

## Adaxes Active Directory Self Service

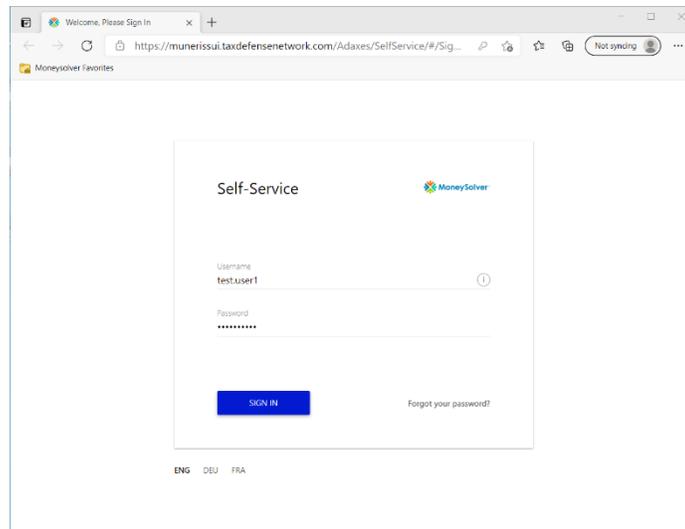
This document outlines the steps taken for a user to manage his/her own Windows password or unlock said account.

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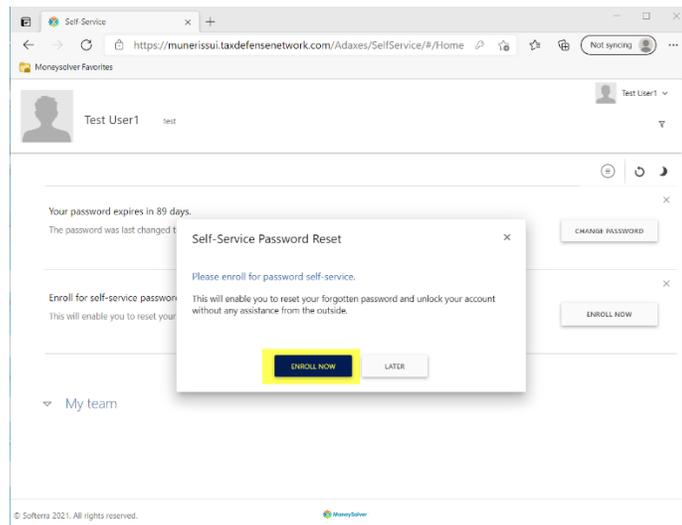
## Enroll with Adaxes

Enrollment is required for all new users in order to take advantage of the various features such as password reset or account unlock.

1. Navigate to the website <https://munerissui.taxdefensenetwork.com/adaxes#/SignIn>
2. Sign in using your current Windows credentials (username is firstname.lastname)



3. Click the **Enroll Now** button when prompted.



- 4. Create 3 security questions and answers.

Self-Service Password Reset

Question 1 of 3

Question Favorite tires for motorcycle

Answer .....

Confirm .....

NEXT > CANCEL

- 5. Enter your personal cell phone number starting with +1 and including the area code (Ex: +1904#####). This is required for 2-factor authentication and is not optional.

Self-Service Password Reset

Enter your mobile phone number.

+19049992222

NEXT > CANCEL

- 6. Enter the pin number received via text at the phone number you provided.

Self-Service Password Reset

Enter the verification code sent to +1904-####-####

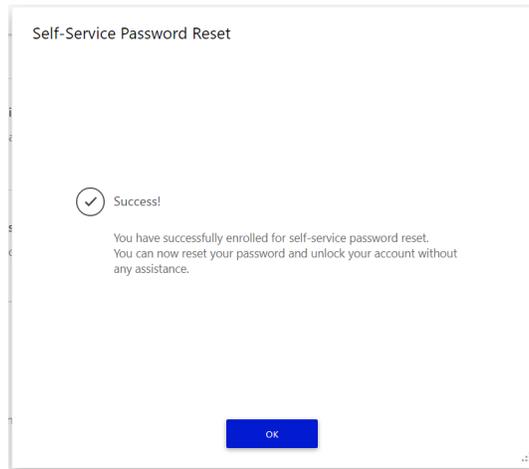
Verification code

This field is required.

