



Faculty Password Reset

KENYATTA UNIVERSITY

A. REGISTERING TO THE SYSTEM (First time users)

Step 1: Enter the URL: <https://password.ku.ac.ke> in a browser to access the system. Select “**Domain User Login**” tab and type your username (normally in the format lastname.firstname) and password as shown below and then click on the “**login**” button.

The screenshot shows the 'Password Self-Service Management' portal. On the left, there are two buttons: 'Forgot your password?' and 'Account locked down?'. On the right, there is a login form with two tabs: 'Admin/Technician Login' and 'Domain User Login'. The 'Domain User Login' tab is selected. The form contains fields for 'User Name' (with the example 'name.another'), 'Password' (masked with dots), and 'Log on to:' (with a dropdown menu showing 'KU'). A 'Login' button is at the bottom of the form. Red arrows point to the 'Domain User Login' tab, the 'User Name' field, the 'Password' field, and the 'Login' button.

Step 2: Once you are logged in, click on “**Click here**” in the popup to start enrollment

The screenshot shows the 'Change Password' section of the portal. At the top, there is a navigation bar with 'My Info', 'Change Password', and 'Enrollment'. The 'Change Password' section has a heading 'Change Password' and a sub-heading 'Change your current domain password.' Below this, there is a 'Domain Password Policy Requirements' section with a list of requirements. A 'Welcome!' popup is displayed in the center, with a red arrow pointing to the 'Click Here' link. The popup lists the benefits of the self-service portal: '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.', and 'Self-service Directory Update: Update the changes in contact details yourself! And more..'. Below the popup, there are input fields for 'Old Password', 'New Password', and 'Confirm New Password', along with a 'Password Strength' indicator. At the bottom, there are 'OK' and 'Cancel' buttons.



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Step 3: Select and answer two Security Questions. After answering the Security Questions, Click on **“Enrol”**

NB: Please ensure not to forget these questions and answers. They will be asked every time you want to reset your password.

The screenshot shows the 'User Registration' page in the self-service portal. The page title is 'User Registration' and the subtitle is 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' The page has a navigation bar with 'My Info', 'Change Password', and 'Enrollment' (selected). The 'Security Questions' section is active, showing a 'Length Specification' (minimum 5 characters, maximum 255 characters) and a 'Register Your Security Que & Ans' section. This section contains two question-answer pairs, each with a dropdown menu for the question and input fields for the answer and confirm answer. A red arrow points to the first question dropdown, another red arrow points to the first answer field, and a third red arrow points to the 'Enroll' button at the bottom right. A checkbox for 'Hide Answer(s)' is also present.

Step 4: A message **“You have successfully enrolled”** is displayed.

Click on **“My Info”** to edit your details e.g Phone Number

The screenshot shows the same self-service portal after successful enrollment. A green message box with a checkmark icon displays the text: 'You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.' Below the message box is a button that says 'Click on My Info to edit your own details.' A red arrow points to this button. The navigation bar remains the same, with 'My Info', 'Change Password', and 'Enrollment' (selected).



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Step 5: Enter your personal details and click “update”

← → ↻ adselfservice.ku.acke/SelfService.do?methodToCall=selfService&selectedTab=UpdateFields ☆

KENYATTA UNIVERSITY Welcome, **Another**
[Sign Out](#), [Personalize](#) Organization Chart
Search Employee

My Info Change Password Enrollment

Self Update
Update your personal information, such as contact details, in this page. Mobile Access Help

General * Mandatory

Description : Adselfservice Snapshots Telephone Number :
Office : Web Page :
Home Phone : IP Phone :
Pager : Fax :
* Mobile :

Address

Street : State :
Zip :

General * Mandatory

Description : Adselfservice Snapshots Telephone Number :
Office : Web Page :
Home Phone : IP Phone :
Pager : Fax :
* Mobile :

Address

Street : State :
PO Box : Zip :
City :

Update

Step 6: A message “Successfully updated the user properties” is displayed.

Sign Out from the system

KENYATTA UNIVERSITY Welcome, **Another**
[Sign Out](#), [Personalize](#) Organization Chart
Search Employee

My Info Change Password Enrollment

Self Update
Update your personal information, such as contact details, in this page. Mobile Access Help

Successfully updated the user properties.



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You have now successfully enrolled and updated your details in the System. This will now enable you to reset your Domain Username Password anytime you wish to.

B. RESETTING A FORGOTTEN PASSWORD

Step 1: Enter the URL: <https://password.ku.ac.ke> in a browser to access the system. Click on “**Forgot your password?**”

Step 2: Type your username (normally in the format lastname.firstname) as shown below and then click on the “**Continue**” button.



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Step 3: Answer the security questions which you selected during enrollment. Enter the security code as displayed and click on **“Continue”**

← → ↻ adselfservice.ku.ac.ke/accounts/PasswordSelfService

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Mobile Access Help

Time left for this operation : 04:52

Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

Answer the below question(s)

Que: What is your favourite colour ?
Ans:

Que: What is your mother's maiden name?
Ans:

Type the characters you see in the picture

ighi5k

Letters are not case-sensitive

Continue Cancel

Step 4: Enter your new password and the displayed security code, then click **“Reset Password”**

← → ↻ adselfservice.ku.ac.ke/accounts/PasswordSelfService

Mobile Access Help

Time left for this operation : 04:50

Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 0
- The minimum password length is 6
- No. of Passwords Remembered is 0
- The password complexity property is Disabled

Reset Password

New Password :

Confirm New Password :

Password Strength :

Type the characters you see in the picture below

cpteffc

Letters are not case-sensitive

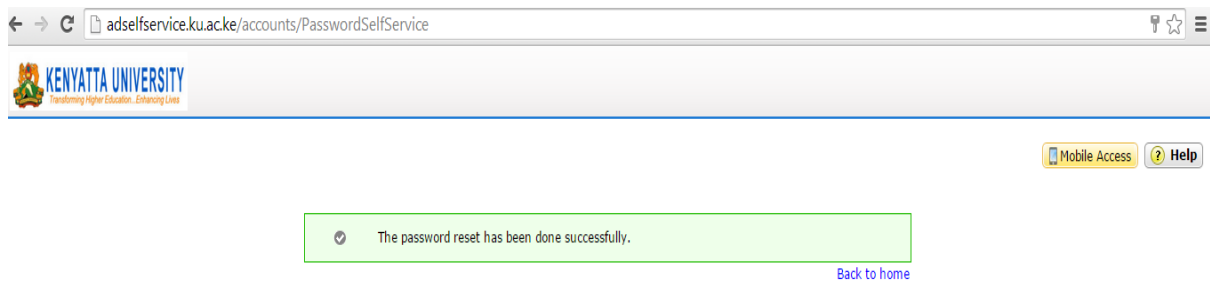
Reset Password Cancel



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Step 5: A message is displayed as shown below.



You have now successfully reset your password. Please remember to keep your password secret at all times.

In case of any queries or difficulties, please contact ICT Support.

Ext: 3103

Email: support@ku.ac.ke