



eControl 3.5 for eDirectory & GroupWise Self-Service Guide

This Guide

Welcome to the “**eControl 3.5 for eDirectory and GroupWise Self-Service Guide**”. This guide is eControl end-users who have been enabled for self-services features. This guide covers the following information:

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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 the title "eControl Login:". There are three input fields: "Username:" with the value "andrewt", "Password:" with masked characters "*****", and "Language:" with a dropdown menu showing "English (Canada)". Below the fields is a "Login" button and a link for "Forgot Your Password?".

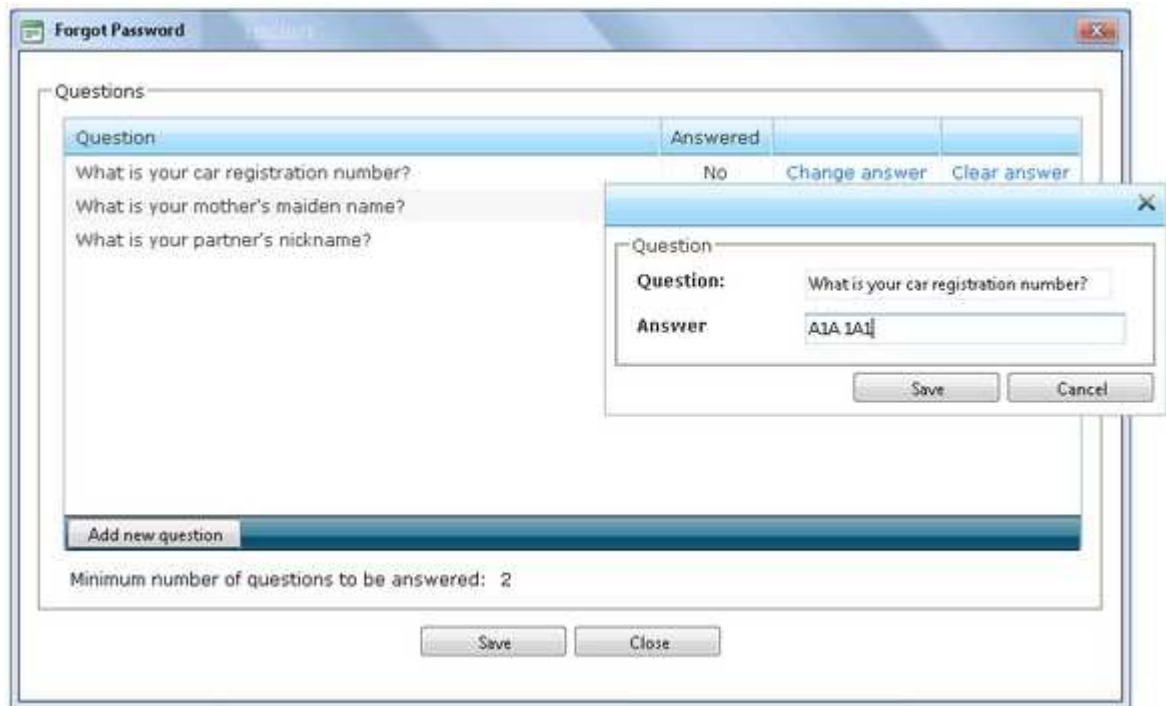
- **Username & Password** – use your desktop login name and password.
- **Language** – This will appear if eControl was installed with multiple language support. The visible language of the eControl web pages will be localized to the language selected during the login.

Configure the 'Forgot Password' Feature

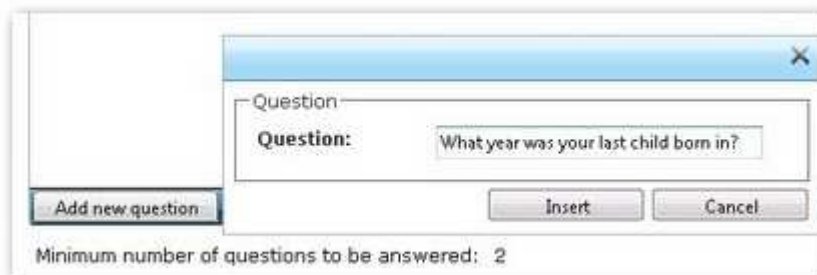
The first task that should be performed once you login into eControl for the first time is to configure your 'forgot password' feature:



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. At the top, it says 'eControl Login:'. Below that are three input fields: 'Username:' with 'andrewtj' entered, 'Password:' (empty), and 'Language:' with a dropdown menu showing 'English (Canada)'. Below the fields is a red error message: 'Your username or password is invalid. Please try again.' At the bottom left is a 'Login' button. At the bottom center is a link that says 'Forgot Your Password?' 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. The title bar says 'Password Recovery System'. Inside the window, the heading is 'Step 1 - Account Search'. Below the heading is a paragraph of instructions: 'Please enter 'Network Login Name', 'Email Address', 'Last Name' or 'Department' into the textbox below and press 'Next' button.' Below the instructions is a text input field containing 'andrewtj'. At the bottom of the window 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.T.Edmonton.ACME	DEMO2-TREE

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?

