


Self Service User Account Management System (SSUAMS)

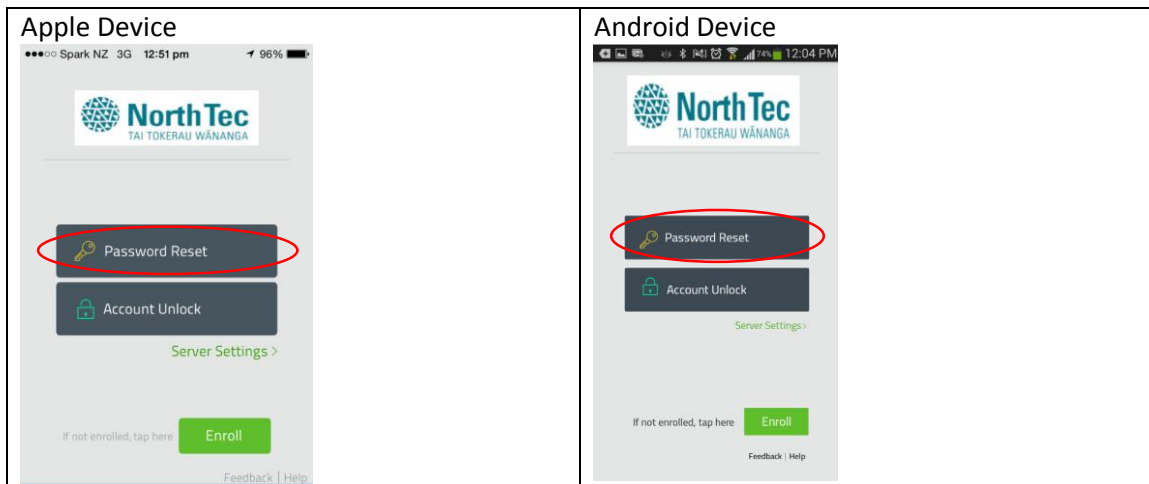
NorthTec Staff\Student Account Unlocking and Password Reset Process using Mobile App

Below are the steps on how to Unlock Account or Reset your Password on the Self Service User Account Management System (SSUAMS) using Mobile App. Before you can perform this, you must have enrolled your account into the system. To enrol your account, please refer to “SSUAMS – Enrolment through Web Browser” document. You will also need the Mobile App installed on your phone. Please refer to “SSUAMS – Mobile App Installation Procedure” document to do this. This system is accessible from within and outside NorthTec Campus network across the internet.

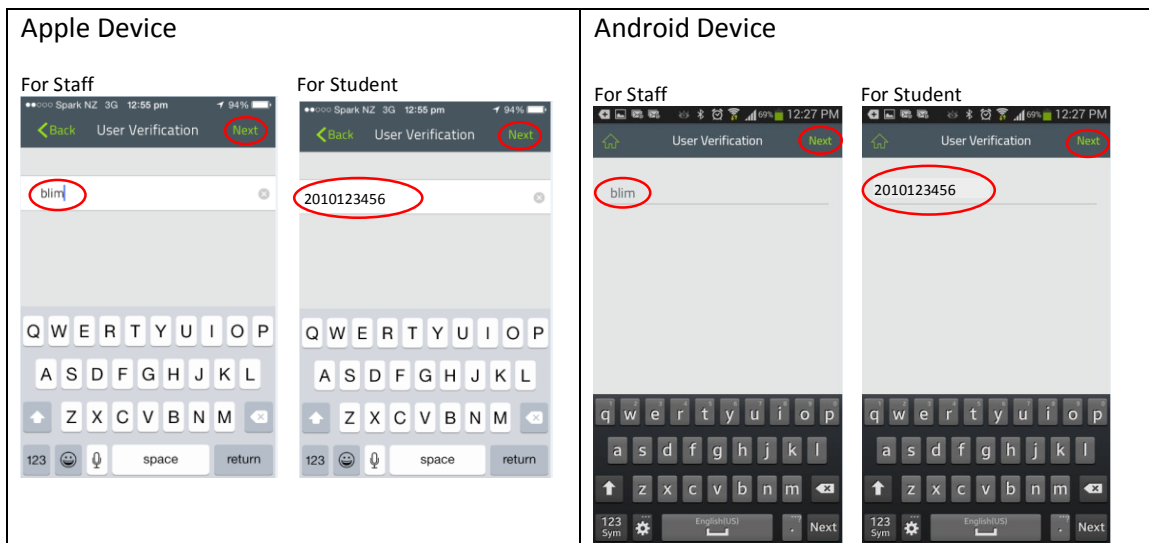
If you wish to reset your password, proceed to step 1. If you wish to unlock your account, go to step 6.

