

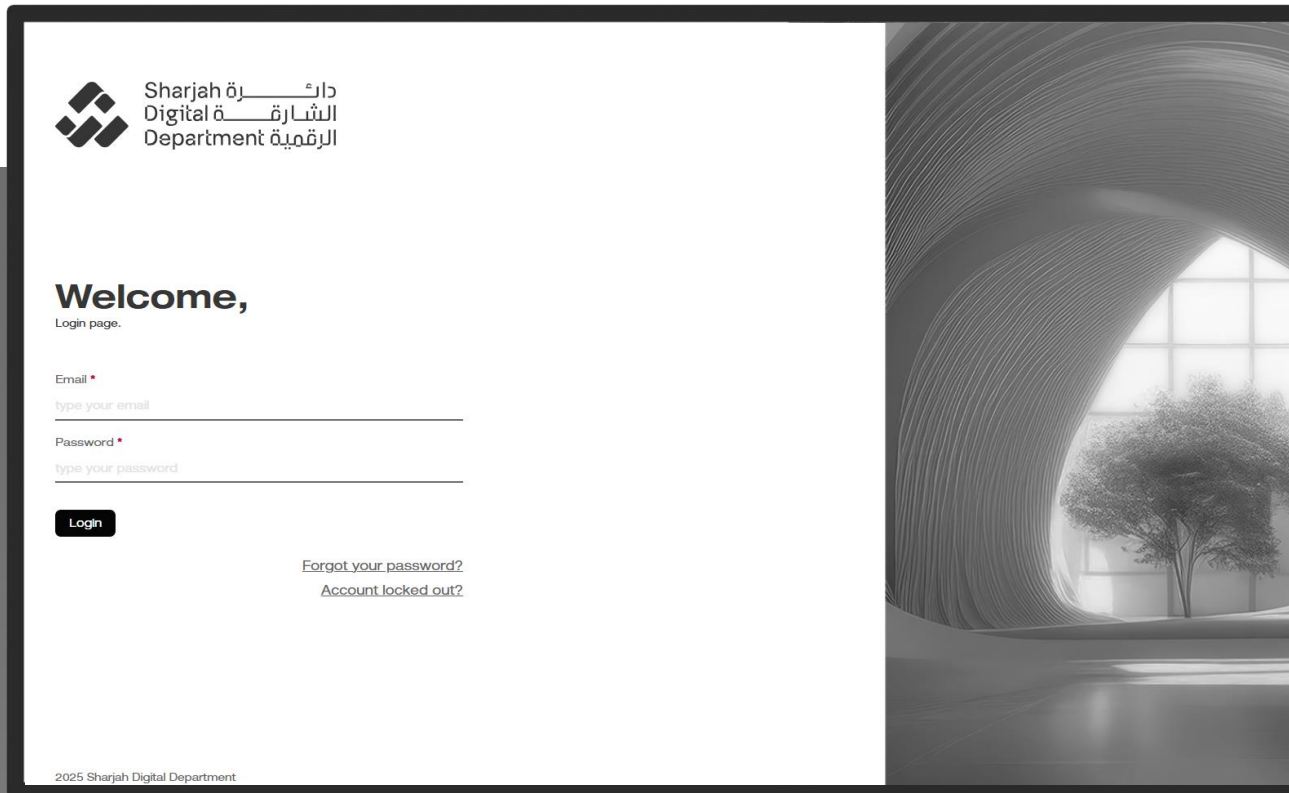


دارة الشارقة  
Digital  
Department الرقمية

# SDD Self Service Password Portal

User Manual

Sharjah Digital Department



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## 1) Introduction

SDD Self Service Password Portal provides a platform for the end-users to securely reset their domain passwords, and unlock suspended accounts, by themselves without the need for Service Desk assistance.

## 2) Purpose

The purpose of the document is to identify and explain the operations permissible for SDD Self Service Password Portal end-users.

## 3) Benefits

- Users can reset the password without the need for Service Desk assistance.
- Instant password reset and unlock account.
- User-friendly interface.
- View password attributes of the user such as password expiry, last password change and others.