RESEND

VERIFY CANCEL

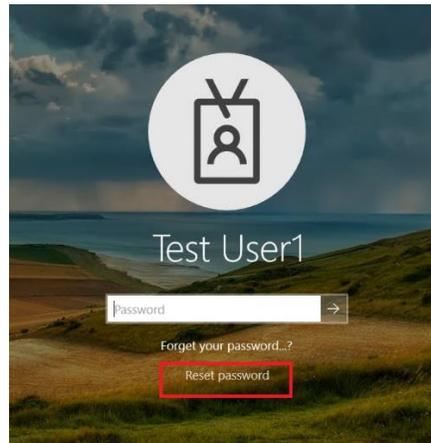
7. You are officially enrolled.



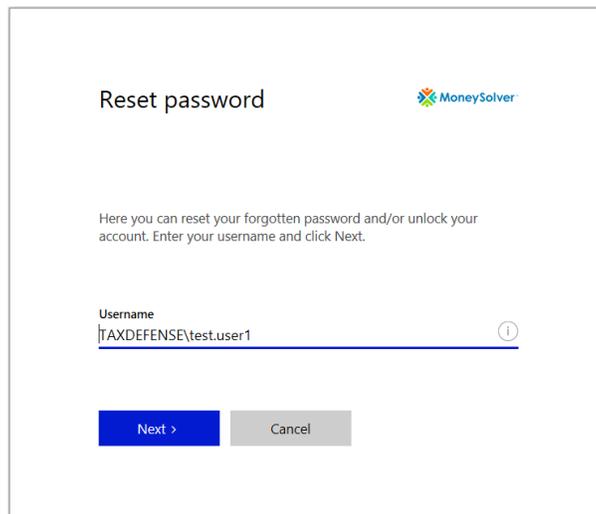
## Unlock Windows Account

A user's Windows account can be unlocked if too many invalid password attempts were previously made.

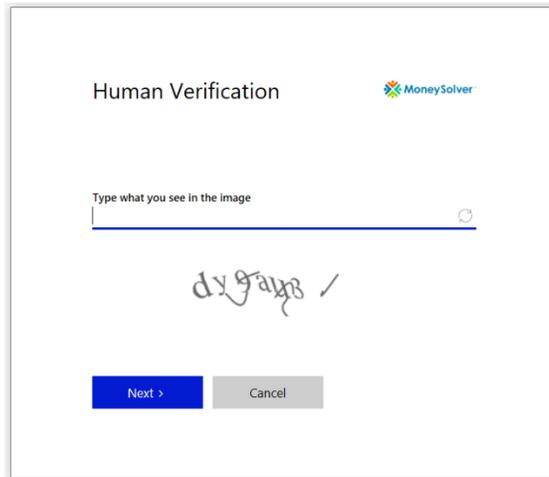
1. At the Windows login screen, click the **Reset Password** button.



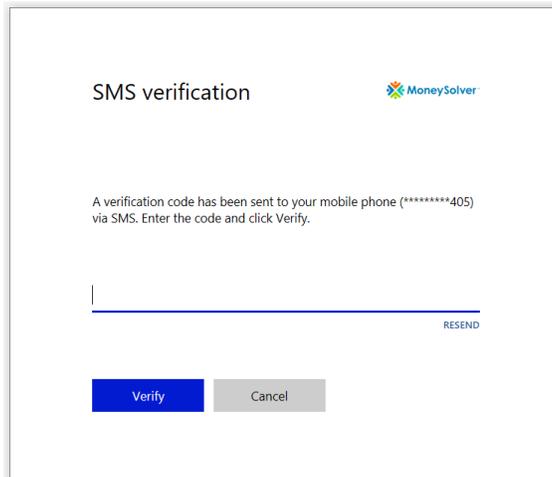
2. The **taxdefense\username** should be automatically filled out. If not, enter that information then press the Next button.

