

Name	Account Self-Service: Unlocking Your Account		
Document ID	QRG-UAS-VOL-03		
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 unlock their own Active Directory (AD) account.

2. APPLICATION

These instructions explain how to unlock an Active Directory account using the Account Self-Service website (<http://access.ofc.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.

Locked Out: An account will be deemed “locked out” when there were 5 unsuccessful attempts to login using its username and password. If a lock out occurs, the account owner must follow the “unlocking an account” instructions to regain access to it.

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).

Unlocking an account: Also see “locked out”. The act of gaining access to an account using the steps provided in the self-service application.

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 UNLOCKING YOUR ACCOUNT:

Verification Code method (8 digit number emailed to you)

- 4.1. Go to <http://access.otf.ca> and click on the “Account locked down?” 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 your verification code (8 digit number) from your email, and enter it into the textbox and click “Continue”.
- 4.5. Click on “Unlock Account”.
- 4.6. Account is successfully unlocked. Click on “Back to Home” to return to the self-serve application screen or exit/close the site.

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

- 4.7. Go to <http://access.otf.ca> and click on the “Account locked down?” 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”.
- 4.11. Click on “Unlock Account”.
- 4.12. Your account is successfully unlocked. Click on “Back to Home” to return to the self-serve application screen or exit/close the site.

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

5. REFERENCES

Unlocking Your Account Self-Service Instructional Screencast

6. KEY WORDS

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