

Name	Account Self-Service: Resetting Your Password		
Document ID	QRG-UAS-VOL-02		
Type	Corporate		
Version #	1.0		
Date Approved	03/26/2015	Approved By	Mariana Catz
Date Revised	N/A	Date Effective	4/21/2015
Accountable	Marisa Gelfusa		

1. PURPOSE

To ensure that Volunteers can reset their own Active Directory (AD) account password.

2. APPLICATION

These instructions explain how to reset an Active Directory account password using the Account Self-Service website (<http://access.otf.ca>). There are two methods available: with a verification code or with a security question.

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.

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4. INSTRUCTIONS FOR RESETTING YOUR PASSWORD:

Verification Code method (8 digit number emailed to you to reset your password)

- 4.1. Go to <http://access.otf.ca> and click on the “Forgot your password” link.
- 4.2. Provide your username and click “Continue”.
- 4.3. Select “Send verification code” option, and if you supplied additional email addresses, select the address to receive the email containing your verification code (unique 8 digit number).
- 4.4. Retrieve the verification code (8 digit number) from your email, and enter it into the textbox. Click “Continue”.
- 4.5. Choose a new password that meets the requirements listed on screen. Enter the new password twice, once in each textbox, and click “Reset Password”.
- 4.6. Your password has been successfully changed. If your password does not meet the requirements, the system will prompt you to use a different one.

Security Questions method (Question you answered during your account setup)

- 4.7. Go to <http://access.otf.ca> and click on the “Forgot your password” link.
- 4.8. Provide your username and click “Continue”.
- 4.9. Choose the “Use my security answer” option and click “Continue”.
- 4.10. Answer the security question and click “Continue”.

NOTE: The security question will be randomly selected from the 3 you had answered during the initial setup.

- 4.11. Choose a new password that meets the requirements listed on screen. Enter the new password twice, once in each textbox, and click “Reset Password”.
- 4.12. Your password has been successfully changed. If your password does not meet the requirements, the system will prompt you to use a different one.

If you encounter issues with the above instructions, contact volunteersupport@otf.ca.

5. REFERENCES

Password Reset Self-Service Instructional Screencast

6. KEY WORDS

volunteer login; password reset; forgotten passwords; forgot password; resetting password; verification code, security question.