

# Employee Password Recovery Tools (AD-Self Serve) Available Through Employee Intranet

Asheville  
Employee Intranet

Search Intranet go

CITY OF ASHEVILLE EMPLOYEE INTRANET

PROCESS SUPPORT POLICIES STAFF SERVICES NEWS & EDUCATION HUMAN RESOURCES LINKS

Staff Intranet ▶ Home

**CLICK HERE TO LOG IN TO EMPLOYEE INTRANET**

All city employees must be authenticated to access the city Intranet.  
If you are accessing this site from outside the city network, please use the link above to login manually using your employee credentials.  
Users logged into the city network should automatically authenticate. In rare cases, you may need to delete your browser's temporary files to login correctly.  
This feature is found under Internet Options in the Tools menu.

 [Need Help?](#)

- Anyone who visits the Asheville Employee Intranet at <http://intranet.ashevillenc.gov> without being logged in will be presented with the login dialog above.
- You can access the account recovery tools from the “Need Help?” link.
- You may also access the account recovery tools from the “Account Recovery Tools” link at the bottom right corner of the Intranet site.

Business Tools

Employee Directory

Employee Self Service

HTE Navline \*

ACCELA

Maximo CRM & CMMS \*

Outlook Web Access

Communication Tools

Council Minutes

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G.I.S Tools

Public Records Index

AshevilleNC.gov

**SECURITY**

Welcome to the Employee Intranet

Materials on this site are maintained by content managers in each department of the city. Questions or suggestions about materials related to a particular work process may be directed to the department involved. Technical problems experienced using this site may be directed to the Help Desk via the link at the bottom of the page. For more information about the management of this site, please see the [Web CMS Project Page](#).

Information provided on the Employee Intranet should be considered the most up to date and accurate version available. This site is not intended as a storage medium for outdated materials or any materials not commonly required by city staff.

If your browser does not auto-login when accessing this site from city network computers, please follow the link below for instructions on setting up auto login. In some instances it may be necessary to delete your temporary internet files for auto login to begin working.

\* - These links or services are not available over an external internet connection.

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City of Asheville Core Values

GTV "Live" Stream

Web Content Management

CAYLA - Youth Leadership

Munis Training Videos

Fuel Conservation Program

Using Employee Kiosks

Sustainability Initiatives

Fire Web

Change Network Password

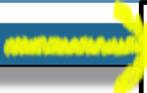
Information Technology Info

PC & Phone Support

THE ASHEVILLE APP  
CITIZEN SERVICE REQUESTS

Intranet Home | Contact Help Desk | Internet Policy | Email Policy

INTRANET FOR THE CITY OF ASHEVILLE, NORTH CAROLINA

 [Account Recovery Tools](#)

# Account Recovery Page

From the Account Recovery Tools page, you may register to use the service. After you have registered with the service, you may use the “Reset Forgotten Password” and “Unlock Your Locked out Account” features.

All employees must register with the service and provide security questions and answers before they can use the account recovery tools.

The screenshot shows the Asheville Employee Intranet interface. At the top, there is a blue header with the text "Asheville Employee Intranet" and a search bar labeled "Search Intranet" with a "go" button. Below the header is a navigation menu with tabs for "PROCESS SUPPORT", "POLICIES", "STAFF SERVICES", "NEWS & EDUCATION", "HUMAN RESOURCES", and "LINKS". The main content area is titled "Account Recovery Tools" and includes a breadcrumb trail: "Staff Intranet > Home > Account Recovery Tools". A red text box states: "To use the Recovery Tools, employees must have previously registered with the system and provided the required information using the link below." A yellow arrow points to a blue button labeled "Register or Update Your Information with the Account Recovery Tool". Below this, a paragraph explains: "Employee Account Recovery Tools are available to allow city employees to reset their account password if they are locked out or have forgotten their password." At the bottom, there are two options: "Reset Your Forgotten Password" (with a key icon) and "Unlock Your Locked out Account" (with a padlock icon). Each option includes a brief instruction on when to use it.

