

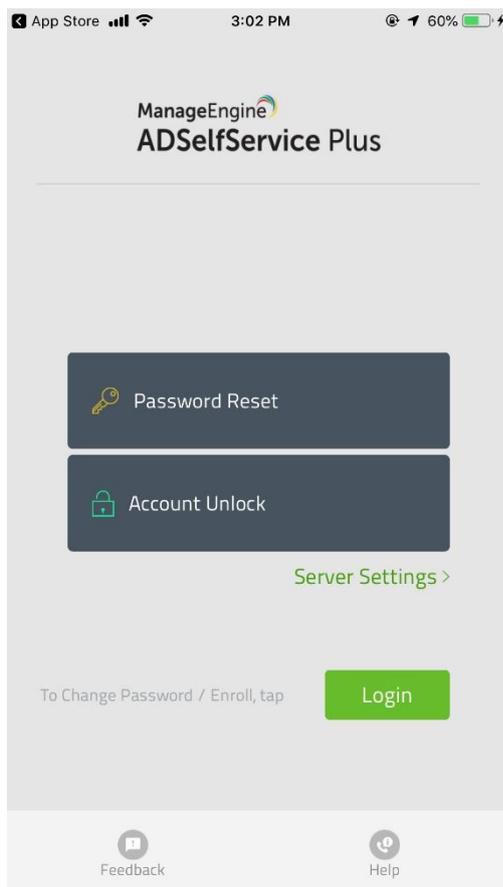
Access ADSelfService Plus from a mobile

ADSelfService Plus' native iOS and Android apps help you reset passwords and unlock accounts, right from your mobile devices.

1) iOS app

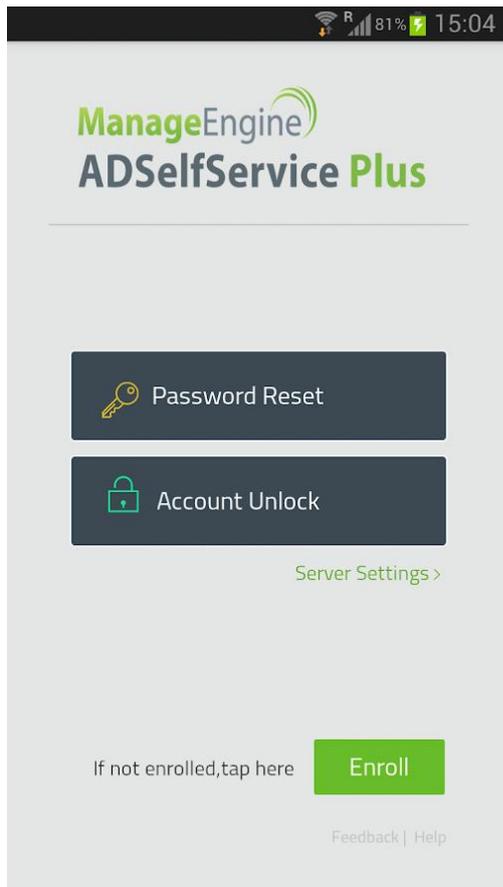
- a) Go to the App store search for ADSelfService Plus.
- b) Install the app in your iOS device.
- c) Click **Login** and enter your Windows domain credentials.

Note: You can also download the app by scanning the below QR code.



2) Android phone

- a) Go to the Play Store and search for ADSelfService Plus.
- b) Install the app in your Android phone.
- c) Click **Login** and enter your Windows domain credentials.
- d) You can also download the app by scanning the QR code below.



Note: You need to connect the mobile app with the ADSelfService Plus server.

How do I connect the mobile app to ADSelfService Plus' server?

Follow these steps.

- 1) In the **ADSelfService Plus mobile app**, tap **Server Settings**.
- 2) Enter the
 - a) **Server Name** selfservice.banyantree.com
 - b) **Port number** 443
- 3) In the **Protocol** field, select HTTPS

How do I enroll in ADSelfService Plus?

ADSelfService Plus authenticates your identity using the information you provide during the enrollment process. Enrollment is mandatory if you want to reset your password or unlock your accounts using ADSelfService Plus.

- 1) Click on the ENROL button, and provide your email address
- 2) Verify the entered email id by entering the verification code sent to your email.

