

# How to update company database with your info

Using AD Self-Service Plus, you can update your latest contact information.

1. To access this service, log onto the AD Self-Service Plus application with your domain credentials.
2. After you've logged in successfully click on the 'My Info' tab.

The screenshot shows the 'Employee Information' form with the following fields:

- General Information:** Title, First name \*, Initials, Last name \*, E-mail \*, Employee Id \*
- Contact Information:** Telephone number \*, Mobile
- Address:** Company \* (dropdown), Department \*, Manager (with [Edit] link), Street, City, State/province, Zip/Postal Code

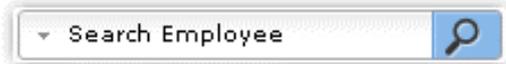
3. Fill in the following fields:
  - Name
  - Email Address
  - Employee ID
  - Telephone Number
  - Company
  - Department
4. Click on 'Save' to update your personal information.

**Note:** The fields that are marked with the '\*' symbol are mandatory fields and cannot be left unanswered.

# How to Perform People Search (Employee Search)

The 'Employee Search' option is available on the logon page of the AD Self-Service application.

**You can find an employee's contact information by entering their name in the search field:**



- Enter the name of the person whose contact information you are looking for.
- Click on the 'Search'  button.

This search operation provides you with the various information of the employee (in case of more than one employee possessing the same name, the search operation will include their information as well).

## Refining Your Search with the Help of Search Criteria/Operators:

The left corner of the search box has a downward pointing arrow, clicking which expands a list of search criteria.

**Following are a few examples to teach you the use of the search criteria:**

### Option 1: Search by Telephone Number

You have a telephone number and want to know who its owner is. In such a case,

- Click on the "downward pointing arrow" of the search box.
- A list is produced. By default "All fields" option would have been selected.
- Now, select "Telephone Number" option under "Users" or "Contacts, whichever is applicable.
- Enter the telephone number into the search box.
- Click on the 'Search'  button

### Option 2: List down every name in a particular department.

- Click on the "downward pointing arrow" of the search box.
- Select "Department" field in the list.
- Enter the department name in the search box.
- Click on the 'Search'  button. All the names of this department would be listed down.

### Option 3: When you are unsure of the spelling of the name

If you had noticed, at the bottom of the dropdown list of the search box, there would be 4 options: 'Contains', 'Starts With', 'Ends With', and 'Equals'. By default 'Contains' option would be selected.

For example, let us find all names ending with "ley".

- Select either 'All Fields' or 'Full Name' from the list.
- Select 'Ends With' option at the bottom of the list.

- Enter “ley” into the search box and click on 

Every name ending with “ley” would be listed. (Eg: Barkley, Harley, Shirley).

**NOTE: You can use these operators for telephone numbers, departments, and other search criteria as well.**

## FAQs

### **What is Enrollment? How does AD Self-Service Plus work? How can it identify me when I have lost my password?**

In the world of computers you are identified by your username and password. Now, when you log into AD Self-Service to reset your Windows password or unlock your locked account, first it has to identify you - make sure it is indeed “YOU” trying to reset “YOUR” password or unlock account!

### **Is Enrollment A One-Time Process?**

Yes. AD Self-Service Plus will always remember you!

### **Is Enrollment That Important? Can't I use AD Self-Service Plus just like that!**

No.

### **Do I Need To Register For All The Services?**

No! Only password self-service requires you to register. Other services - People Search and Self-service Directory Update - do not require you to enroll.

### **What if I want to change my Enrollment Data?**

You can. Log into AD Self-Service Plus and edit your enrollment data. For example, your security question is “What is your favorite movie?” to which you had answered “Cast Away” but now you decided to go with “Transformer” (just an example) you can log in and edit the “Security Answer”.

### **When Should I Reset My Password?**

Whenever you have forgotten it.

You would not be able to login to your computer when you forget your password. Under these circumstances, click on the ‘Forgot Your Password’ button and reset your password.

### **When Will My Account locked out?**

This happens when you have too many invalid login attempts.

### **What Should I Do When Account Gets Locked Down?**

Unlock your account by clicking on ‘Unlock Your Account button’ (available on the logon page of AD Self-Service Plus or your computer’s logon screen.

### **What’s is the Self-Service Directory Updates (My Info) Feature?**

The important aspect of this feature is - immediate update of your information. This is usually a change in location, your work phone number, etc.

**Who do I call if I am having problem with AD Self-Service?**

Please call the MHIS Helpdesk at 757-9411