**Asheville Employee Intranet**

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CITY OF ASHEVILLE EMPLOYEE INTRANET

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## Account Recovery Tools

Staff Intranet > Home > Account Recovery Tools

To use the Recovery Tools, employees must have previously registered with the system and provided the required information using the link below.

[Register or Update Your Information with the Account Recovery Tool](#)

Employee Account Recovery Tools are available to allow city employees to reset their account password if they are locked out or have forgotten their password.

 **Reset Your Forgotten Password**  
Use this option if you have forgotten your password and want to reset it.

 **Unlock Your Locked out Account**  
Use this option if your account has been locked.

# User Registration

This procedure will allow employees to register with the recovery tools service or modify their previously configured settings.

**ASHEVILLE** North Carolina **Account Recovery System**

**Update Your Employee Profile :**  
**User Registration**

Employees must register before they can use the **Reset Password or Unlock Account Options**.  
A valid employee login is required to register.

Please login here

**Sign in**

User Name:

Password:

Log on to:

Case-Insensitive

**Reset Password**  
Reset your forgotten password

**Unlock Account**  
Unlock your locked out account

When you click on the “User Registration” link, a login dialog will appear. Enter your network credentials, type the security “captcha” and click “Login” to proceed.

# User Registration

The User Registration page allows you to enroll in the service or change your registration settings.

On this page, you will select two security questions and provide answers to those questions.

You will need to type your answers twice to verify you have typed them correctly.

Answers are case sensitive and will need to be answered the same way you type them.

Answers to security questions must be at least 5 characters long and should not be a very simple response or contain words from the question itself.

ASHEVILLE North Carolina

Welcome, [Sign Out](#), [Personalize](#)

Change Password Enrollment

## User Registration

The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

**You have already enrolled! If you desire, you can alter your enrollment information here.**

### Security Que & Ans

**Length Specification**

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

**Register Your Security Que & Ans**

Que: -----Please Select a Question-----

Answer Confirm Answer

Que: -----Please Select a Question-----

Answer Confirm Answer

Hide Answer(s)

Update

# User Registration

You may choose from a list of pre-defined security questions. You must choose two security questions and provide answers then click "Update." You are now registered to use the recovery tools.

**ASHEVILLE**  
North Carolina

Welcome,  
[Sign Out](#), [Personalize](#)

[Change Password](#) **Enrollment**

## User Registration

The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

**You have already enrolled! If you desire, you can alter your enrollment information here.**

### Security Que & Ans

**Length Specification**

- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

**Register Your Security Que & Ans**

Que:

What is your mother's maiden name ?

What is the name of your favourite cousin ?

The country you always dreamt of vacationing in ?

What is your favourite colour ?

Who is your childhood hero ?

Que:

What is the first name of your eldest nephew/ niece ?

When is your parents' wedding anniversary ?

What was your favourite cartoon character during your childhood ?

What is the first name of your grandmother (mother's mother) ?

Hide Answer(s)

**Update**

# Reset Your Forgotten Password Function

The Reset Password Page allows employees to change their password if they have forgotten it.

