

SysAid Service Desk

Password Services – Reset Forgotten Passwords / Unlock Accounts



SysAid Password Services allows Central Dauphin employees to unlock network accounts and reset forgotten passwords.

What's required?

Before you can take advantage of Password Services, you must complete your security challenge questions. If you have not completed them, please do so at this time.

Directions:

1. Log into the Service Desk from CDNET or the EMPLOYEES tab of the district's webpage



2. Select "Update Your Settings"
3. For each of the three "Security Questions for Password Services":
 - a. Select one of the questions from the dropdown
 - b. Fill in your answer. It is recommended to use proper uppercase and lowercase letters and spell out entire words like "Street" and "Road".
4. Answer Monday as "the First Day of Week"
5. Submit the page
6. Enter your current network password into the final prompt
7. The process is finished after you have entered your password and returned to the previous screen.

How do I access Password Services?

From your district PC (stuck at the Ctrl-Alt-Del screen):

1. Switch User
2. Select 'Unlock/Reset Password' (it has a green icon above it)
3. Select 'To unlock/reset Password, click here'
4. Complete the self-guided wizard to either unlock your account or reset your password. Note: There may be a slight delay after submitting your challenge questions. Because there is no progress indicator, it might appear as though nothing is happening. Please be patient while the system processes your request.

From any computer with Internet access

This can be done from any device with Internet access including smart phones, tablets, Macs, and PCs.

1. Go to the district's webpage: <http://www.cdschools.org>
2. EMPLOYEES Tab > SysAid (Service Desk)
3. Select the link for 'Reset Password\Unlock Account'
4. Complete the self-guided wizard to either unlock your account or reset your password. Note: There may be a slight delay after submitting your challenge questions. Because there is no progress indicator, it might appear as though nothing is happening. Please be patient while the system processes your request.
5. Return to your computer and log in

When all else fails

Contact the Service Desk at (717) 346-9452 and a support agent will be happy to assist you.