The image shows a 'Reset password' dialog box. At the top left, it says 'Reset password' and at the top right is the 'MoneySolver' logo. Below the title, there is a paragraph of text: 'Here you can reset your forgotten password and/or unlock your account. Enter your username and click Next.' Underneath this text is a 'Username' label and an input field containing the text 'TAXDEFENSE\test.user1'. To the right of the input field is a small circular information icon. At the bottom of the dialog box, there are two buttons: a blue 'Next >' button and a grey 'Cancel' button.

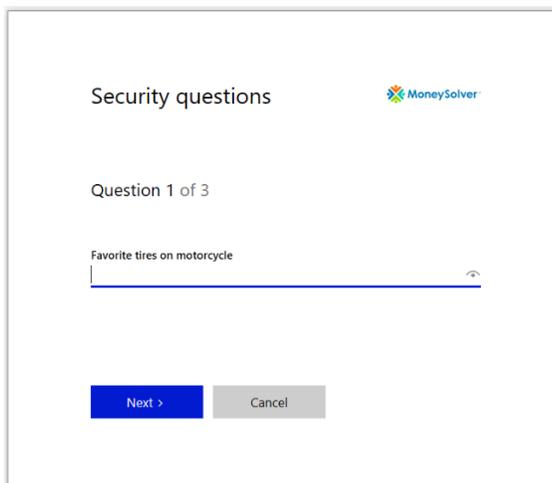
3. Complete the **Human Verification** screen then proceed.



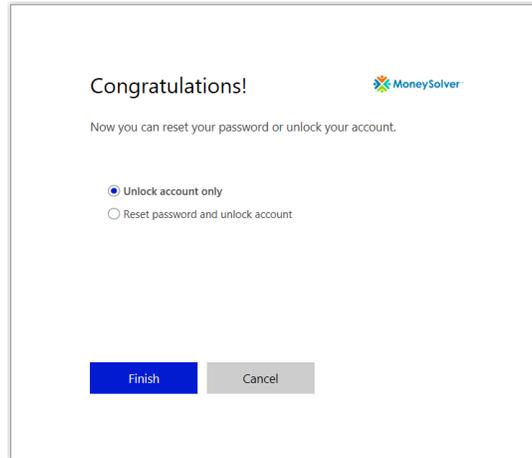
4. Enter the **pin code** sent to you **via text message** (the number on file for the enrolled user).



5. Answer the **3 security questions**.



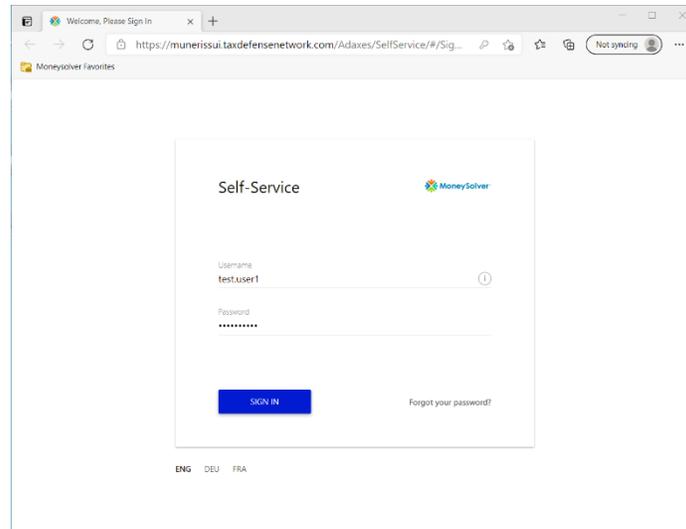
6. Finally, you can **choose** to just unlock your account or reset your password AND unlock your account.



