

Tier 1 Basics

Resetting a Forgotten User Password in Active Directory

A step-by-step Tier 1 support fix for one of the most common end-user issues.



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Table of Contents

Introduction

Create delegation

Downloading RSAT tools

Navigate to Windows Administrative tools

Reset password

Password reset

End-User can change their password

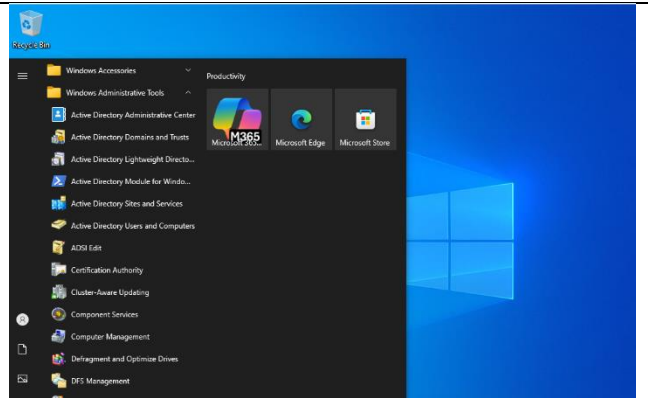
Scenario



<p>Introduction</p> <p>In this guide, I'll walk through not only how to reset a forgotten password in Active Directory but also show a couple of extra things that make the process smoother for IT support. These include enabling delegations (so other support staff can handle password resets securely) and installing the RSAT tools that give us access to Active Directory from a regular Windows machine.</p>	A screenshot of a Windows login screen. The background is a scenic view of a beach through a rock arch. The user name "John VanDerMerwe" is displayed, and a message says "The password is incorrect. Try again." with an "OK" button.
<p>Create delegation</p> <p>Before resetting passwords, it's good practice to delegate permissions. Delegation means giving specific support staff the ability to reset passwords without giving them full admin rights. This improves security and prevents unnecessary risks.</p>	A screenshot of the "Active Directory Users and Computers" console. The "Delegation of Control Wizard" is open, showing the "Tasks to Delegate" step. The "Delegate the following common tasks" option is selected, and a list of tasks is shown with checkboxes: "Create, delete, and manage user accounts", "Reset user passwords and force password change at next login", "Read all user information", "Create, delete, and manage groups", "Modify the membership of a group", "Manage Group Policy Objects", and "Generate Readback List of Policy (Planning)".
<p>Downloading RSAT tools</p> <p>To manage Active Directory from a workstation, you need RSAT (Remote Server Administration Tools). Normally, you can install it through "Add optional features" in Windows, but in my case that option didn't work. Instead, I downloaded RSAT directly from the Microsoft website and installed it manually.</p>	A screenshot of the Microsoft Download Center website. It features a banner for "Bring the world closer with Bing Wallpaper" and a section for "Remote Server Administration Tools for Windows 10". The RSAT section includes an "IMPORTANT" note: "Starting with Windows 10 October 2018 Update, RSAT is included as a set of 'Features on Demand' in Windows 10 itself. See 'Install Instructions' below for details, and 'Additional Information' for recommendations and troubleshooting. RSAT lets IT admins manage Windows Server roles and features from a Windows 10 PC."

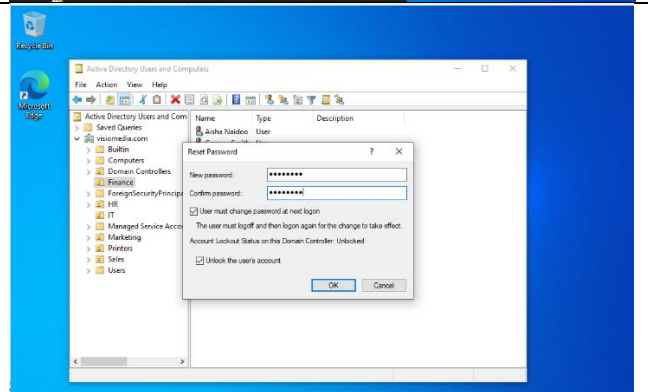
Navigate to Windows Administrative tools

Once RSAT is installed, you'll see new options under Windows Administrative Tools such as "Active Directory Users and Computers." This is the main console where password resets and account management happen.

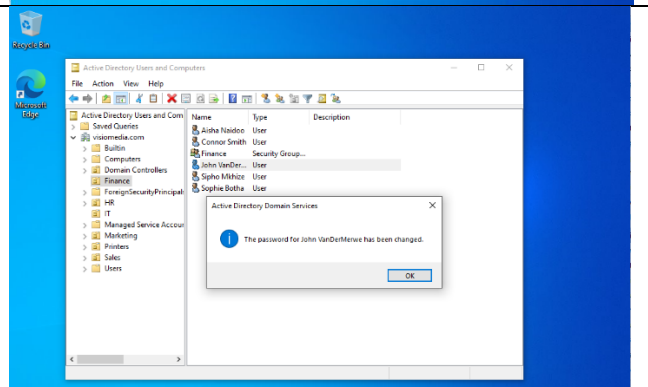


Reset password

Inside Active Directory Users and Computers, locate the user's account. From here, you can right-click and select Reset Password. You'll be prompted to enter a new password and optionally force the user to change it at next login.



Password reset



End-User can change their password
Once the reset is complete, the user can log in with the new temporary password. If the "user must change password at next login" option was selected, they'll be required to set their own personal password immediately after signing in.

