King’s College London
IT Services

Self-service password management
user guide

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Contents
How to register for online services and self-service password management ....................... 2
How to reset your password ..................................................................................................... 5
How to unlock your AD account............................................................................................. 8
Troubleshooting common issues............................................................................................... 9
  How can I change my password if I know my current password but I’ve forgotten the answers to my security questions? .......................................................... 9
  How can I change my password if I’ve forgotten both my password AND the answers to my security questions? .................................................................................. 9
Password Registration: I can’t log in and/or I get an “Error 401 – Unauthorised” ............. 9
Password Reset: “Access Denied” (Error 3001) ................................................................... 9
Password Reset: “Answers don’t match” (Error 3005) ...................................................... 10
How to register for online services and self-service password management

- Visit [http://kclpword.kcl.ac.uk](http://kclpword.kcl.ac.uk)

- Click the link titled “Register for online services and self-service password management”. You will see a pop-up login dialog box prompting you for a username and password.

- Enter your username in the format KingsUsername@kcl.ac.uk. For example, if your King’s username is k1234567, then log in with the username k1234567@kcl.ac.uk or KCLAD\k1234567.

- You will arrive at the main registration screen. If you agree to be bound by the University’s Library Services and Information Technology Regulations, click the ‘Next’ button.

- At the password registration screen, enter your current King’s password and click the ‘Next’ button.
• Enter a memorable date in the format ddmmyy. This will be your first security question for self-service password reset. Then click the ‘Next’ button.

• Set up answers to at least two more security questions. Answers are not case sensitive but must be at least four characters long. Then click the ‘Next’ button.
That’s it! You can now reset your password at any time by simply providing answers to your security questions.
Tip: You can change your security questions and answers at any time by registering again.
How to reset your password

To reset your password, you will need to know your King’s username and either of these:

- The answers to your security questions
  OR
- Your current password

If you have forgotten the answers to your security questions and you don’t know your current password: Contact the IT Service Desk.

If you have forgotten the answers to your security questions, but you know your current password: Register again and set up new security questions. Then reset your password by entering the answers to your security questions.

If you know the answers to your security questions: You can reset your password by entering the answers to your security questions as described below. You don’t need to know your current password to do this.

- Visit http://kclpword.kcl.ac.uk and click the “Reset your password” link
- On the Password reset main page, enter your King’s username and click the “Next” button.
• Enter the memorable date you provided when registering for the service. Then click the “Next” button.

• You will be presented with two of the security questions that you chose when registering. Enter the answers to those questions. The answers are not case-sensitive, i.e. you don’t need to worry about lowercase/uppercase. Then click the “Next” button.
• If you entered the correct answers, you can then choose a new password. The password must meet the complexity criteria listed on the page. You will need to enter the new password twice to catch any possible typing errors. Then click the “Next” button.

![Self Service Password Management](image)

• That’s it! Close your browser window and start using your new password. An automatic confirmation will be sent to your King’s email address. This is to ensure that you are alerted in the event that your account has been compromised and you password gets changed by someone else. **Note:** If you have saved your password in any applications, email programs or in wireless network settings on your mobile devices, you will need to update the saved password with your new password.

![Self Service Password Management](image)
**How to unlock your AD account**

If you enter your password incorrectly more than 20 times when logging on to any King’s IT Service, your account will be locked for 15 minutes. This is a security measure intended to prevent brute force attacks (attempts at guessing your password).

If your account has been locked out, you can either wait 15 minutes or you can unlock it yourself. To unlock your account follow the same process as for resetting your password but when you get to the last step, select the radio button marked “Account Unlock”.

Then click “Next” to unlock your account.

![Self Service Password Management](image)

Success: Your account is unlocked

You successfully unlocked your account. It may take a few minutes before you are able to login again.
Troubleshooting common issues

How can I change my password if I know my current password but I've forgotten the answers to my security questions?

Register for SSPR again using your current password. After setting up your questions and answers, you will be able to use the Password Reset service.

How can I change my password if I've forgotten both my password AND the answers to my security questions?

Please contact the IT Service Desk.

Password Registration: I can't log in and/or I get an “Error 401 – Unauthorised”

Possible causes:

- The King’s username you entered doesn’t exist.
- You entered a King’s username without adding @kcl.ac.uk. Your King’s user name begins with the letter "k" and has 7 numbers. When registering for online services, enter the User Name in the format KingsUsername@kcl.ac.uk. For example, if your King’s username is k1234567, then enter k1234567@kcl.ac.uk in the "User Name" box.
- You entered an incorrect King’s password. If you have studied at King's before and you are unable to register, try logging with the password that you used for your previous course.
- Your web browser is unsupported. The Password Registration Service supports all mainstream desktop and mobile browsers but some less popular mobile web browsers (e.g. Dolphin or UC browser on Android) don’t support the particular authentication method used.

Password Reset: “Access Denied” (Error 3001)

- You entered a non-existent King’s username.
- You haven’t registered for Password Reset.
- You entered wrong answers to the security questions more than five times and as a result have been locked out of self-service password management. You should contact the IT Service Desk, who will unlock your account.
Password Reset: “Answers don’t match” (Error 3005)

You have entered a wrong answer to a security question. If you do this five times in a row, you will be locked out using self-service password management and should contact the IT Service Desk, who will unlock your account.