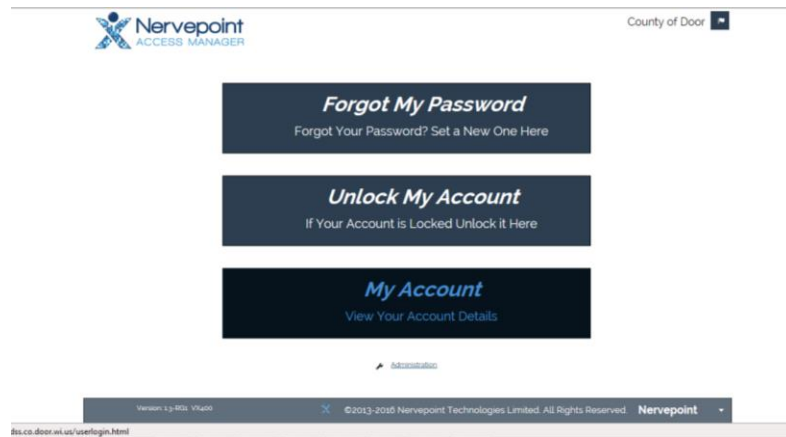


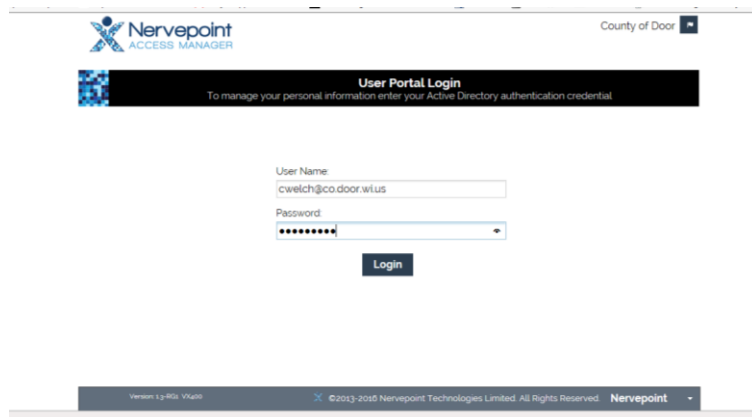
Password Self Service Setup Instructions –

If available, click on the “*Password Self Service*” desktop shortcut...or enter <https://dcpasswordss.co.door.wi.us> on the address line of a web browser session (i.e.: Internet Explorer).

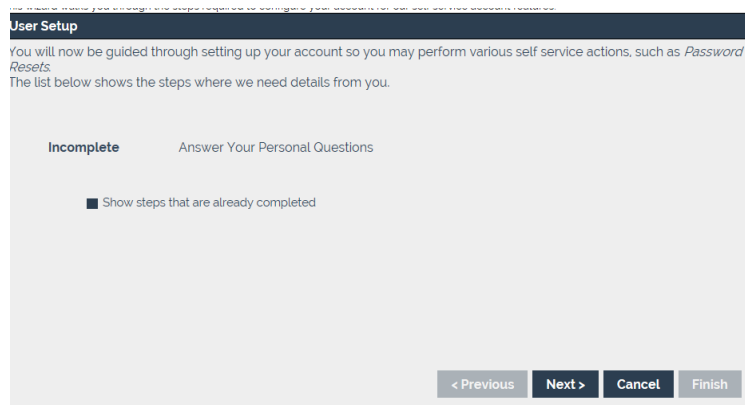
1.) Select **My Account**



2.) Enter your **network user name** followed by '@co.door.wi.us' and then your **network password**.



3.) Click on **Next**



- 4.) You will need to **answer 5 of the 7 personal questions** listed, and no two (2) answers can be alike – Click **Next**

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

Answer Your Personal Questions. You can create your own personal questions in the dashboard once this wizard is complete and your account is setup.

Where were you born?

What is your favourite TV show?

What was your first telephone number?

What was your first pets name?

Where was your first school?

Who was your favorite teacher?

In what city or town does your nearest sibling live?

Show answers on screen

[Previous](#) [Next](#) [Cancel](#) [Finish](#)

- 5.) The process will show Now Complete – Click **Finish**

This wizard walks you through the steps required to configure your account for our self service account features.

User Setup

The following is a summary of all changes that will be made. If any steps are not yet complete, please go back and provide the request details. Click on *Finish* to apply the new details.

Now Complete Answer Your Personal Questions


[< Previous](#) [Next >](#) [Cancel](#) [Finish](#)

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- 6.) User setup will be marked as Completed - Click **Close**

User Setup

Show detailed progress

 **Completed**

✓ Account now setup

[Close](#)

You will receive an email stating that your self service profile is complete.