How to Reset your Password

1. Tap on “ADSelfService Plus” app  on your mobile device. Tap on “Reset Password”.



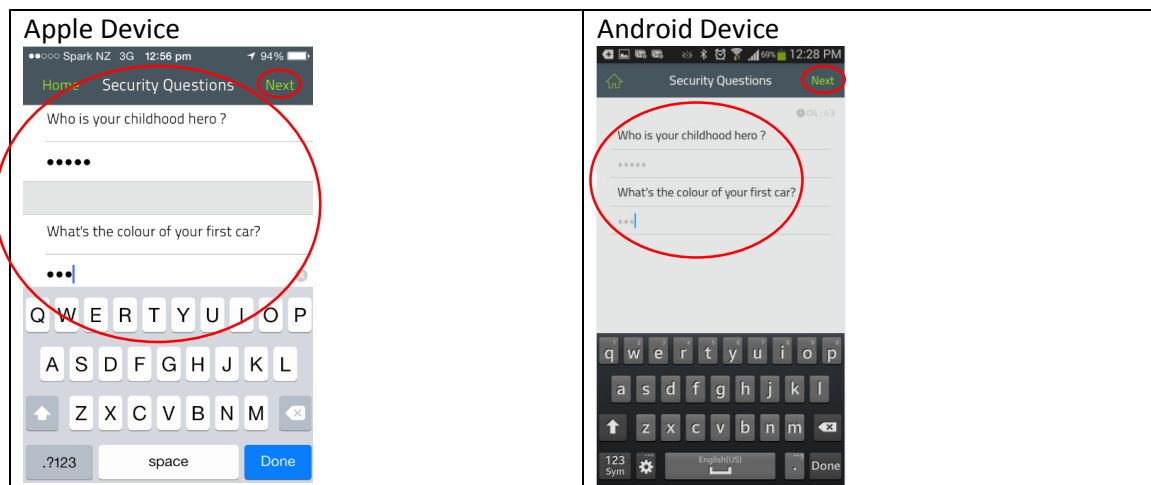
2. Your Staff or Student account (Student No.) will now be verified. Type it in as shown below and tap on “Next”.



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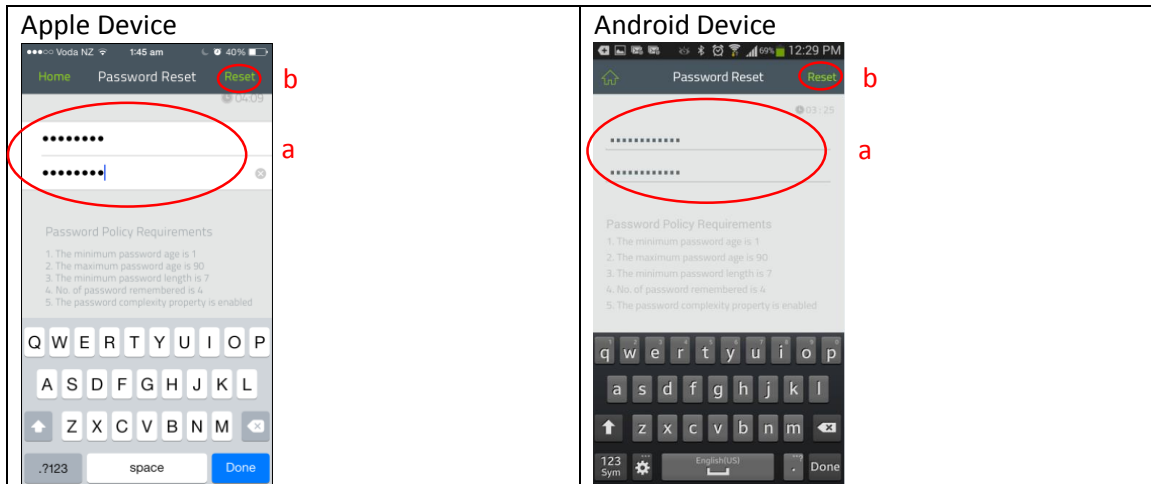
3. Your secret questions will be presented to you. Enter the appropriate answers and click on "Continue". **Note:** Answers to your secret questions are case sensitive. Please ensure that you type it in correctly. You have 3 chances to do it right. After those 3 chances, your access to this system will be blocked and you will need to wait for 30 minutes before you can try typing in answers to your secret questions again. If you've forgotten answers to your secret questions and needed to change them, please follow the Enrolment process. However, you can only do this if you can access your Staff or Student Account (Student Number). If your account is already locked and can't remember answers to your secret question, your only remaining option is to call ICT Service Desk to unlock your account.



