

# Account User Guide

## Managing Your Active Directory Account

### Change My Password

Listed are 3 methods to change your state Active Directory account password.

The first two methods are preferred.

\*The third method of sending the email link should never be used, with the exception of only being used when you have forgotten your password or the account is new.

*If your password has not yet expired:*

- Visit <https://sso.arkansas.gov> (current tool used to manage state **Active Directory** accounts)
  - enter 'Username' and 'Password'.
- Under "Home" click "Change My Password" and enter a new password.

*If your password has expired, yet you still remember the old password:*

- Visit <https://sso.arkansas.gov> (current tool used to manage state **Active Directory** accounts)
  - enter 'Username' and 'Password'.
- You will be prompted to enter a new password at this time.

**\*This method is not recommended. Use one of the two methods above if possible.**

**\*Only use this method if you have forgotten your password, or the account is new.**

**\*Note – failure to follow these steps may result in error messages such as "This link has already been used" and "This link is expired" and various other messages.**

*If you have forgotten your password (or are a brand new user) follow these steps:*

1. For best success, we recommend that you **close ALL browsers and web applications**
2. Visit <https://sso.arkansas.gov> (current tool used to manage state **Active Directory** accounts)
3. Do not enter a user name and password – instead click "Forgot Your Password" (not username)
4. Enter your user name and then select "Click here to send Password Reset Link by email" (There is not a need to answer security questions, if you have any)
5. **THIS STEP IS IMPORTANT – close all browser windows and web applications**
6. After insuring that all browser windows are closed, open email and click the link to allow SSO (the tool used to manage your Active Directory account) to be opened by the browser in the proper manner
  - **NOTE: often your email settings will "group" similar messages, so be sure that you are clicking the link contained in the most recent email**
7. After you enter your login ID you will be able to enter a new password (make sure to follow the listed criteria, **no part of your name (first, last, or ID), etc**)

### **TIP:**

While it does not matter to Active Directory if part of your name is included in your password, several applications do take issue. When entering a new password, be sure not to include 3 characters in a row from your First Name, Last Name, or ID.

The following examples would cause issue:

Example User: Robbin Townson (1202rtownson)

Example Bad Passwords:

- TheHobbit27 – "obb" are 3 characters in a row found in both the password and the First Name
- Ownership27 – "own" are 3 characters in a row found in both the password and the Last Name
- MyVision2020 – "202" are 3 characters in a row found in both the password and the ID