



eControl 3.5 for Active Directory & Exchange Self-Service Guide

This Guide

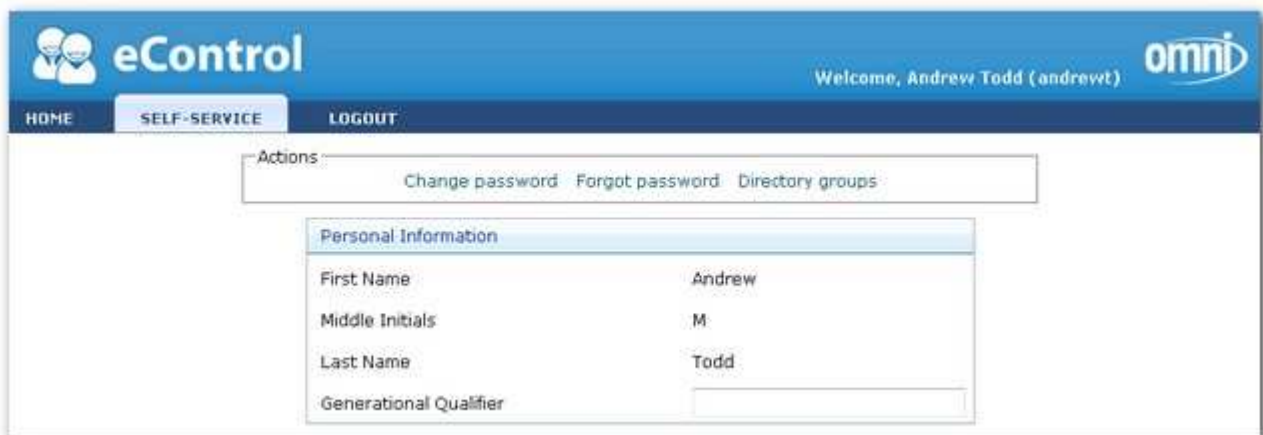
Welcome to the “**eControl 3.5 for Active Directory and Exchange Self-Service Guide**”. This guide is eControl end-users who have been enabled for self-services features.

This guide covers the following information:

- What is eControl Self Service 1**
- Access the eControl Web Portal 2**
- Configure the 'Forgot Password' Feature 2**
- Test 'Forgot Your Password' 4**
- Change Your Group Membership 8**
- Change Your Personal Information 9**

What is eControl Self-Service

eControl 3.5 Self-Service provides an important self-help portal for users where they can configure their 'forgot password' questions, change their password, modify selected group memberships and modify their personal information. Self-service is designed to empower you, the end-user, and lets you solve password problems quickly without having to contact your helpdesk staff. With Self-Service, you can get back to work faster.



Access the eControl Web Portal

You can access the eControl login using any browser on any desktop. eControl has been tested with Internet Explorer and FireFox. Use the URL that your network support staff provides.



The image shows the eControl Login form. It has a light blue background and a white border. The title "eControl Login:" is at the top left. Below it are three input fields: "Username:" with the text "andrewt", "Password:" with a masked password of 12 dots, and "Language:" with a dropdown menu showing "English (Canada)". Below these fields is a "Login" button and a link "Forgot Your Password?".

