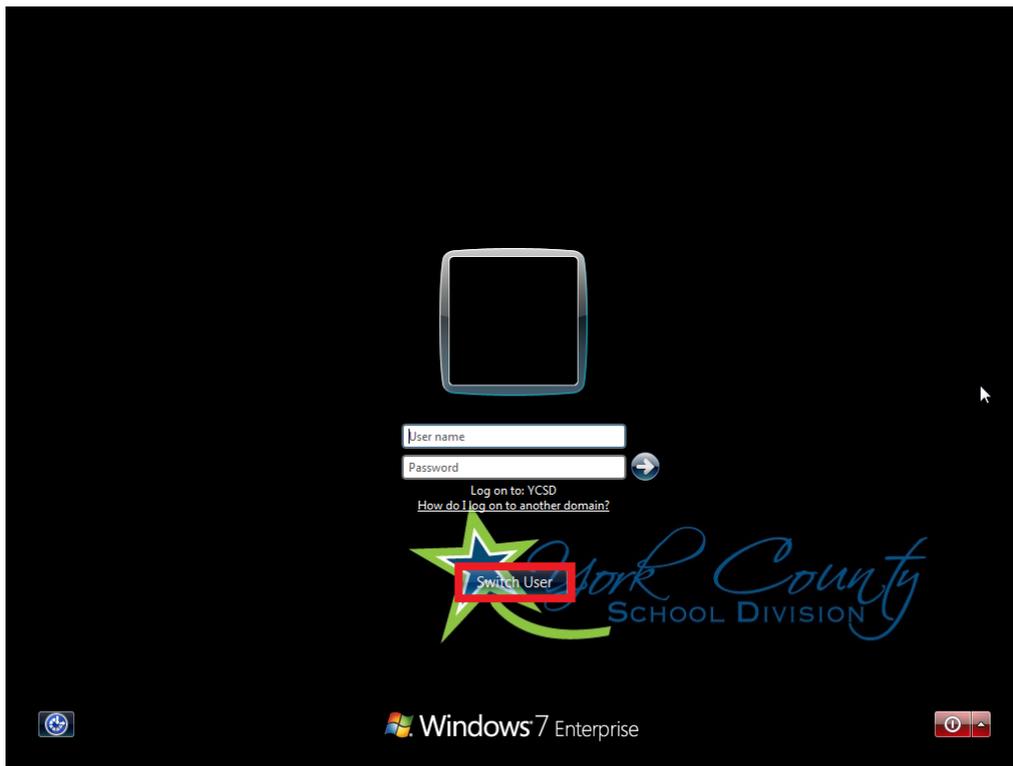


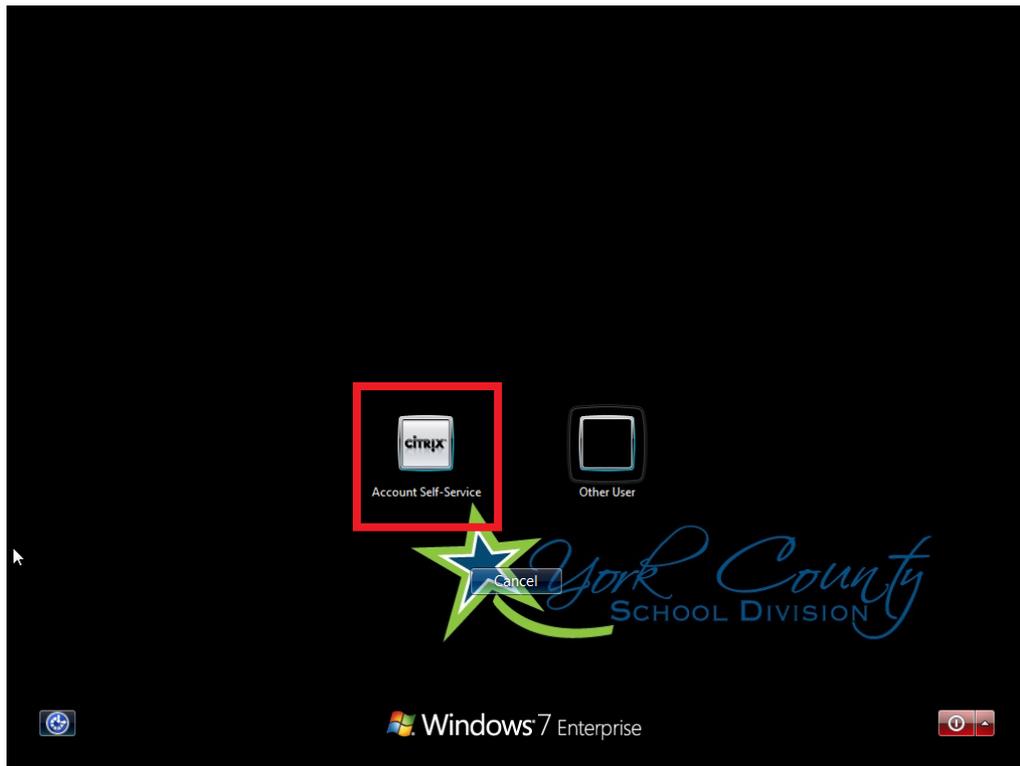
## Citrix Single Sign-On Self-Service Password Reset