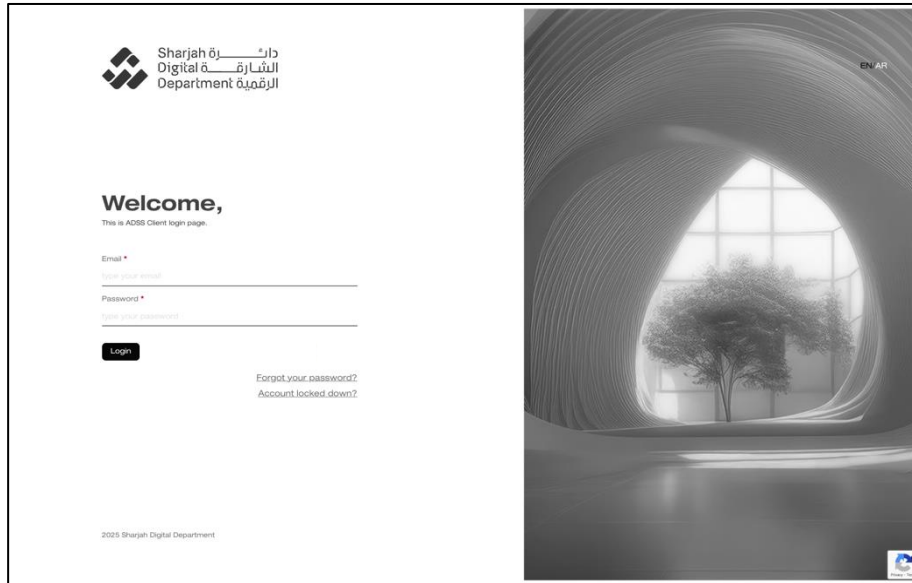
## 4) Operations for End-User

These are the operations for the end-user.

- 4.1 User Enrollment Process
- 4.2 Changing Password
- 4.3 Setting Enrollment Security Questions
- 4.4 Forgotten Password
- 4.5 Unlocking Account If the Account is Locked Out

### 4.1) User Enrollment Process

- To enroll new user, go to (<https://dssp.shj.ae/client/login> ) Enter your work email address – Password and verification code (OTP).



### Logging in using your credentials

- As part of the multi-factor authentication requirements, configure the enrollment methods for both (SMS) and security questions, specify answers to the selected security questions and verify the SMS OTP.

#### Enroll Account ✕

Choose and activate the verification methods you wish to use for unlocking your account or resetting your password. In accordance with your organization's security policy, you can set up any one of the available methods. At least one of the available 2FA methods should be configured for login.

**SMS OTP** (also available for login 2FA)

Send Code to the number listed in your profile.

Verification Code \*

---

**System Defined Questions**

Security Question 1 \* ▼ **What is your mother's maiden name?**

Secret Answer 1 \*  🔒

Security Question 2 \* ▼ **What is the name of your favorite cousin?**

Secret Answer 2 \*  🔒

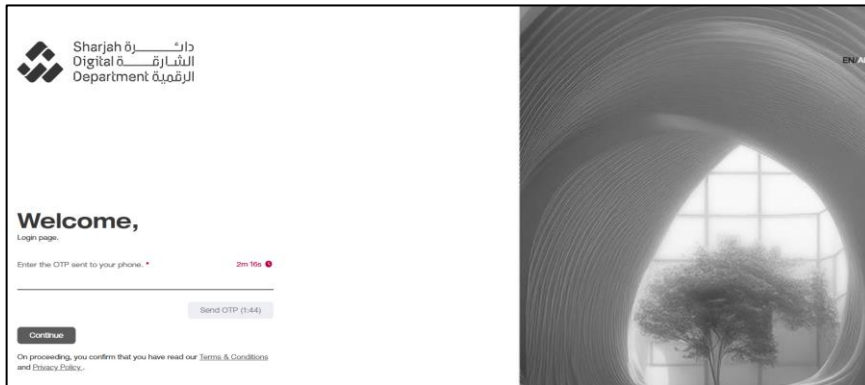
Security Question 3 \* ▼ **What is your favorite color?**

Secret Answer 3 \*  🔒

Save

### Selecting Security Questions and SMS Verification

- Click on (SMS OTP) and then "Send Code" to receive an SMS verification code (OTP).
- Enter the Verification Code.
- Click on (System Defined Questions), specify answers to the selected security questions.
- Click on "Save".
- Login to SDD Self Service Password Portal, after the successful authentication, continue by entering the OTP sent to the mobile number via SMS and click on "Continue".



Entering OTP to Log in

## 4.2) Changing Password

- To change password, log in to SDD Self Service Password Portal.
- Click on "Change Password".



Changing Password

- Enter the old password, new password. If acceptable, confirm the password by re-entering it and then click on "Save".