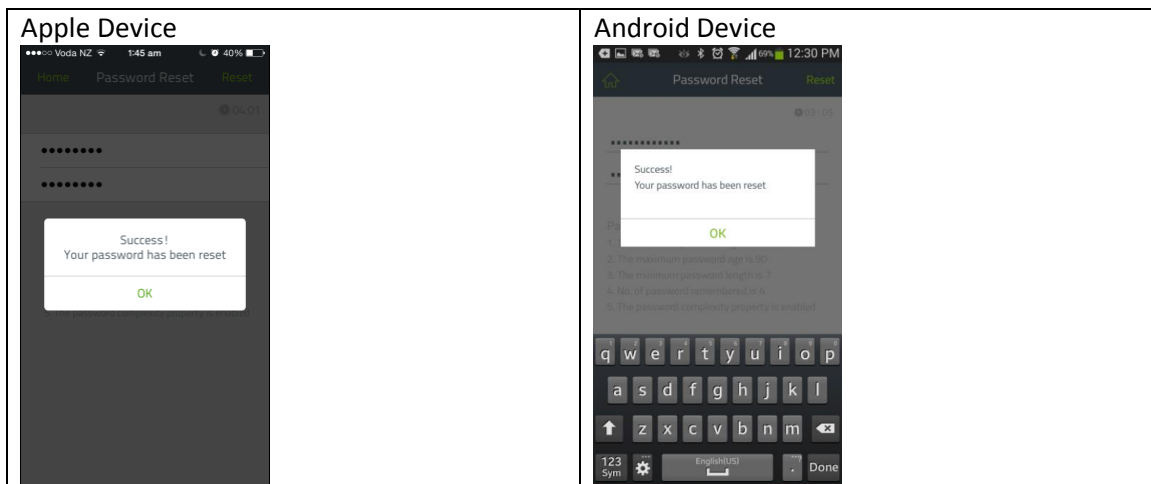
4. Reset Password screen will now be presented and fill it up as follows:
 - a. Enter your new password twice in the appropriate boxes, paying attention to the Password Policy Requirements.
Note: Password Policy requirements are as follows:
 1. At least 7 characters long,
 2. No special characters,
 3. Contains at least one capital letter
 4. Contains at least one number
 5. Never been used from within the last 4 changes,
 - b. Tap on the "Reset" button to complete the password reset process:

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
5. Confirmation Screen will come up that your password has been reset. Please note that every time you reset your password, your account also gets automatically unlocked and ready to use.