Citrix Single Sign-On (SSO) Self-Service tools enable you to take control when you forget your password. Using the three security questions you established when you registered with Single Sign-On, you can reset your forgotten password at anytime from anywhere. You can quickly and easily do this for yourself, without waiting for the YCSD Help Desk for password issues.

To reset your password, you will need to be at the Windows login screen as pictured below.



Instead of entering your User name and password, you will click **Switch User** below the login fields. This will bring you to the *Select Users* screen shown below.



On this screen you should see the option for *Citrix Account Self-Service*. To get started with the password reset, click [Account Self Service](#). The following screen will appear:



On this screen, you will be prompted to confirm you really want to start the password reset process. Click the link that says [Click here to reset your password or unlock your account](#). The Citrix Self-Service Wizard will appear.



From this screen you can select the button in order to reset your password. At this time, YCSD does not lock accounts. Select the radio button next to [Reset my password](#) and click [Next >](#).

## Self-Service Password Reset Instructions



Citrix Single Sign-On

**Welcome to the Account Self-Service Wizard**

This wizard helps you regain access to your account if your account is locked or if you forgot your password.

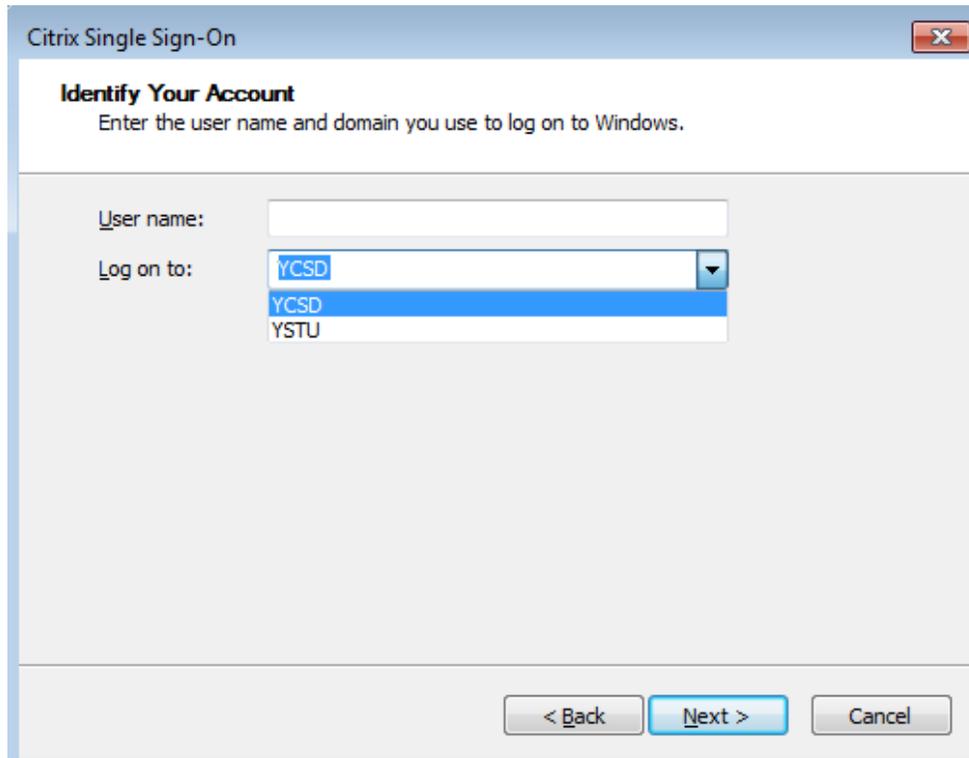
What would you like to do?