Entering New Password

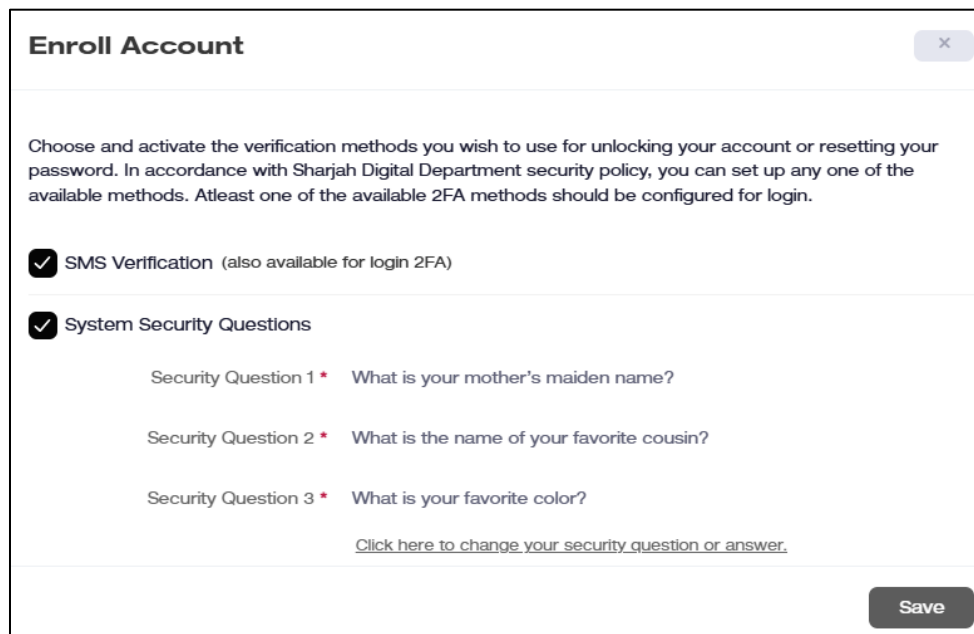
### 4.3) Setting Enrollment Security Questions

- To set the Security Questions, log in to SDD Self Service Password Portal.
- Click on "Enrolment".



#### Setting Enrollment Security Questions

- Select the security question and specify a secret answer to the question.
- Click on "Save".



**Enroll Account** ✕

Choose and activate the verification methods you wish to use for unlocking your account or resetting your password. In accordance with Sharjah Digital Department security policy, you can set up any one of the available methods. Atleast one of the available 2FA methods should be configured for login.

SMS Verification (also available for login 2FA)

System Security Questions

Security Question 1 \* What is your mother's maiden name?

Security Question 2 \* What is the name of your favorite cousin?

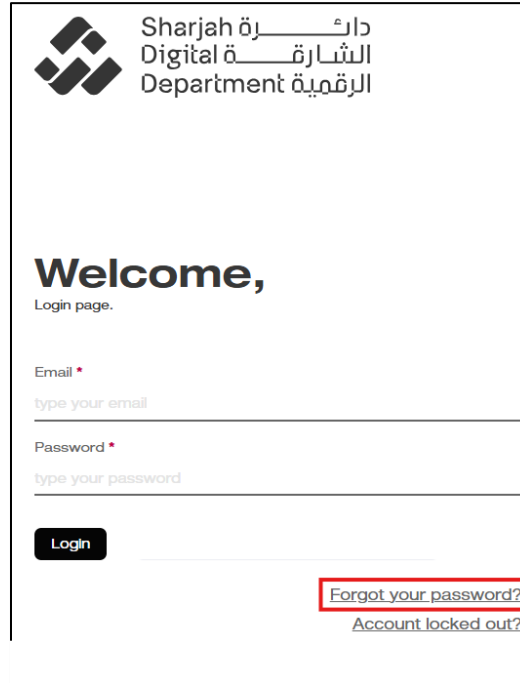
Security Question 3 \* What is your favorite color?

[Click here to change your security question or answer.](#)

#### Selecting Security Questions

## 4.5) Forgotten Password

- If the password is forgotten, click on "Forgot my password". This will lead to resetting your password.



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**Welcome,**  
Login page.

Email \*  
type your email

Password \*  
type your password

Login

[Forgot your password?](#)  
[Account locked out?](#)

- Enter your email address and click on "Continue".