Click **Next >**.

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



7. In the "Change Password" window, select which password option to change and click **Next >**.



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



A dialog box titled "Change password" with a close button in the top right corner. The text inside says "Please fill the fields:". Below this are two text input fields. The first is labeled "New password:" and contains four black dots. The second is labeled "Re-enter password:" and also contains four black dots. Below the fields, there is a password strength indicator: "4 more characters, 1 more numbers, 1 more upper case characters, 1 symbol characters". At the bottom, there are three buttons: "< Back", "Finish" (highlighted in blue), and "Close".

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, select the password change option and click **Next>**.
3. 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
- 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** and click **Close**.



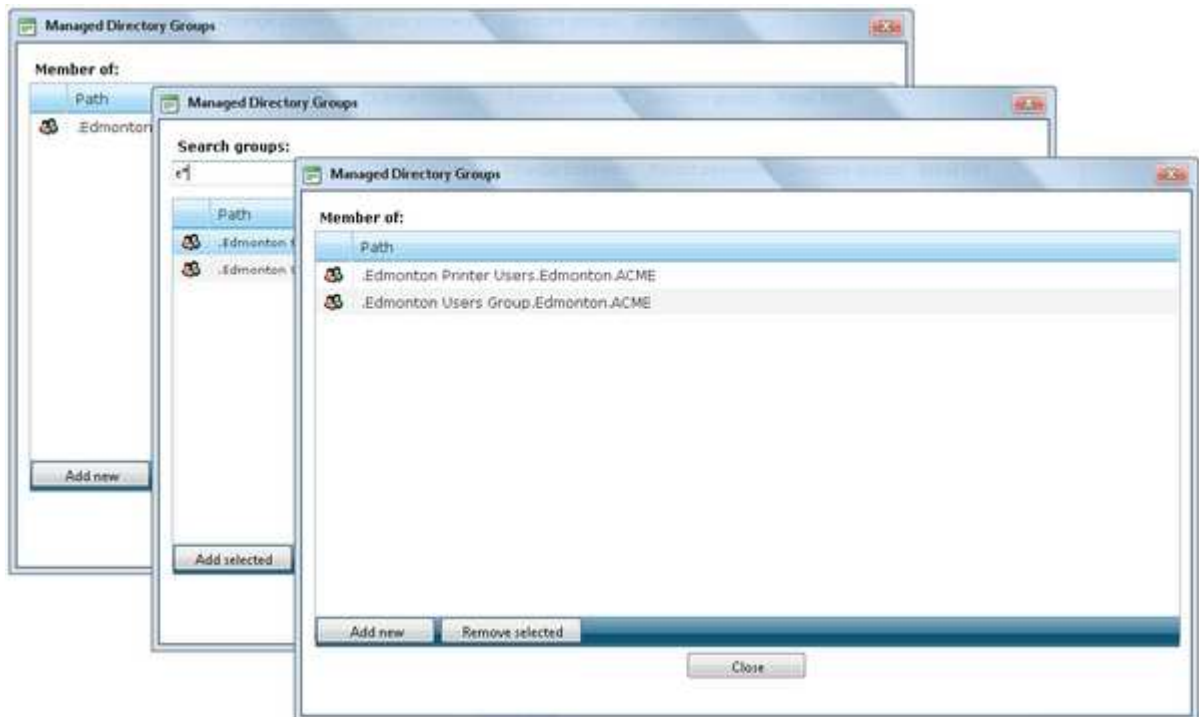
Change Your Group Membership

The network administrator may have enabled 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.