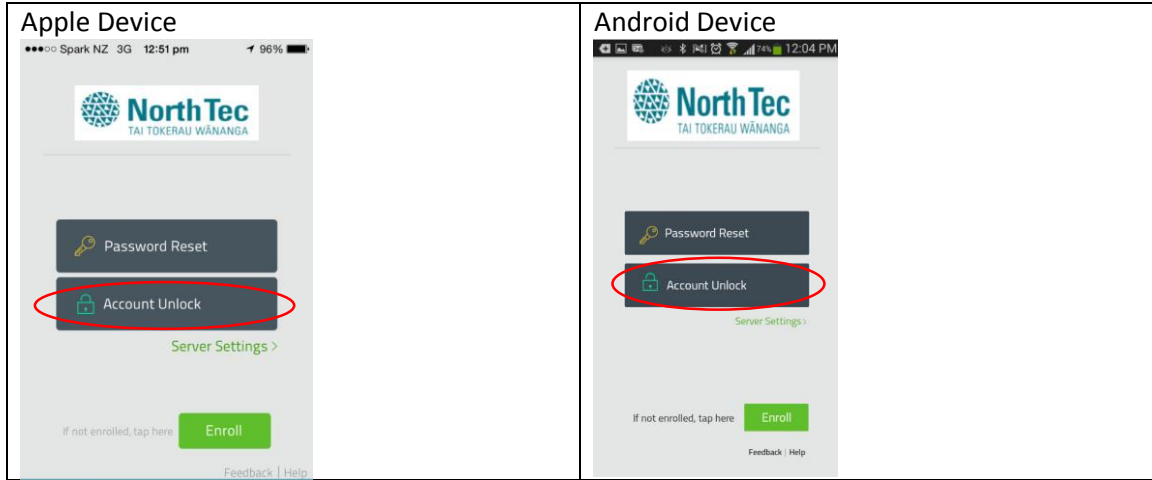


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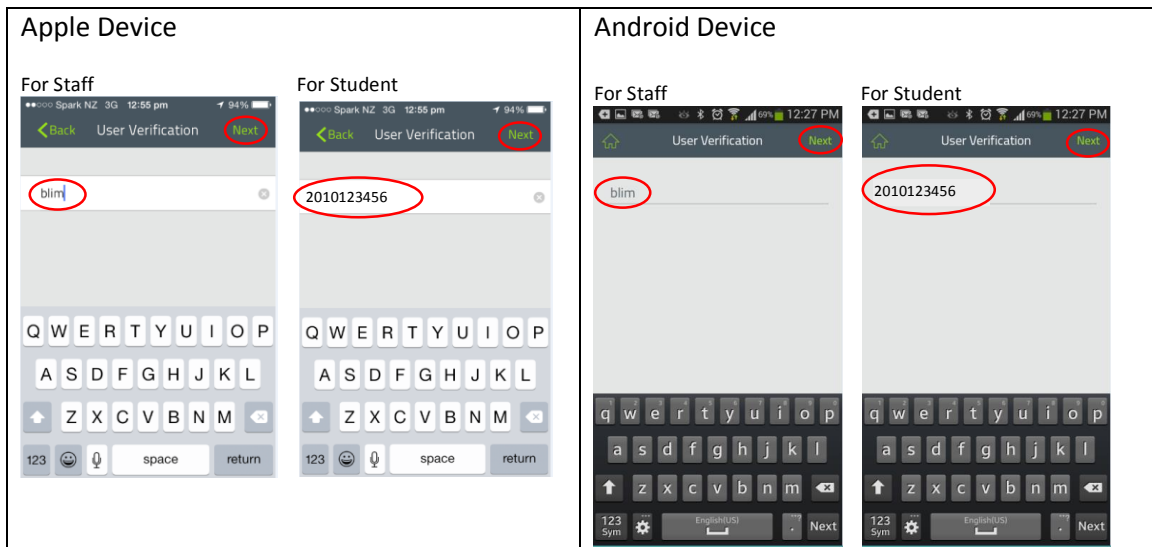
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How to Unlock your Account