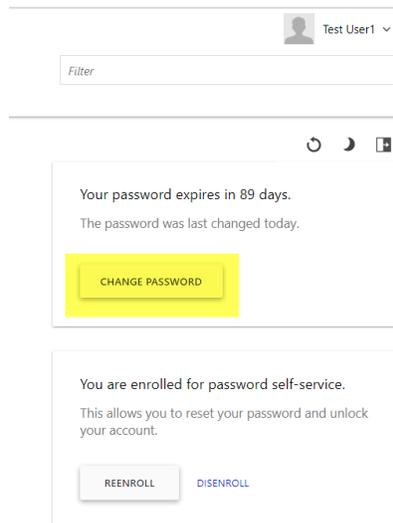
## Proactively Change Windows Password

A user can proactively change their Windows password before the 90-day expiration but no sooner than 5 days after last password set. This method is recommended over reactively changing the password as it is faster and does not require answers to security questions.

1. Navigate to the website <https://munerissui.taxdefensenetwork.com/adaxes#/SignIn>
2. Sign in using your current Windows credentials (username is firstname.lastname)



3. Click the Change Password button in the top right corner of the page



- 4. Enter your current good password, create/confirm your new password and finally click the OK button when finished. Please note that your new password meets the password policy.

A dialog box titled "Change Password" with a close button (X) in the top right corner. It contains three password input fields: "Old password", "New password", and "Confirm new password". Each field has a toggle icon on the right. Below the fields are three links: "GENERATE", "SPELL OUT", and "PASSWORD POLICY". At the bottom are two buttons: "OK" (blue) and "CANCEL" (grey).

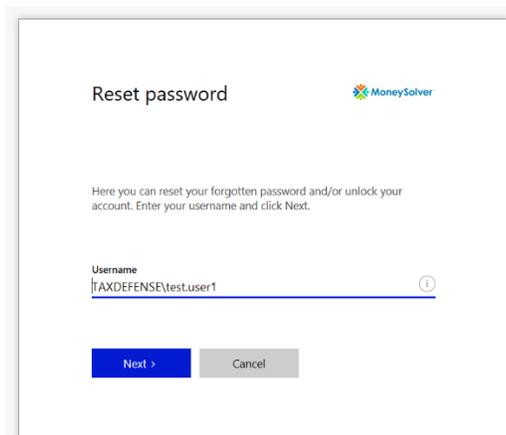
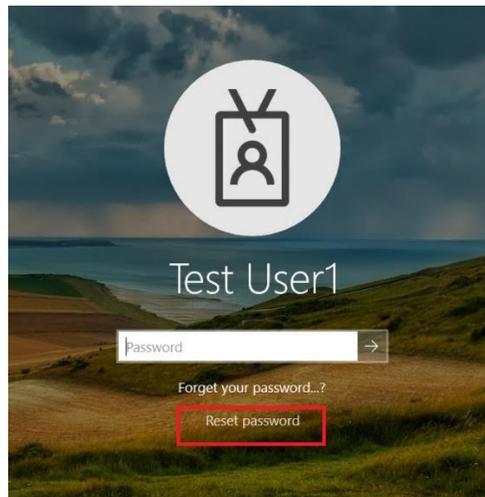
- 5. You will be taken back to the previous/main page. Note your new password expiry information.

The main page shows a user profile "Test User1" with a dropdown arrow. Below it is a search bar labeled "Filter". A notification box contains the text: "Your password expires in 90 days. The password was last changed today." with a "CHANGE PASSWORD" button. Below that, a message states: "You are enrolled for password self-service. This allows you to reset your password and unlock your account." with "REENROLL" and "DISENROLL" buttons.