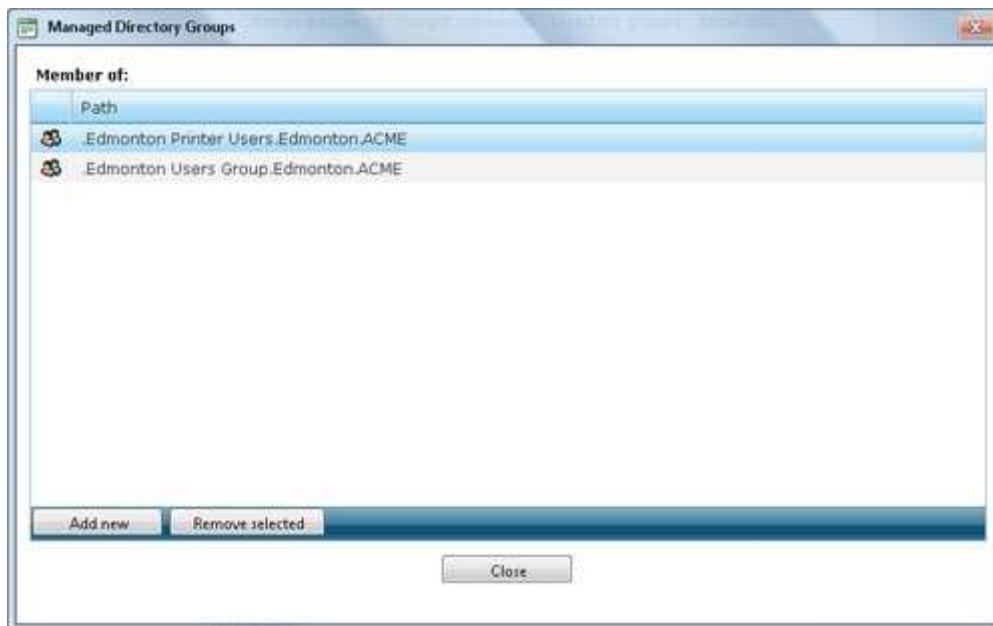
In the "Search groups:" text box, add a query filter and click the **Search** button. You can use any of the following:

- * 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 Email Distribution List Membership

The network administrator may have enabled you to add or remove yourself from specified GroupWise email Distribution Lists.



You can add or remove yourself from GroupWise Distribution List memberships using the same steps as "Change Your Group Membership". Start by clicking **Email lists** in the "Actions" pane.

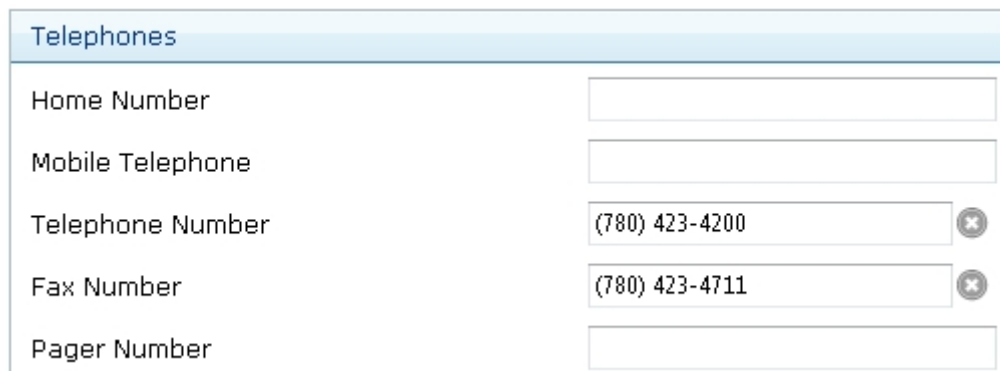
Change Your Personal Information

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



The screenshot shows the eControl self-service interface. At the top, there is a blue header with the eControl logo on the left and the text 'Welcome, Andrew Todd (Andrewt)' on the right. Below the header is a navigation bar with 'HOME', 'SELF-SERVICE', and 'LOGOUT' buttons. The main content area is titled 'Actions' and contains a list of links: 'Change password', 'Forgot password', 'Directory groups', and 'Email lists'. Below this is a 'Personal Information' pane with a user profile icon and the following fields: 'First Name' (Andrew), 'Middle Initials' (empty), 'Last Name' (Todd), 'Generational Qualifier' (empty), and 'Preferred Name' (empty). Below that is an 'Additional Information' pane with 'Department' (Customer Service) and 'Title' (Customer Service Operator), both with dropdown menus and close buttons.

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



The screenshot shows a 'Telephones' information pane with the following fields: 'Home Number' (empty), 'Mobile Telephone' (empty), 'Telephone Number' ((780) 423-4200), 'Fax Number' ((780) 423-4711), and 'Pager Number' (empty). Each field has a close button (X) to its right.

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 GroupWise email client.