6. Tap on “ADSelfService Plus” app  on your mobile device. Tap on “Account Unlock”.



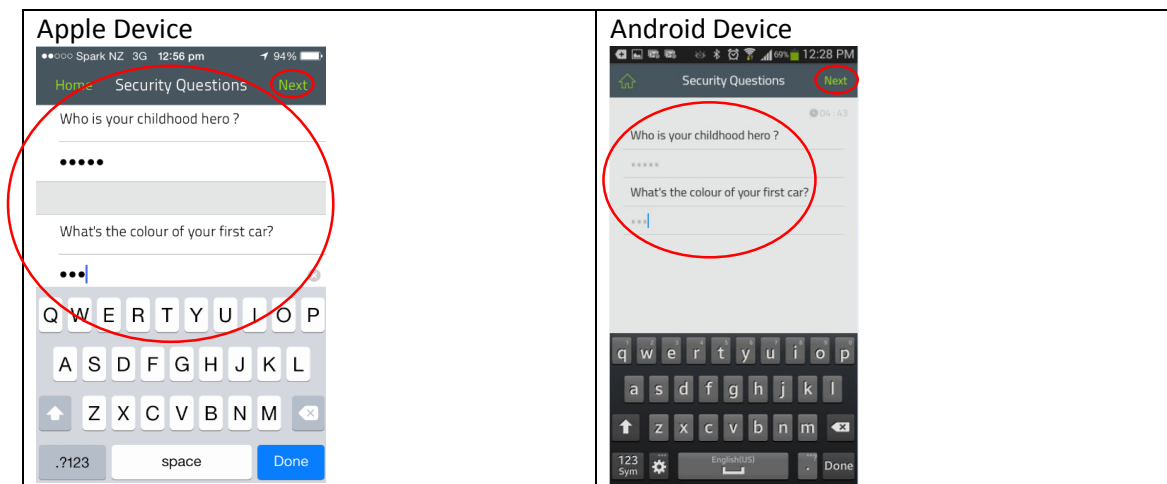
7. Your Staff or Student account (Student No.) will now be verified. Type it in as shown below and tap on “Next”.



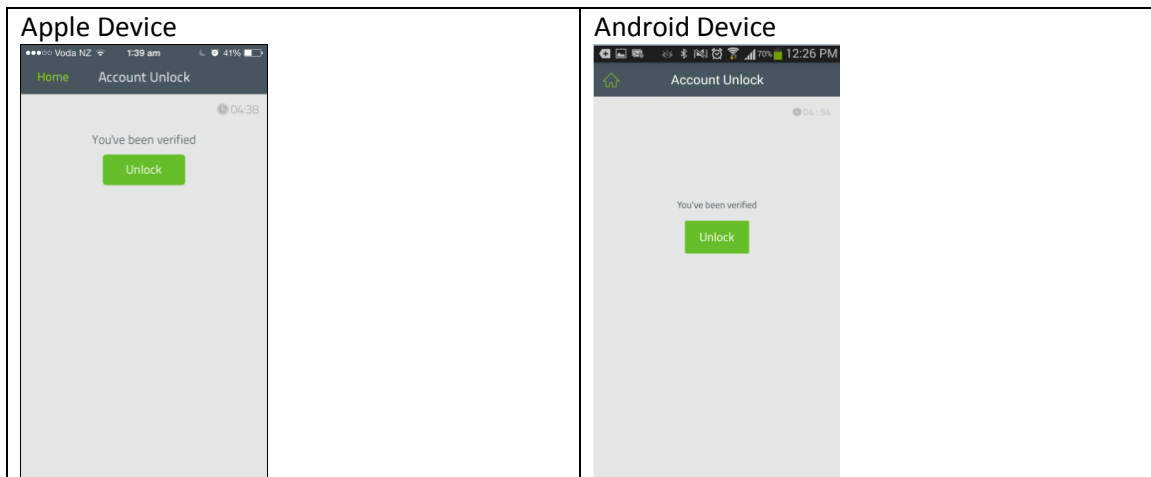
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- Your secret questions will be presented to you. Enter the appropriate answers and click on “Continue”. **Note:** Answers to your secret questions are case sensitive. Please ensure that you type it in correctly. You have 3 chances to do it right. After those 3 chances, your access to this system will be blocked and you will need to wait for 30 minutes before you can try typing in answers to your secret questions again. If you’ve forgotten answers to your secret questions and needed to change them, please follow the Enrolment process. However, you can only do this if you can access your Staff or Student Account (Student Number). If your account is already locked and can’t remember answers to your secret question, your only remaining option is to call ICT Service Desk to unlock your account.



- Confirmation screen that your account has been verified will come up. Tap on “Unlock” to complete the account unlocking process.



You have now completed the Unlock Account process and can log in.