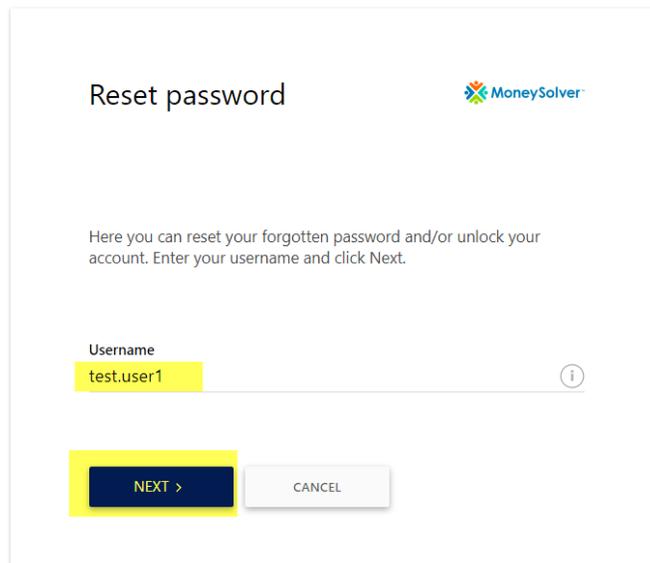
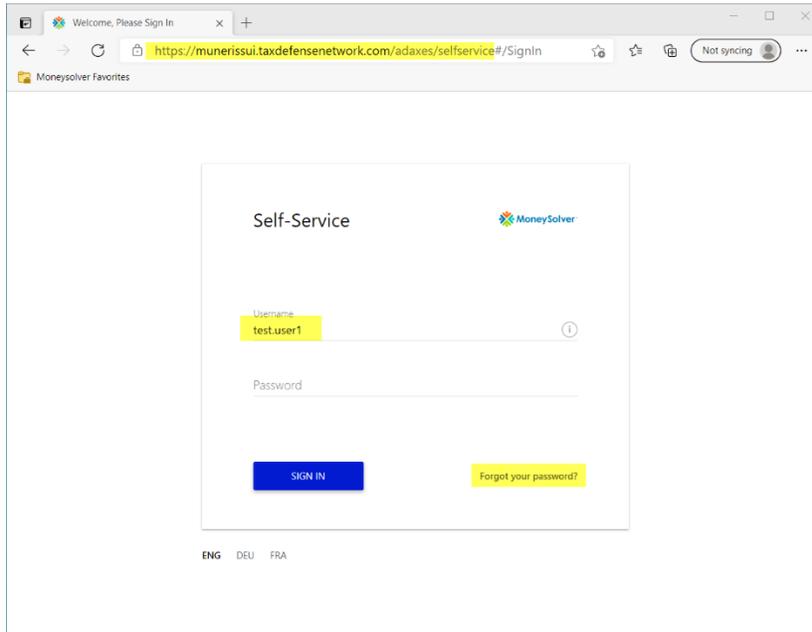
## Change Expired Windows Password

If a password has expired after its 90 days, a user can reactively change it at the computer logon screen or by accessing the Adaxes website. It is recommended to not wait until expiration as this method takes longer and requires security questions to be answered.

1. Access the Adaxes system via one of the two methods **depending on your scenario**.
  - a. For users sitting in front of the computer they are trying to access, click the “Reset Password” button at the logon page.



- b. For users who remote into another machine such as Tax Professionals, proceed to access the Adaxes website <https://munerissui.taxdefensenetwork.com/adaxes#/SignIn>



2. Complete the Human Verification screen.

The screenshot shows the 'Human Verification' screen. At the top left is the title 'Human Verification' and at the top right is the MoneySolver logo. Below the title is a text input field with the placeholder text 'Type what you see in the image'. The input field is highlighted in yellow. Below the input field is a blue line with a refresh icon on the right. Underneath the line is a handwritten image of the text 'ut55wa' with a small symbol to the right. At the bottom of the screen are two buttons: a dark blue 'NEXT >' button and a light grey 'CANCEL' button. The 'NEXT >' button is highlighted in yellow.