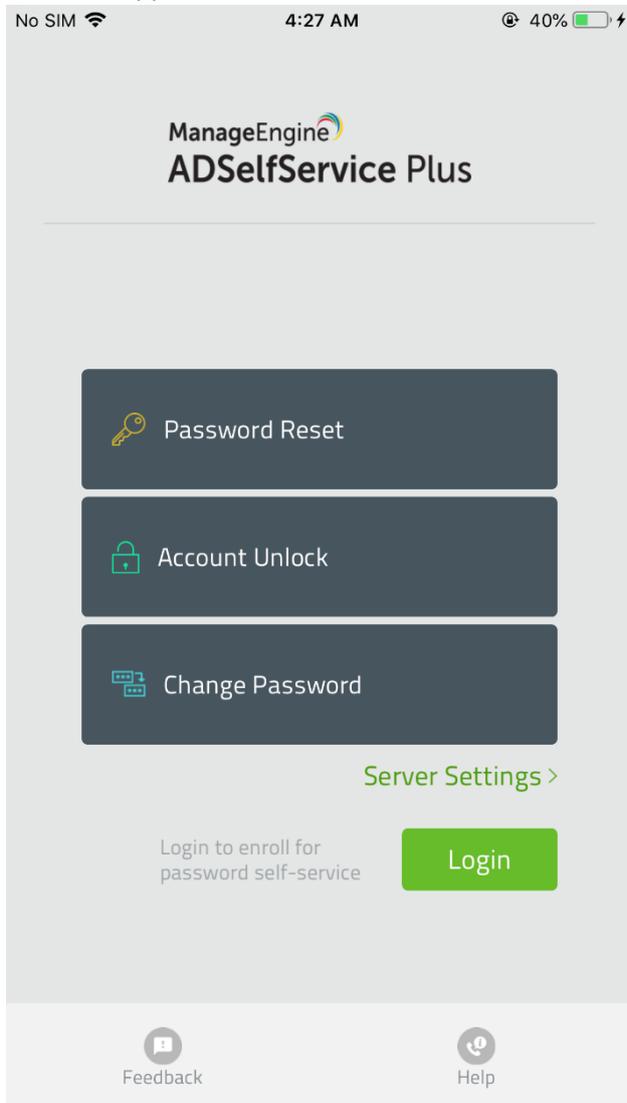
How do I reset/unlock my password from my mobile device?

ADSelfService Plus allows you to reset passwords via Android and iOS mobile devices.

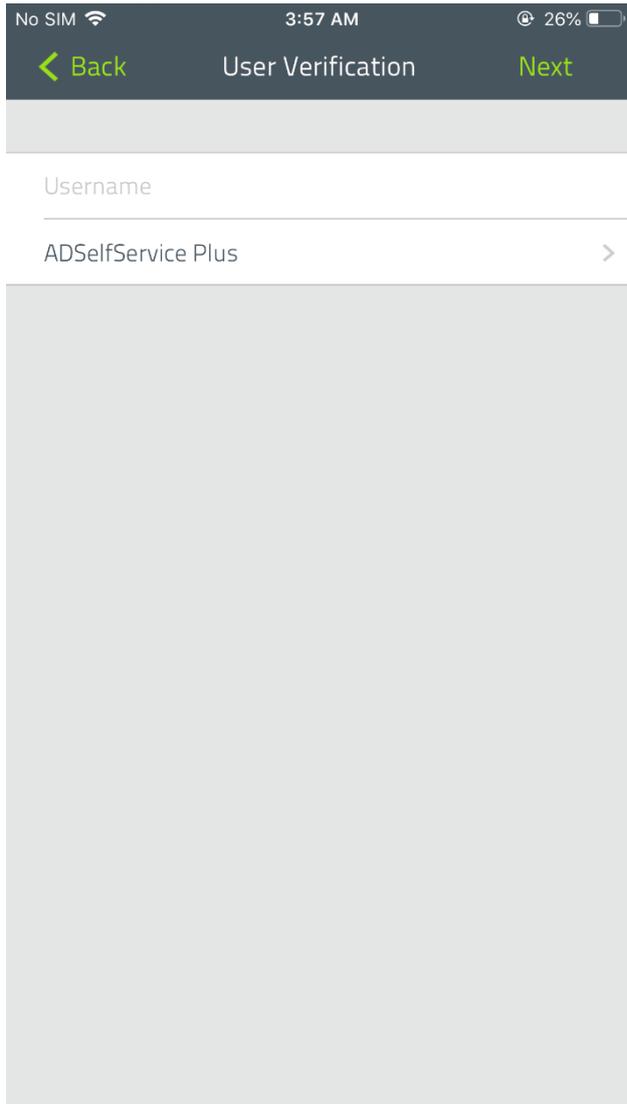
- In the **ADSelfService Plus mobile app**, tap your desired **option**.

- Enter your **Username**. Select a domain from the drop-down, and select **Next**.
Note: If your administrator chose not to display the **domain** field, it will not be visible to you. You can simply continue to the next step.
- Verify your identity based on the PUSH technique to your mobile app, tap on ACCEPT when you see it.
- Enter your new password and tap **Reset** to finish.

a) Mobile app home view



b) Mobile app user verification view



c) Tap ACCEPT when you see the prompt

d) Mobile app reset password view