- U**nlock my account  
Select this option if you got a message that said your account is locked.
- R**eset my password  
Select this option if you can't remember your Windows password.

To continue, click Next.

< Back   Next >   Cancel

Clicking **Next >** on the Self-Service Wizard page with **Reset my password** will bring you to the following screen:



Citrix Single Sign-On

**Identify Your Account**  
Enter the user name and domain you use to log on to Windows.

User name:

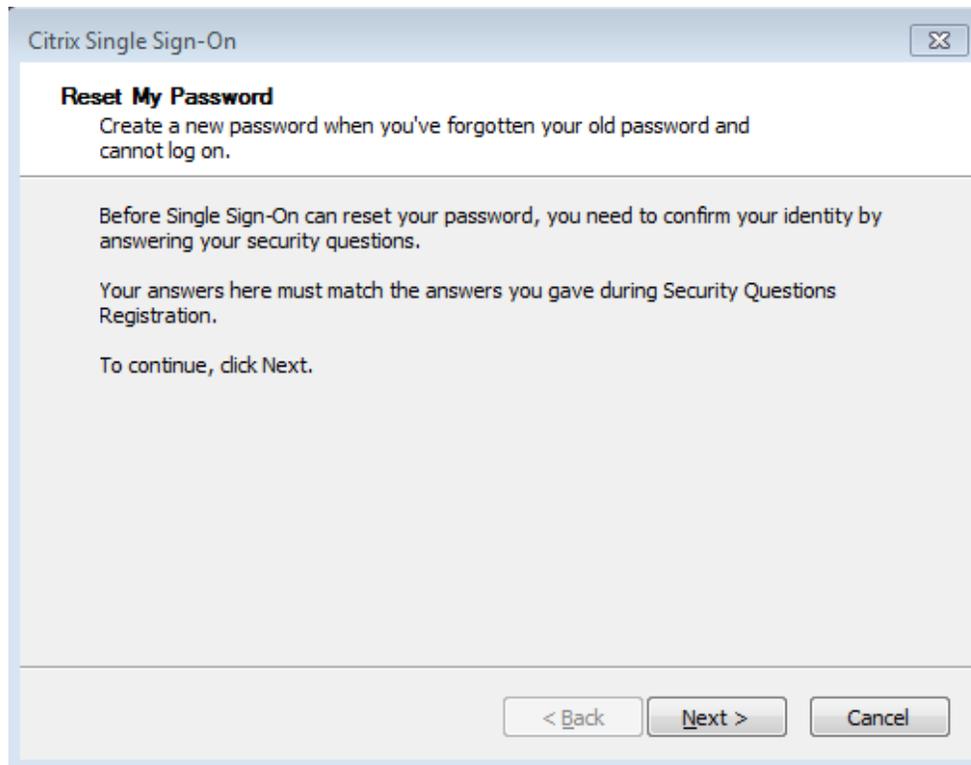
Log on to:    
YCS D  
YSTU

< Back   Next >   Cancel

On this screen you are prompted for your User name and the domain you log on to. There are two choices for the domain:

