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Visiting the link <https://password.passhe.edu> will take you to the screen titled “Welcome to the Active Directory Account Self-Service Portal!”

## Configure the Self-Service Tool

The first thing you must do is configure the self-service tool by clicking the link called *Configure the Self-Service Tool*.

WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

Enter the user name and password described in the letter you received from Dr. Charles Curry. Click on the Log On button.

User name:  PASSHE Active Directory Account

Password:

## Self-Service Portal

**Fill in all information on this screen. This will assist you in the future if you should need to change or reset your password. Please keep in mind your answers are case sensitive.**

### **Please complete the information requested:**

Please enter a 4 digit PIN number:

 e.g. last 4 numbers of your social security number or student number

Select a question to be asked when using the tool:

Enter the answer to the selected question

 30 character max

### **Additionally, please define a unique question and answer:**

Your unique question to be asked:

 60 character max

Provide the answer to your unique question:

 30 character max

Undo Changes

Submit

**After you have completed this form, you will receive a submission page, similar to this screen shot:**

## **SUBMISSION CONFIRMATION**

Thank you for submitting your personal information.

Your responses have been written to the database for use with the account self-service application and for verifying your identity when calling the help desk.

If you wish to use the self-service application, please click [here](#).

To return to the home page click [here](#).



**Next, you are required to change the password, please click on the link to return to the home page.**

## Change your Password

Before changing your password, it is required you follow the steps called “Configure the Self-Service Tool.”

If you have already completed that step, continue by clicking on the link called *Change Your Password*.

WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

Enter the user name and password described in the letter you received from Dr. Charles Curry. Click on the Log On button.

User name:  PASSHE Active Directory Account

Password:

Log On

## Password Change Requirements

**Enter your new password below and click the Change Password button**

### Password Change Requirements:

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords
3. Must have 3 of the 4 characteristics below:
  - Lowercase character(s)
  - Uppercase character(s)
  - Numeric character(s)
  - Special character(s), such as % \$ #

Choose your new password:

Confirm your new password:

Clear

Change Password

## Self-Service Portal

### Logging into the Employee Self-Service Web Portal

Once you have configured the self-service tool and changed your password, you are ready to log into the ESS web portal. This can be found at: <https://portal.passhe.edu/irj/portal>

#### Welcome to the Portal

User ID or Email \*

Password \*

Lagon Problems?  
[Account Self-Service Portal](#)

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Log in using your user name and NEW password. Once you log in, click on the words “Employee Self-Service” located near the top of the screen. This is where you will find all your information.



## Using the Self-Service Tool

Before using this feature, it is required you follow the steps called “Configure the Self-Service Tool.”

If you have already completed that step, continue by clicking on the link called *Use the Self-Service Tool*.

WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

Enter the user name and PIN number. Click on the Submit button.

### HAVING PROBLEMS WITH YOUR ACCOUNT?

Using this system, you may perform the following tasks:

- If you have forgotten your password, you can have it reset.
- If your account is currently locked out, you may unlock it.

To get started with the service, answer the following questions:

What is your user name?

What is your PIN?

Submit

Tip! PIN Number is the last 4 digits of your SSN or your student ID number.

## Self-Service Portal

**Select what you need to have done. You will need to supply answers to the questions you developed in the “Configure Self-Service” screen.**

**What action would you like performed on your account?**

- Reset my password
- Do not reset my password -- only remove the account lockout condition
- Validate my responses only -- No action performed

**Please provide answers to the following questions:**

**What is/was your mother's maiden name?**

**my dog's name is?**

Clear Form

Submit

**Your answers have been validated. You may now reset your password by entering a new one below.**

**Enter a new password:**

**Confirm your new password:**

Reset Password

**Password Change Requirements:**

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords
3. Must have 3 of the 4 characteristics below:
  - Lowercase character(s)
  - Uppercase character(s)
  - Numeric character(s)
  - Special character(s), such as % \$ #

**Success!**

Your password has been reset.

This action may take up to 15 minutes to take affect.