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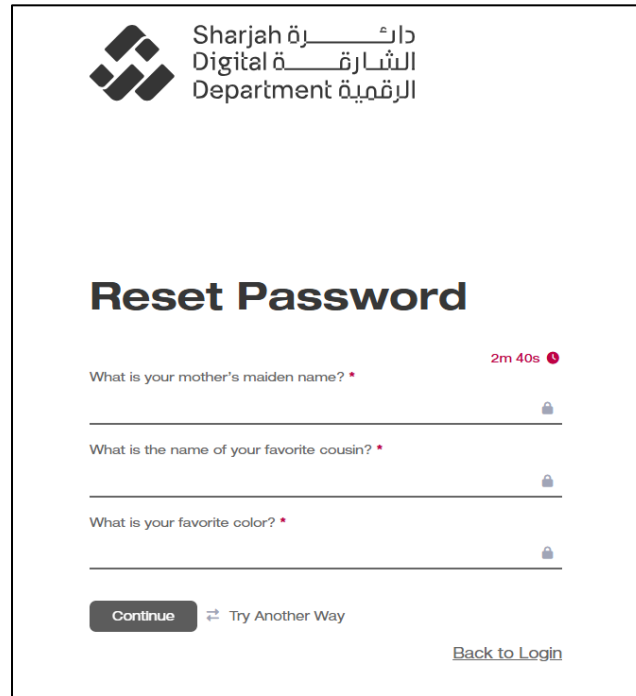
**Reset Password**

Email \*  
username@sdd.shj.ae

Continue [Back to Login](#)

Entering Email to Reset Password

- Answer the security questions for verification purposes and click on "Continue".
- Click on "Try Another Way" in case you want to switch from QA to "SMS".



The screenshot shows the 'Reset Password' page for the Sharjah Digital Department. At the top left is the department's logo and name in Arabic and English. The main heading is 'Reset Password'. Below it, there are three security questions, each with a text input field and a lock icon on the right. A timer '2m 40s' is displayed in red. The questions are: 'What is your mother's maiden name? \*', 'What is the name of your favorite cousin? \*', and 'What is your favorite color? \*'. At the bottom, there is a 'Continue' button, a 'Try Another Way' link with a double-headed arrow, and a 'Back to Login' link.

### Answering Security Questions to Reset Password

- In case the reset method using SMS:
- The verification code (OTP) will be sent to the registered mobile through SMS.
- Enter the OTP and click on "Continue" to change the password.



The screenshot shows the 'Reset Password' page for the Sharjah Digital Department. At the top left is the department's logo and name in Arabic and English. The main heading is 'Reset Password'. Below it, there is a single text input field for the 'One-time Password \*'. A timer '2m 39s' is displayed in red. At the bottom, there is a 'Continue' button and a 'Back to Login' link.

### Entering OTP

- Enter the new password and confirm then click on "Reset Password".

**Reset Password**

0m 48s

Password \*

Confirm Password \*

Generate Password

Reset Password

[Back to Login](#)

### Resetting Password

## 4.6) Unlocking Account If the Account is Locked Out

- If the account is locked, click on "Account locked out". This will lead to unlocking the account.

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Department الرقمية

**Welcome,**  
Login page.

Email \*

type your email

Password \*

type your password

Login

[Forgot your password?](#)

[Account locked out?](#)

دارت الشارقة  
Digital الشارقة  
Department الرقمية

**Unlock Account**

Email \*

username@sdd.shj.ae

Continue

[Back to Login](#)

### Account Locked Out

- Enter your email address and click on "Continue".

## Unlock Account

Email \*

type your email

[Continue](#) [Back to Login](#)

### Entering Email to Unlock Account

## Unlock Account

2m 58s ⏱

What is your mother's maiden name? \*

What is the name of your favorite cousin? \*

What is your favorite color? \*

[Continue](#) [Try Another Way](#) [Back to Login](#)

### Answering Security Questions to Unlock Account

- Answer the security questions for verification purposes and click on "Continue" to unlock the account.
- Click on "Try Another Way" in case you want to switch from QA to "SMS".
- The verification code (OTP) will be sent to the registered mobile through SMS.
- Enter the OTP and click on "Continue" to unlock your account.

## Unlock Account

One-time Password \*

1m 42s 

Continue

[Back to Login](#)

Entering OTP to Unlock Account



## 4) Contact Us

In case of any issues please contact SDD Service Desk via email:

[sd@sdd.shj.ae](mailto:sd@sdd.shj.ae) or phone: 06-5017717