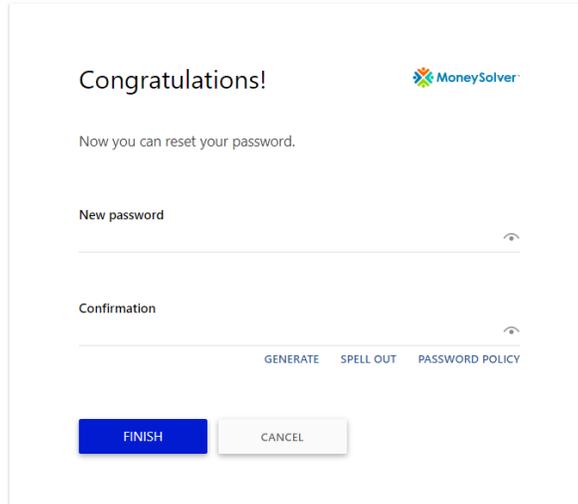
3. Enter the **pin code** sent to you **via text message** (the number on file for the enrolled user).

The screenshot shows the 'SMS verification' screen. At the top left is the title 'SMS verification' and at the top right is the MoneySolver logo. Below the title is a message: 'A verification code has been sent to your mobile phone (\*\*\*\*\*405) via SMS. Enter the code and click Verify.' Below the message is a text input field with the placeholder text 'Verification code'. The input field is highlighted in yellow. To the right of the input field is a 'RESEND' link. At the bottom of the screen are two buttons: a dark blue 'VERIFY' button and a light grey 'CANCEL' button. The 'VERIFY' button is highlighted in yellow.

4. Answer the 3 security questions.

The screenshot shows the 'Security questions' screen. At the top left is the title 'Security questions' and at the top right is the MoneySolver logo. Below the title is the text 'Question 1 of 3'. Below that is a text input field with the placeholder text 'Favorite tires for motorcycle'. The input field is highlighted in yellow. Below the input field is a red line with a refresh icon on the right. Underneath the line is the text 'This field is required.' At the bottom of the screen are two buttons: a dark blue 'NEXT >' button and a light grey 'CANCEL' button. The 'NEXT >' button is highlighted in yellow.

5. Create a new password. Please note that the new password must meet the criteria of the password policy.



Congratulations! 

Now you can reset your password.

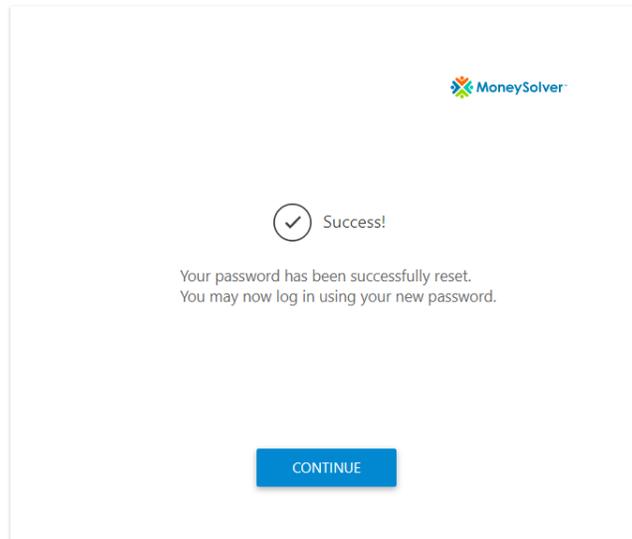
New password 

Confirmation 

[GENERATE](#) [SPELL OUT](#) [PASSWORD POLICY](#)

**FINISH** CANCEL

6. You have successfully reset your password.





 Success!

Your password has been successfully reset.  
You may now log in using your new password.

**CONTINUE**