset your password while working from home.*

First Time/One Time Registration:

If you have not registered for password self-service yet, follow these instructions.

1. **[Click here](#)** to complete your password/account unlock self-service registration.

2. Enter your Windows username and password into the login fields. Click "Login."

3. *Uncheck the "Hide answers" box so you can see your answers.* IT cannot see them or recover them for you.

   Select your security questions and type your answers. You must remember your answers because IT cannot see or recover them.
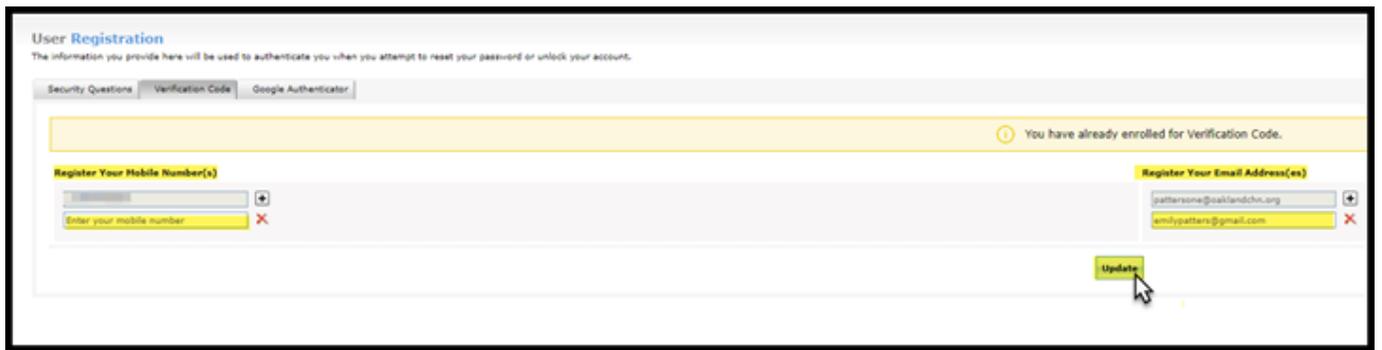
4. Click "Update" when you are done.

5. Click the "Verification Code" tab so you can reset your password via email or text. *Do not reset your password while working from home.*
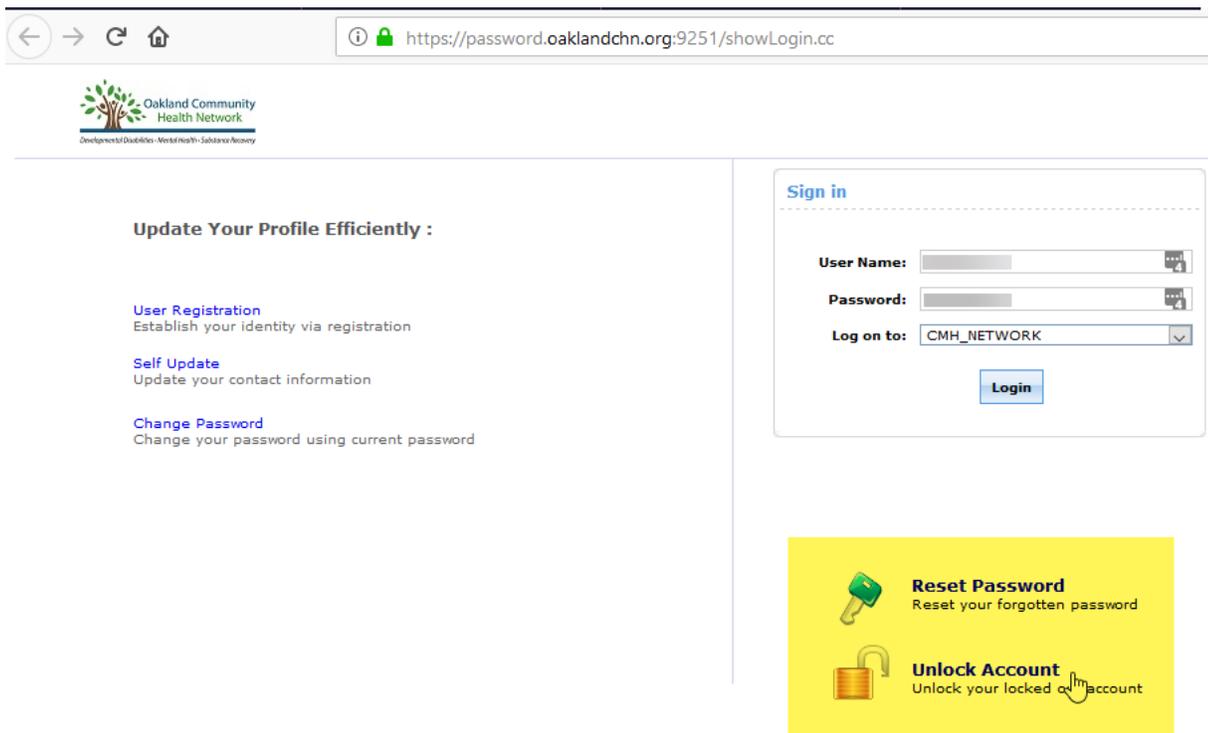

6. To receive verification codes via email, click the plus sign under "Register Your Email Address(es)." Type in an alternate email address(es)(not your OCHN email address).

7. To receive verification codes via text message, click the plus sign under "Register Your Mobile Number(s)." Type in a mobile phone number, *including a "1" at the start of the number*.
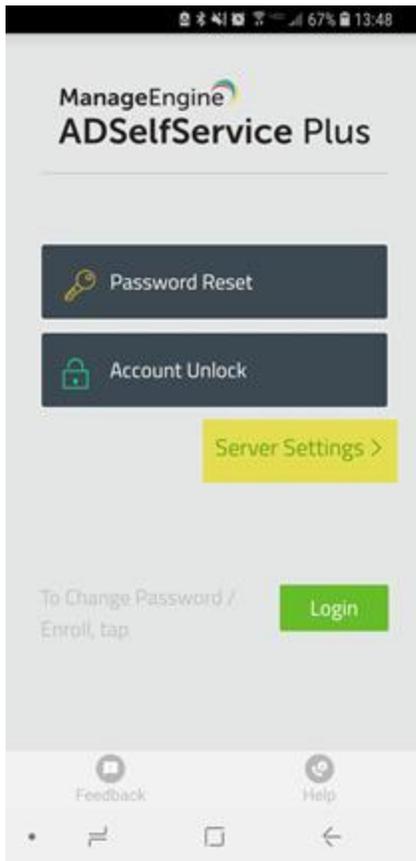
8. Click "Update" when you have finished.

Self-Service Web App:

1. Click here to access the online password self-service tool: https://password.oaklandchn.org:9251
2. Click the self-service you need (Password Reset or Unlock) and follow the prompts. *Do not reset your password while working from home.*

Password Self-Service Mobile App:

1. Install the Password Self-Service Mobile application through Google Play or the Apple Store.

2. Search for "ADSelfService Plus" in your app store. Install this app:

   a. **Android** - https://goo.gl/m8KjMn

   b. **iPhone**- https://goo.gl/26Cg1C

3. Open the app and tap "Server Settings."

4. Tap the tab that says, "Scan QR Code."

5. Scan this QR Code below. This will automatically connect your application to OCHN's systems.

6. You can now unlock your account or reset your password via the ADSelfService app. *Do not reset your password while working from home.*