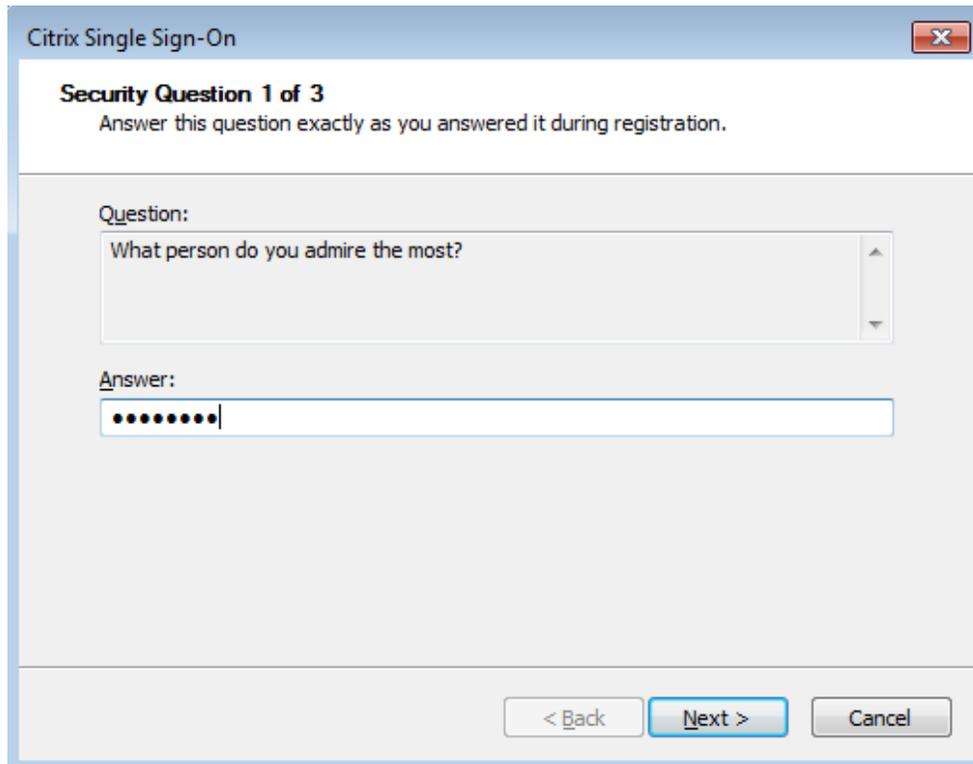
- YCSD Teacher and Staff accounts
- YSTU Student accounts

Enter your User name, select your domain and click **Next >**. The following screen will appear:

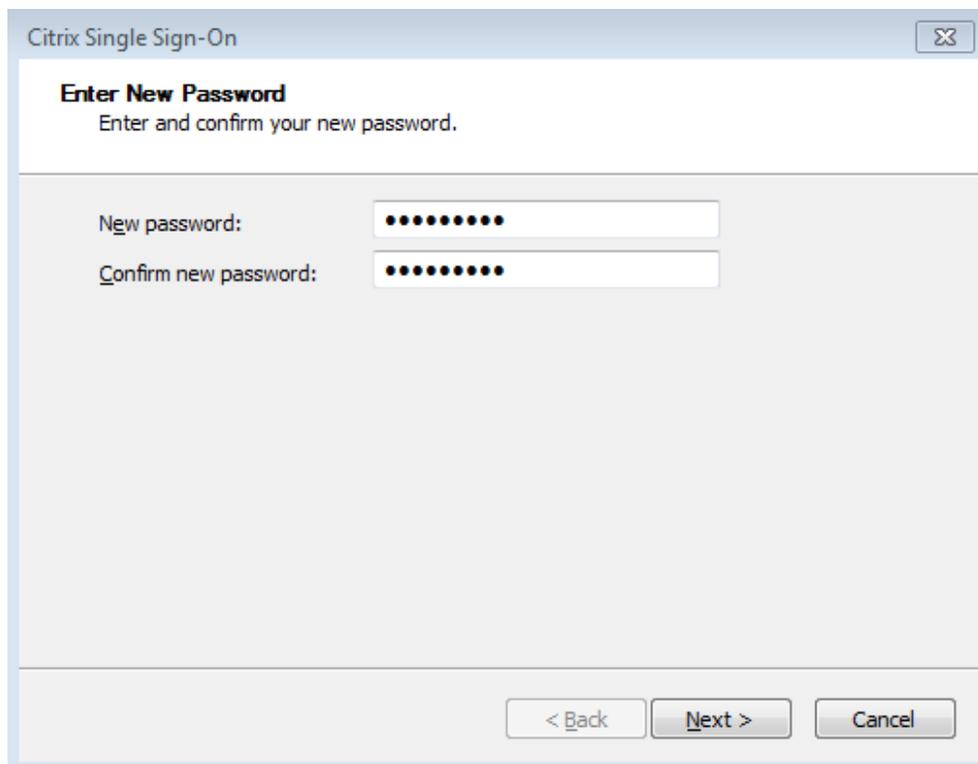


*Note: if you do not see the screen above but instead see an error message, see the Special Note at the bottom of these instructions.*

Click **Next >**. The following screen will appear:



The Wizard will prompt you with the three questions you created during the initial registration. Yes, you must answer all three questions. Follow the prompts, and answer the three security questions. Click **Next >** after each question. After all questions have been answered correctly, the following screen will appear:



On this screen you are prompted to create a new password. Enter the new password and retype it to confirm. The password must meet the following requirements for password complexity:

Teachers	Minimum of 6 characters
Staff	Must include at least three of the four character types:
Secondary students	Upper case letters
	Lower case letters
	Numerals
	Special characters: !@~`#\$%^&*()_+ -{ []\:";'<>?,./
	Cannot reuse same password until password has been changed 24 times.
Elementary students	Minimum of 6 characters
	Any choice of the four character types:
	Upper case letters
	Lower case letters
	Numerals
	Special characters: !@~`#\$%^&*()_+ -{ []\:";'<>?,./
	Cannot reuse same password until password has been changed 24 times.