Instructions to Unlock an Account –

If available, click on the “*Password Self Service*” desktop shortcut...or enter <https://dcpasswordss.co.door.wi.us> on the address line of a web browser session (i.e.: Internet Explorer).

- 1.) Select **Unlock My Account**



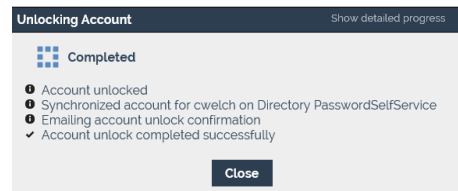
- 2.) Enter your **User Name** (with the '@co.door.wi.us') – Click **Next**

The screenshot shows the "Account Unlock" page. At the top left is the Nervepoint ACCESS MANAGER logo, and at the top right is "County of Door". The main heading is "Account Unlock" with the sub-heading "Unlock your Active Directory Account". Below this is a section titled "Enter Your User Name" with the instruction "To be able to unlock your account, your user account name is required. Please type it in below." There is a text input field containing "cwelch" and a small "x" icon to its right. At the bottom right are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

- 3.) You will be prompted to answer 2 of your **security questions** – Click **Next**

The screenshot shows the "Password Reset" page. At the top left is the Nervepoint ACCESS MANAGER logo, and at the top right is "County of Door". The main heading is "Password Reset" with the sub-heading "Reset the password on your Active Directory account". Below this is a section titled "Answer Your Personal Questions" with the instruction "You must now provide correct answers to all 2 of the following questions." There is a checkbox labeled "Show answers on screen" which is checked. Below are two questions: "In what city or town does your nearest sibling live?" with a text input field containing ".....", and "What was your first pets name?" with a text input field containing ".....". At the bottom right are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

- 4.) The screen will display that is has completed - Click **Close**

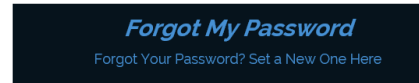


You will receive an email stating your account has been unlocked.

Instructions for Changing a Password –

If available, click on the “*Password Self Service*” desktop shortcut...or enter <https://dcpasswordss.co.door.wi.us> on the address line of a web browser session (i.e.: Internet Explorer).

- 1.) Select **Forgot My Password**



- 2.) Enter your **User Name** (with the '@co.door.wi.us') – Click **Next**

The screenshot shows the "Password Reset" interface. At the top left is the "Nervpoint ACCESS MANAGER" logo. At the top right is "County of Door" with a dropdown arrow. The main heading is "Password Reset" with the subtext "Reset the password on your Active Directory account". Below this is a section titled "Enter Your User Name" with the instruction "To be able to reset your password, your user account name is required. Please type it in below." There is a text input field containing "jkuntz@co.door.wi.us" and a small "x" icon to its right. At the bottom right are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

- 3.) You will be prompted to answer 2 of your **security questions** – Click **Next**

The screenshot shows the "Password Reset" interface. At the top left is the "Nervpoint ACCESS MANAGER" logo. At the top right is "County of Door" with a dropdown arrow. The main heading is "Password Reset" with the subtext "Reset the password on your Active Directory account". Below this is a section titled "Answer Your Personal Questions" with the instruction "You must now provide correct answers to all 2 of the following questions." There is a checkbox labeled "Show answers on screen" which is checked. Below are two questions, each with a radio button and a text input field: "In what city or town does your nearest sibling live?" with a field containing "*****" and "What was your first pets name?" with a field containing "*****". At the bottom right are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

4.) Enter your new password, following the network password minimum requirements; then confirm the password – Click **Finish**

The screenshot shows the Nervepoint Access Manager Password Reset page. At the top, the Nervepoint logo and 'ACCESS MANAGER' are on the left, and 'County of Door' is on the right. The main heading is 'Password Reset' with the subtext 'Reset the password on your Active Directory account'. Below this is a section titled 'Your New Password' with the instruction 'Please choose your new password. It must match'. There are two input fields: 'New Password' and 'Confirm New Password:'. To the right of the input fields are 'Password Rules' which specify: Minimum length: 8, Maximum length: 127, Dictionary words are allowed, May not contain your username, and You may not use any of your 10 previous passwords. Below these rules, it states 'And must comply with at least 3 of the following rules -' followed by a list: Digits required: 1, Minimum lower case: 1, Minimum upper case: 1, and Symbols required: 1. At the bottom right, there are four buttons: '< Previous', 'Next >', 'Cancel', and 'Finish'.

