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Visiting the link <https://password.passhe.edu> will take you to the screen titled “Welcome to the Active Directory Account Self-Service Portal!”

## Change your Password

The first thing you must do is change your password. Click on the link to do so once you are in the Self-Service Portal.

**WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!**

Please select from the options below:

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

Enter the user name and password from the email you received. (Note: Do not copy the password from the email; but type it in the password field). Click on the Log On button.

User name:  PASSHE Active Directory Account

Password:

Log On

**Read all password change requirements and fill in the text boxes below. When ready, click *Change Password*.**

**Enter your new password below and click the *Change Password* button**

**Password Change Requirements:**

1. Password must be at least 8 characters in length
2. Must be different than your previous 3 passwords
3. Must have 3 of the 4 characteristics below:
  - Lowercase character(s)
  - Uppercase character(s)
  - Numeric character(s)
  - Special character(s), such as % \$ #

Choose your new password:

Confirm your new password:

Clear

Change Password

## Configure the Self-Service Tool

The next thing you should do is click the link called *Configure the Self-Service Tool*. This will allow you to enter a PIN number and unique question. These steps are necessary to later allow you to do things such as reset your password or unlock your account if you have problems logging in.

WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!

Please select from the options below:

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

Enter your user name and password. Click the Log On button.

User name:  PASSHE Active Directory Account

Password:

## Self-Service Portal

**Fill in all information on this screen. Click Submit button when finished.**

**Please complete the information requested:**

Please enter a 4 digit PIN number:

e.g. last 4 digits of your employee or student number

Select a question to be asked when using the tool:

What is/was your mother's maiden name?

Enter the answer to the selected question

30 character max

**Additionally, please define a unique question and answer:**

Your unique question to be asked:

60 character max

Provide the answer to your unique question:

30 character max

Undo Changes

Submit

**After you have completed this form, you will receive a submission page, similar to this screen shot:**

## SUBMISSION CONFIRMATION

Thank you for submitting your personal information.

Your responses have been written to the database for use with the account self-service application and for verifying your identity when calling the help desk.

If you wish to use the self-service application, please click [here](#).

To return to the home page click [here](#).

## Logging into the Employee Self-Service Web Portal

Once your password has been changed and you have configured the self-service tool, you are ready to log into the ESS web portal. This can be found at <https://portal.passhe.edu/irj>

Log in using your user name and password. Once you log in, click on the words “Employee Self-Service” located near the top of the screen. This is where you will find all your information.



## Use the Self-Service Tool

You will use the Self-Service Tool option if you have trouble accessing your account, such as trouble with your password or your account was locked.

You will not be able to use this feature if you have not followed the steps in Configuring the Self-Service Tool (pages 3 and 4 of this document).

**WELCOME TO THE ACTIVE DIRECTORY ACCOUNT SELF-SERVICE PORTAL!**

**Please select from the options below:**

- [Change Your Password](#)
- [Configure the Self-Service Tool](#)  
If you have never used the self-service tool, you must run the configuration first.
- [Use the Self-Service Tool](#)  
Use the self-service tool if you are having trouble accessing your account.

## Self-Service Portal

**Enter the user name and PIN number. Click on the Submit button.**

### HAVING PROBLEMS WITH YOUR ACCOUNT?

Using this system, you may perform the following tasks:

- If you have forgotten your password, you can have it reset.
- If your account is currently locked out, you may unlock it.

To get started with the service, answer the following questions:

What is your user name?

What is your PIN?

Submit

*Tip! PIN Number is the 4 digit number you used when following instruction to configure the self service tool (pages 1-2 of this document). Usually the last 4 digits of your employee or student ID number.*

**Select what you need to have done. You will need to supply answers to the questions you developed in the “Configure Self-Service” screen.**

### What action would you like performed on your account?

- Reset my password
- Do not reset my password -- only remove the account lockout condition
- Validate my responses only -- No action performed

**Please provide answers to the following questions:**

What is/was your mother's maiden name?

another question will be listed here;  
the one you created when configuring  
the self-service tool (page 1-2)

Clear Form

Submit