

Name	<b>Account Self-Service: First-time Login and Enrollment</b>		
Document ID	QRG-UAS-VOL-01		
Type	Volunteer		
Version #	3.0		
Date Approved	03/26/2015	Approved By	Mariana Catz
Date Revised	5/13/2015	Date Effective	4/21/2015
Accountable	Marisa Gelfusa		

## 1. PURPOSE

To ensure that volunteers can create and maintain their own Active Directory (AD) accounts, which enables them to access the Learning Centre.

## 2. APPLICATION

These instructions explain how to create an Active Directory account using the Account Self-Service website.

## 3. DEFINITIONS

**Active Directory:** A database used for storing the names, email addresses and contact information of people using an internal digital information network.

**Strong Password:** A password that contains at least 8 characters with a minimum of one digit, one capital letter and one symbol; that does not contain names of family members, pets, birthdays, anniversaries or hobbies; that does not contain all or part of your username, actual last or given names, or a commonly known nickname; does not contain a series of consecutive numbers (e.g. 12345678).

**Username:** Usernames are provided by OTF and created with the first initial of your first name combined with all or part of your last name.

**Verification Code:** An 8-digit number sent by email which is used to confirm the identity of the person attempting to reset a password or change a setting in an Active Directory account.

## 4. INSTRUCTIONS

- 4.1. Open an internet browser and go to: <http://access.otf.ca>.  
We recommend (in the following sequence): Google Chrome, Firefox and Internet Explorer.
- 4.2. Click on the “Domain User Login” tab
- 4.3. Enter the username and temporary password provided via email.
- 4.4. Click ‘Login’
- 4.5. Enter a new strong password that is a minimum of 8 characters and a mix of uppercase and lower case letters (A, b, c, ...), numbers (1, 2, 3, ...), and symbols (#, \$, ?, ...).
- 4.6. Click ‘OK’
- 4.7. On the following screen, click “Click here to continue”
- 4.8. Update your e-mail address if it is incorrect. This email address is only used to send you the verification code should you forget your password or need to unlock your account.
- 4.9. You can change your password at any time following the steps found on the “Change Password” tab.
- 4.10. The “Enrollment” tab allows you to decide how you want to be able to unlock your account and reset your password. There are 2 ways that you can do this. The first method is through the use of **Security Questions**. Choose from the list of pre-set questions and enter your answer twice for each question. The answers need to be at least 5 characters long. You are required to set up three security questions.

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4.11. The second method is through a **Verification code**. For this method, you only need to provide your email address. The primary e-mail address is the one you provided in step #4.8 (under “My Info”). If you wish to list additional email addresses, add them here. This will give you the option to select which email address will receive the verification code by email, when you have forgotten your password or wanting to unlock your account.

4.12. After having completed steps 4.1 to 4.11, you are done setting up your account.

## 5. REFERENCES

First-Time Account Setup Self-Service Instructional Screencast

## 6. KEY WORDS

volunteer login; password reset; forgotten passwords; forgot password; locked account; locked out; unlock account; resetting password; logging in