## Reset Your Forgotten Password

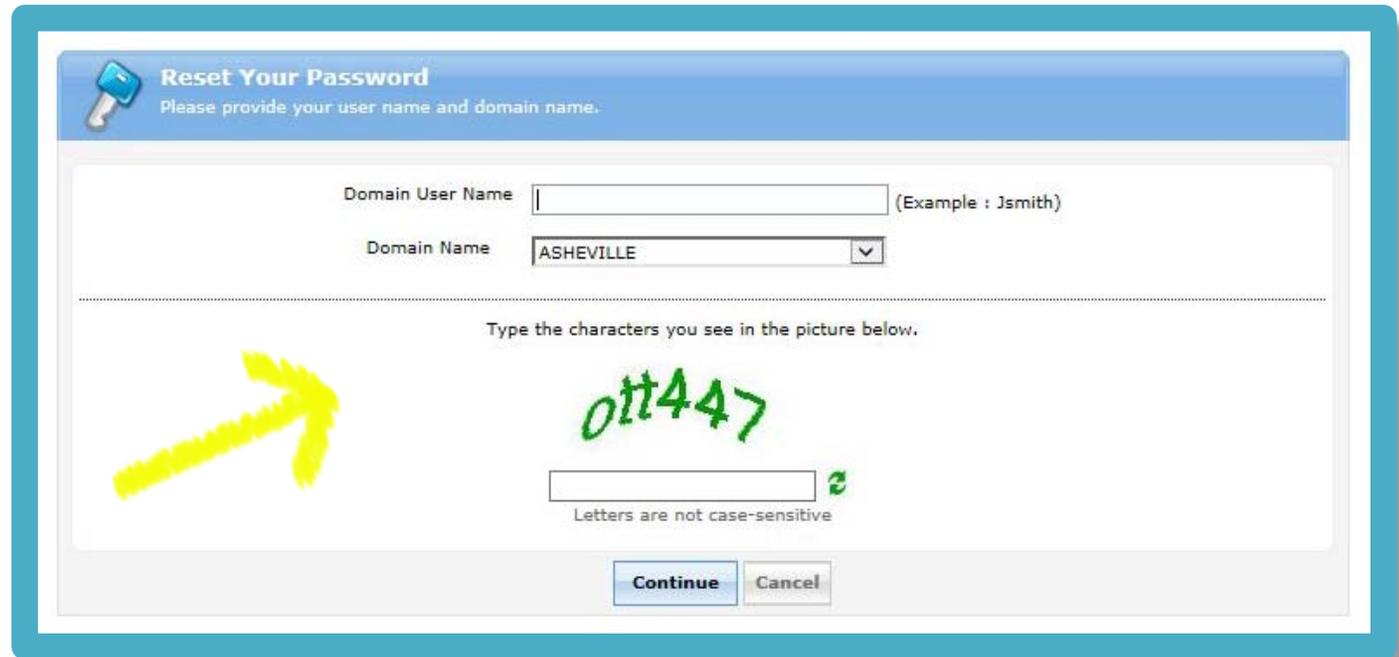
Use this option if you have forgotten your password and want to reset it.

To use the Reset Password function, follow the link above from the account recovery tools page.

You will enter your network user name, then type the security “captcha” and click “Continue” to proceed.

You will then be asked to answer your two security questions. Type your answers in exactly as you typed them when you registered for the service and then click “Continue.”

You have up to 5 minutes to complete this procedure.



**Reset Your Password**  
Please provide your user name and domain name.

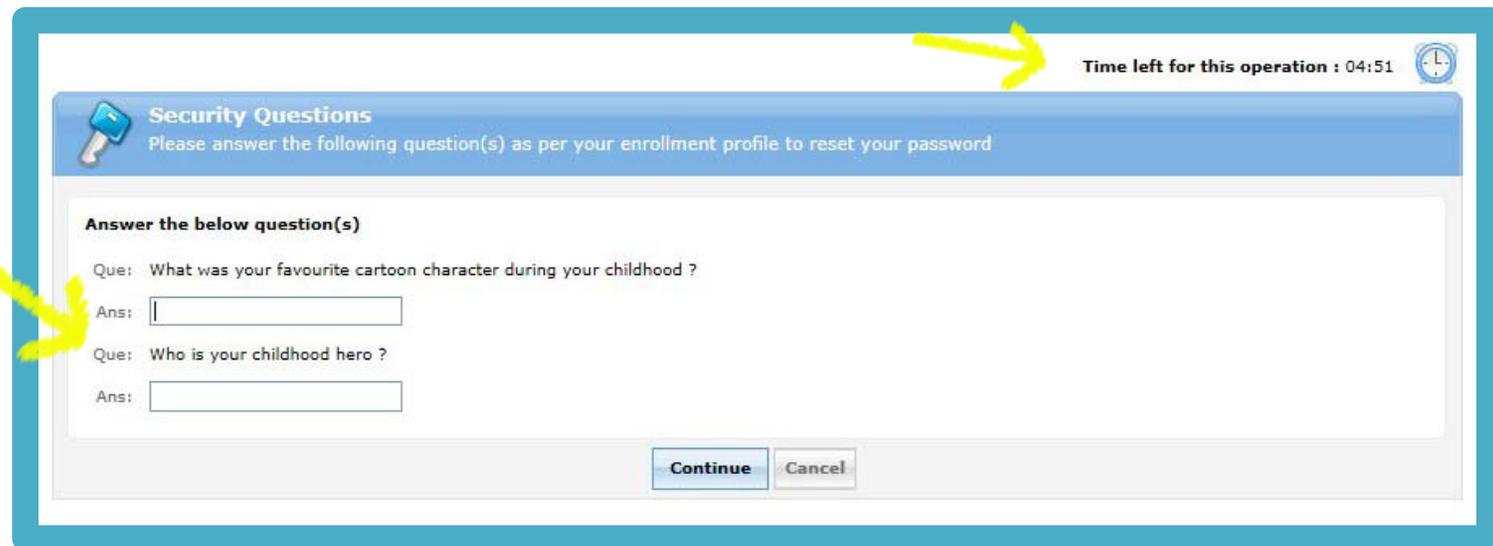
Domain User Name  (Example : Jsmith)