5.) The screen will display that it has completed - Click **Close**

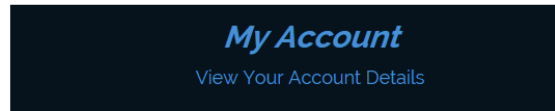
The screenshot shows a 'Resetting Password' completion message. At the top, it says 'Resetting Password' and 'Show detailed progress'. Below this is a 'Completed' status with a blue grid icon. The message contains three items: a primary password for ppan on Directory PasswordSelfService reset, new credentials applied for ppan on Directory PasswordSelfService, and a warning that no email address is configured for the account, so no confirmation will be sent. A checkmark indicates that the password reset was completed successfully. A 'Close' button is located at the bottom right.

You will receive an email stating your password has been changed.

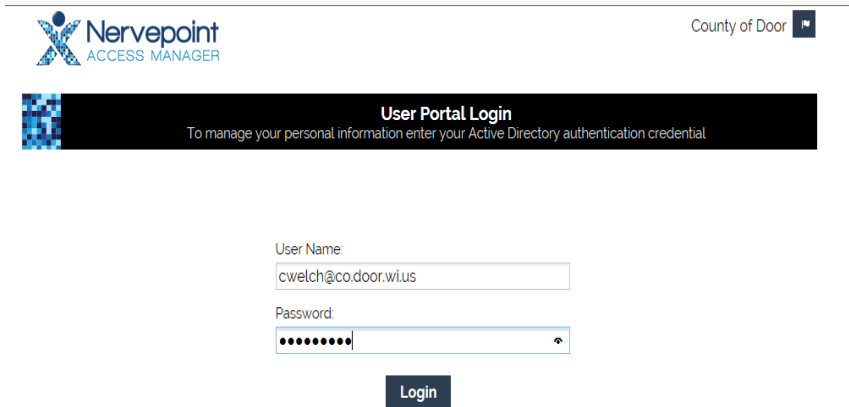
Instructions to Update Your Questions/Answers –

If available, click on the “*Password Self Service*” desktop shortcut...or enter <https://dcpasswordss.co.door.wi.us> on the address line of a web browser session (i.e.: Internet Explorer).

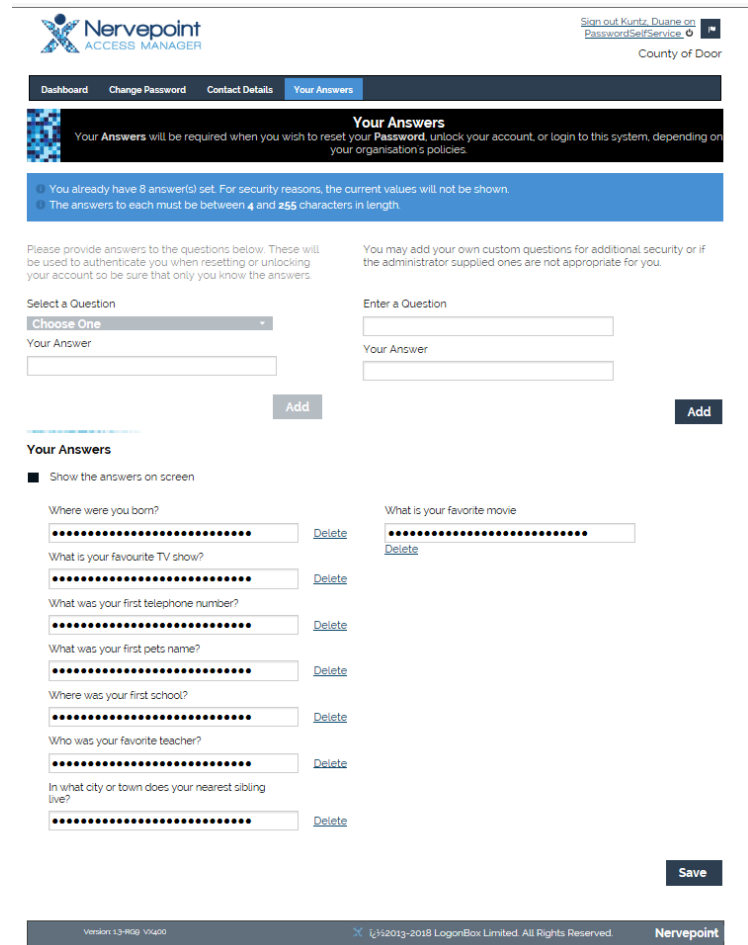
- 1.) Select **My Account**



- 2.) Enter your **network user name** followed by ‘@co.door.wi.us’ and then your **network password**.



- 3.) From the Dashboard page, click on the “**Your Answers**” tab. You can delete any of the current question(s) & answer(s) or update the answer(s). A minimum of 5 questions & answers must be maintained. – Click **Save**



- 4.) Once the save process has been completed, click on the “**Sign out...**” link in the upper right corner.