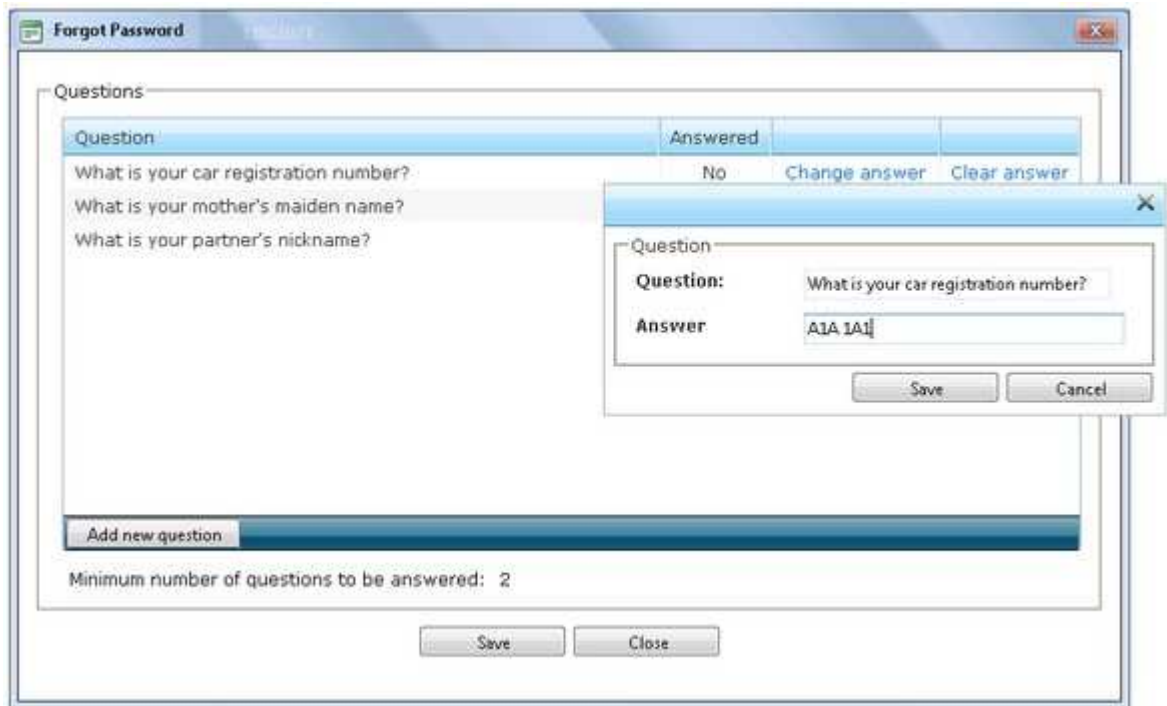
- **Username & Password** – use your desktop login name and password.
- **Language** – This will appear if eControl was installed with multiple language support. The visible language of the eControl web pages will be localized to the language selected during the login.

Configure the 'Forgot Password' Feature

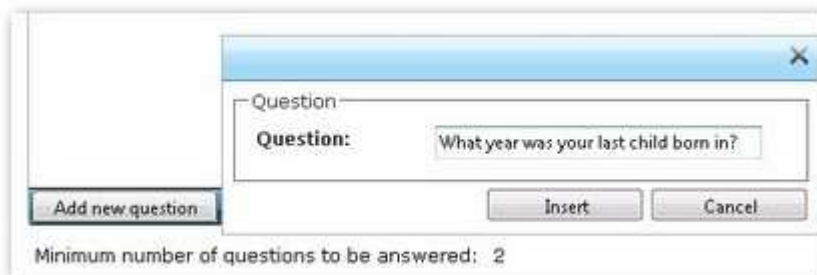
The first task that should be performed once you login into eControl for the first time is to configure your 'forgot password' feature:



1. Click on the **Forgot password** link in the "Actions" pane.
2. In the "Forgot Password" window, click on the **Change answer** link for a question that you want to provide an answer for.



3. In the "Question" window, provide the correct answer and click the **Save** button.
4. Repeat steps 2 and 3 for any other questions that you want to provide answers for.
5. You can also add your own questions (if that is enabled by the administrator). Click the **Add new question** button.
6. In the "Question" window, provide a question that only you will know the answer to and click the **Insert** button.



7. In the "Forgot Question" window, click the **Change answer** link for the new question and provide the correct answer.
8. Once all of the questions have been added and answered, click the **Save** button.

Test 'Forgot Your Password'

It is important that you test the "Forgot Your password ?" configuration:

1. Logout of the Self-Service panel.



2. At the login screen, attempt to login using an incorrect password.

The image shows the eControl Login screen. It has a light blue background and contains the following elements: a title 'eControl Login:', a 'Username:' field with 'andrewtj' entered, a 'Password:' field, a 'Language:' dropdown menu set to 'English (Canada)', a red error message 'Your username or password is invalid. Please try again.', a 'Login' button, and a 'Forgot Your Password?' link which is circled in red.

If you cannot remember your correct password, click on the **Forgot Your password?** Link.

3. In the "Step 1 - Account Search" pane, enter your login username, email address or last name or department.

The image shows the 'Password Recovery System' window, specifically the 'Step 1 - Account Search' pane. It contains the following text: 'Please enter 'Network Login Name', 'Email Address', 'Last Name' or 'Department' into the textbox below and press 'Next' button.' Below this is a text input field containing 'andrewtj'. At the bottom are two buttons: 'Next >' and 'Cancel'.