After confirming the password, click **Next >**. The following screen will appear:

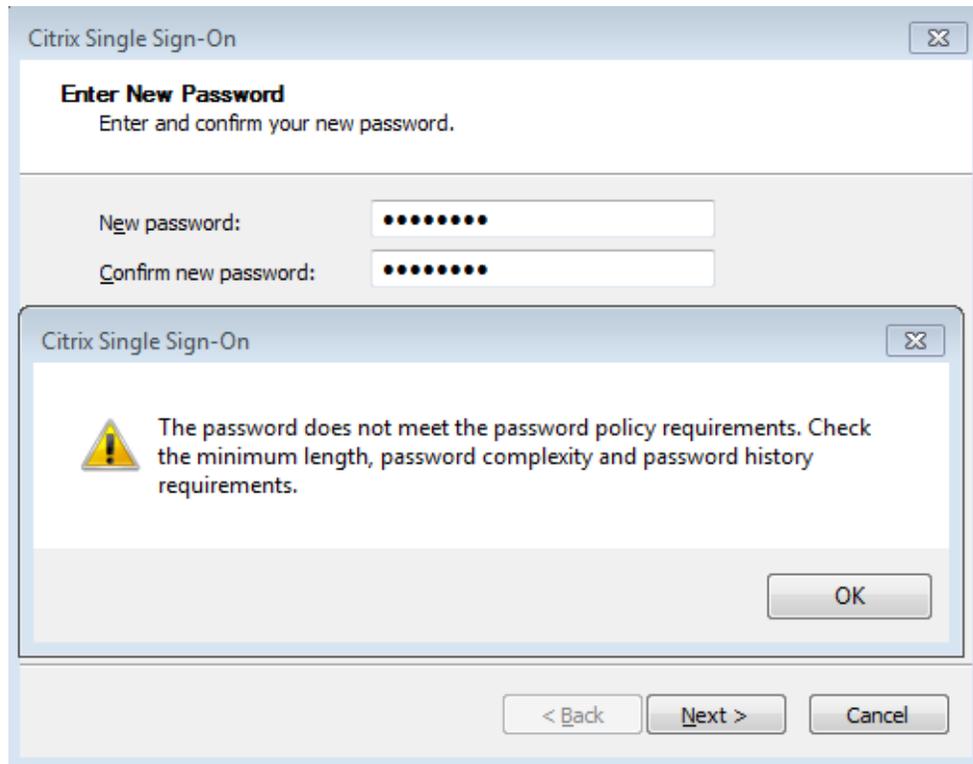


This screen confirms that your password was changed successfully. Click **Finish**.

You should return to the normal Windows logon screen. You may now attempt to log into your account with the new password.

## SPECIAL NOTE - Security Feature

After submitting your User name and domain you may see an error message like the one below. The message most likely indicates that your password has been reset recently (within the past 3 days) and is not eligible to be reset again. This is a security feature. When a password is reset multiple times in a short period of time, it can be an indication that someone is attempting to hack the account. Perhaps you did not forget your password. Perhaps someone has learned your answers to the three questions and changed your password to something only they now know. As an additional security measure, in such a case, you will have to contact the YCSD Help Desk on the next business day.



The image shows a screenshot of a Citrix Single Sign-On dialog box. The main window is titled "Citrix Single Sign-On" and contains the following elements:

- Enter New Password**: A section header with the instruction "Enter and confirm your new password."
- New password:** A text input field containing eight black dots.
- Confirm new password:** A text input field containing eight black dots.
- Error Message:** A smaller dialog box is overlaid on top, also titled "Citrix Single Sign-On". It features a yellow warning triangle icon and the text: "The password does not meet the password policy requirements. Check the minimum length, password complexity and password history requirements." Below this message is an "OK" button.
- Navigation:** At the bottom of the main dialog, there are three buttons: "< Back", "Next >", and "Cancel".

If you have any questions regarding any of these tasks, please call the YCSD Help Desk at x0311.