Resetting a Student's Active Directory Password using ActiveRoles Server (ARS) Website

As of July, 23 2015 Active Roles now supports all major desktop browsers. You should be able to access this site from Internet Explorer, Safari, Google Chrome and Firefox.

- 1) Open your web browser.
- 2) Enter https://ars.knoxschools.org into the address bar.



3) When asked to login, use your employee ID and password.



4) Active Roles will open to the default home page.



5) Use the **Quick Search** field to search for a student by First Name, Last Name, or Student ID (including the preceeding S).



6) Active Roles will search Active Directory for a matching student account. If more than one match your search results, they will be displayed for you to select from.

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		Quick	Search - Quest One Act	iveRoles Web Interfac	ce	+
Active	Roles		1	John Doe (J0000	12345) · Logout 🔅	6 Knox County Schoo
Jane Doe		2		Home	Directory Management	Approval Settings Help
Dr	elete	Deprovision	Move Add	to groups		
* □	Name	Office Locatio	оп Туре		Description	In Folder
0 2	Jane Doe	ABC3	user			knoxschools.ad/Stude
. 🤉	Jane Doe 2	DEF4	user			knoxschools.ad/Stude
0 🖸	Jane Doe 3	HIJ5	user			knoxschools.ad/Stude

- 7) Click on the student account that matches who you are looking for.
 - a) Hint: You should see the building short-code displayed in the Office Locations field of the search results to help you select the correct student if multiple matches are found.

8) Verify that the "Description" field and "Office" field match the grade and school building for the student requesting a password reset.

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		Jane Doe 2 - General Properties	- Quest One ActiveRoles Web Interface	
ActiveRoles			🛓 John Doe (J000012345) - Logout 🛛 🎄	Knox County Scho
Quick Search			Home Directory Management	Approval Settings He
Reset Password Member Of		Jane Doe 2 -> Gene Active Directory / knoss	chools.ad / Students / Limited	
General Properties		General		
Managed Resources Terminal Services Properties		Address	First name: Jane	
Dial-in Properties		Account	Last name:	
How Do I	TREE	Telephones	Initials:	
view or monity general properties, such as display name, telephone number and e-mail, of the user account you have selected.		Organization	Display name:	3
		Profile	Description:	
		Managed by	07	- Grade
	MENU	Picture	DEF4	- School Cod
		Published Certificates	Telephone number:	
		Object	Other telephone numbers:	
			E-Mail:	
			Web page:	
			Other web pagers	
			Other web pages:	
			Save Exit	

9) Click on the **menu** tab in the middle of the screen to show the **Reset Password** option.

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		Jane Doe 2 - General Properties	- Quest One ActiveRoles W	leb Interface	4
ActiveRoles			د ۱	ohn Doe (J000012345) · <u>Logo</u> u	🛃 🔅 I 🥥 Knox County Schoo
Quick Search				Home Directory Mana	agement Approval Settings Help
Reset Password Member Of		Jane Doe 2 -> Gener Active Directory / knows	al Properties chools.ad / Students / Lin	¢ nited	
General Properties		General	First name:		
Terminal Services Properties		Address	Jane		
Dial-in Properties		Account	Last name:		
When Do I	Telephones Organization Profile Managed by Picture Published Certificate Object Menu Tab	Telephones	Initials:		
as display name, telephone number and e-mail, of the user account you have selected.		Organization	Display name:		
		Profile	Description:		
		Managed by	07		
		Picture	Office: DEF4		
		Published Certificates	Telephone number:		
		Object	Other telephone numb	vers:	
		nu Tab	E-Mail:		
			Web page:		

10) Click on **Reset Password** link in the upper left-hand portion of the screen.

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	Jane Doe 2 - General Pro	operties - Quest One ActiveRoles We	b Interface				+
ActiveRoles		lot 🙎	hn Doe (J0000	12345) · <u>Logout</u> 🛛 🌞	1 @ K	nox County	School
Quick Search			Home	Directory Management	Approva	I Settings	Help
Reset Password Reset	Jane Doe 2 -> Active Directory	General Properties / knoxschools.ad / Students / Limit	ŧ				
General Properties	General						
General Properties Managed Resources	General	First name:					
General Properties Managed Resources Terminal Services Properties	General	First name: Jane					
General Properties Managed Resources Terminal Services Properties Dial-in Properties	General Address	First name: Jane Last name:					

11) Enter the student's new password in the **Password** and **Confirm Password** boxes, then click **Finish**.

The password should meet the following requirements:

- a) Must be at least 6 characters and no longer than 16.
- b) Cannot contain part of their ID number or name
- c) Students with Knox County provided e-mail must meet the staff password complexity requirement below
 - i) Lowercase letter (a-z)
 - ii) Uppercase letter (A-Z)
 - iii) At least one number (0-9)

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		Jane Doe 2 - Reset Password	- Quest One ActiveRoles Web Interface	
ActiveRoles			💄 John Doe (J000012345) - Logout 🛛 🔅 🛛 🥑 Knox County S	Scho
Quick Search			Home Directory Management Approval Settings	Hel
Reset Password		Jane Doe 2 -> Res	et Password ÷	
Member Of		Active Directory / kno	xschools.ad / Students / Limited	
Seneral Properties		Steps to complete:		
Managed Resources		General	Password:	
Terminal Services Properties				
Dial-in Properties		Type New	Confirm password:	
	=	Password		
How Do I	RE		Generate Clear Spell out	
Type in or generate a new password.			Account options:	
			User must change password at next logon	
			User cannot change password	
			Password never expires	
			Account is locked out	
		Finish Button		
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			To complete, click Finish.	
			Finish Evit	

12) If successful, you will be redirected back to the general properties page with the password change status at the top.



- 13) If you need to complete additional password changes, you can return to step 5 and use quick search field to search for additional students.
- 14) Once complete, please remember to logout.