Click **Next >**.

- In the "Step 2 - Locating Account" you will see the account(s) discovered from your answer to Step 1. If you used your last name or your department, you may see more than one account in the list.

Password Recovery System

Step 2 - Locating Account

Please select your account from the list below.

If your account is not on the list please go back and enter different search value. If your account is still not on the list, make sure you have access to the 'Password Recovery System'.

Name	Path	System
 Andrew Todd	.Andrew.Todd.Edmonton.ACME	omnidevlab.com

< Back Next > Cancel

Select the correct account and click **Next >**.

- In the "Step 3 - Questions" pane, answer the minimum number of questions specified.

Password Recovery System

Step 3 - Questions

Your administrator has defined that a minimum of 2 question(s) to be answered.

Please provide your answer to the question(s) below. (Answers are not case-sensitive.)

What is your car registration number?

What year was your last child born in?
< Back **Next >** Cancel

Click **Next >**.

6. In the "Last step – Change Password" click the **Change password** link.



7. In the "Change Password" window provide and confirm a replacement password.



Click **Finish**. In the "Password Successful" window, click the **Close** button. eControl will log you into the eControl portal to confirm that your new password is working.



Change Your Password

At some point in time you may wish to voluntarily change your password. To accomplish this, login to the eControl portal.



1. Click on the **Change password** link in the "Actions" pane.
2. In the "Change Password" window input a new password. Notice that an indicator bar will change colour from red to yellow to green.



eControl is configured to confirm that the new password matches Microsoft's default complex password rules of:

- Minimum of 8 characters e.g. a, b, c ... z
- Minimum of one capitalized letter e.g. A, B, C ... Z
- Minimum of one numeric character, e.g. 1, 2, 3, etc
- Minimum of one special character e.g. @, #, \$, etc

Click **Finish**.