Domain Name

Type the characters you see in the picture below.



Letters are not case-sensitive



**Security Questions**  
Please answer the following question(s) as per your enrollment profile to reset your password

Time left for this operation : 04:51

Answer the below question(s)

Que: What was your favourite cartoon character during your childhood ?

Ans:

Que: Who is your childhood hero ?

Ans:

## Reset Your Forgotten Password Function

After successfully answering the security questions on the prior page, you will be able to change your network password.

You have up to 5 minutes to complete this procedure.

Type your new password in the reset password area.

Passwords must be at least 8 characters long and include at least three of the four following items: (Uppercase letters, Lowercase letters, Numbers, and/or Special Characters.)

Time left for this operation : 04:53

**Reset Password**  
Please enter a new password in the boxes below:

**Domain Password Policy Requirements**

- The minimum password age is 0
- The maximum password age is 90
- The minimum password length is 8
- No. of Password Remembered is 10
- The password complexity property is Enabled

**Reset Password**

New Password :

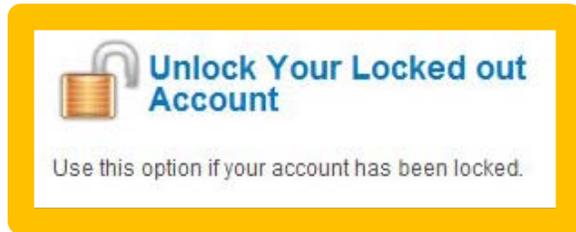
Confirm New Password :

Passwords cannot have more than 3 consecutive characters that are included in your user name or in prior passwords.

Confirm your new password and click "OK." Your network password is now reset to the new password you specified.

# Unlock Your Account Function

Your network account will lock after several failed login attempts. It will normally unlock itself in 15 minutes, but you can also unlock your account with the Unlock Account function.



To use the Unlock Account function, follow the link above from the account recovery tools page.

You will enter your network user name, then type the security “captcha” and click “Continue” to proceed.

**Unlock Your Account**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

Domain Name

Type the characters you see in the picture below.

n4072K

Letters are not case-sensitive

You will then be asked to answer your two security questions. Type your answers in exactly as you set them when you registered for the service and then click “Continue.”

You have up to 5 minutes to complete this procedure.

**Security Questions**  
Please answer the following question(s) as per your enrollment profile to unlock your account

Time left for this operation : 04:54

Answer the below question(s)

Que: What was your favourite cartoon character during your childhood ?

Ans:

Que: Who is your childhood hero ?

Ans:

## Unlock Your Account Function

After successfully answering the security questions on the prior page, you will be able to unlock your network account.

Simply click on the  
“Unlock Account” button and  
your account will be unlocked.