3. Click **Close**.



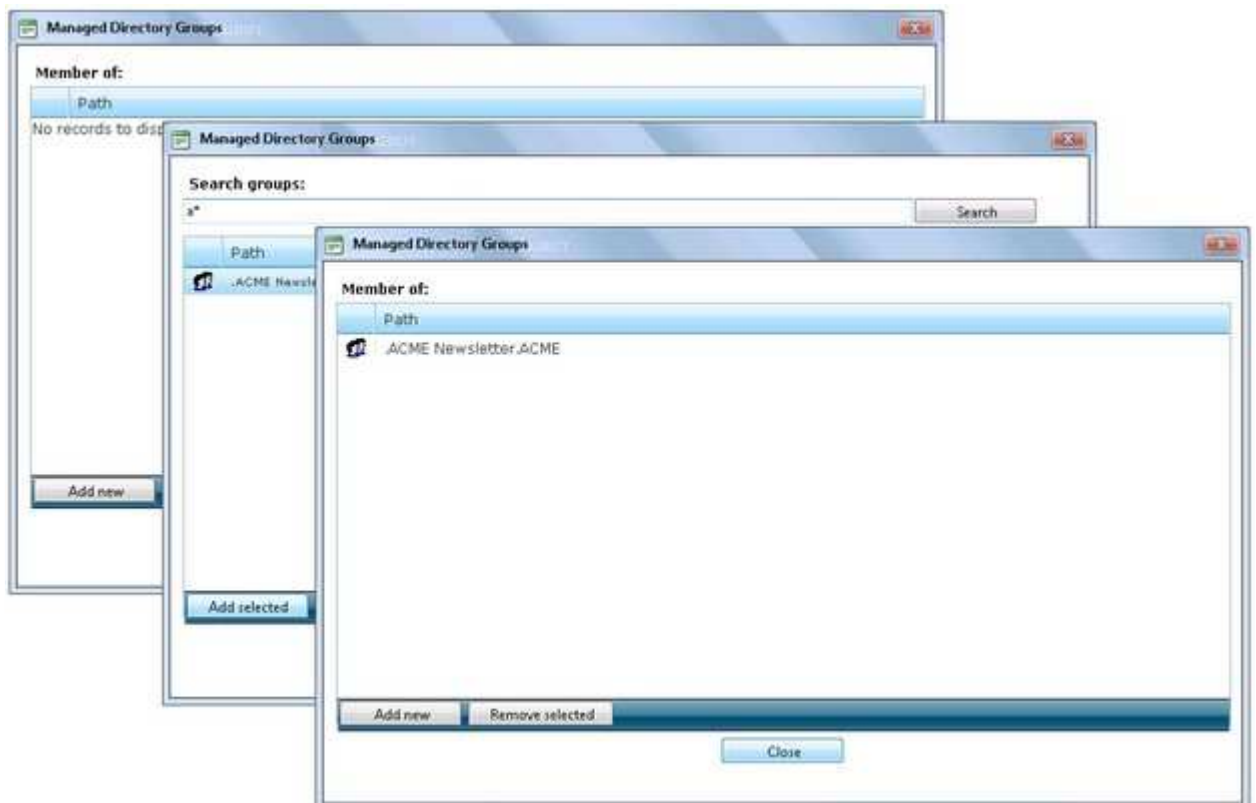
Change Your Group Membership

The network administrator may have enable you to add or remove yourself from specified group memberships.



To add yourself to a group:

1. Click the **Directory Groups** link in the "Actions" pane.
2. In the "Managed Directory Groups" window, click the **Add new** button.



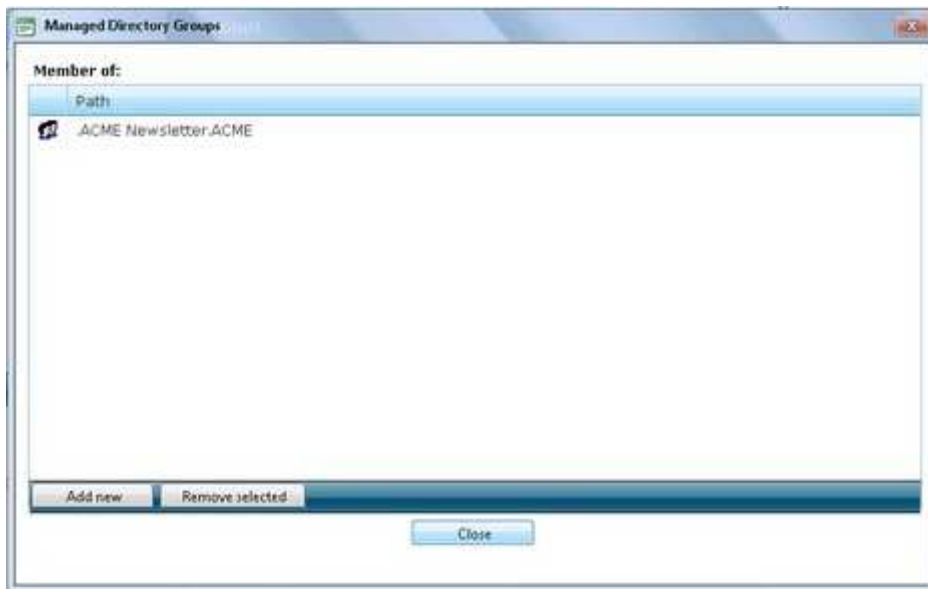
In the "Search groups:" text box, add a query filter and click the **Search** button. You can use any of the following:

- * or [Shift 8] would search for all available groups.
- *a* would search for any group with the 'a' character in the group name.
- *a would search for any group name that ends with the 'a' character.
- a* would search for any group name that begins with the 'a' or 'A' character.

Click on the desired group(s) from the displayed list and click the **Add Selected** button and the **Close** button.

To remove yourself from a group:

1. Click the **Directory Groups** link in the "Actions" pane.
2. Select the desired group and click the **Remove selected** button.



3. After the selected group is no longer in the list, click the **Close** button.

Change Your Personal Information

You have the ability to change your personal information to correct errors or make changes if your personal information has changed.



Your personal information is available in a variety of information panes below the "Actions" pane.

Corporate	
Street	1200 10104 103 Ave
P.O. Box	
City	Edmonton
State/Province	AB
Zip/Postal Code	T5J 0H8
Country	Canada

Other Information	
Notes	

Make the desired changes and scroll to the bottom of the page. Click the **Save** button. Your changes will eventually be visible in your contact information in the your Microsoft Outlook email client.