

Password Reset Policy

1. Purpose

To increase the security of the Rockdale County network while allowing users a quick and easy method of managing their password without IT assistance. This policy establishes best practices and the acceptable means by which a user's password may be reset.

2. Organizational Scope

The scope of this policy applies to all personnel who have or are responsible for an account (or any form of access that supports or requires a password) that will have access to the Rockdale County infrastructure or applications. These accounts include, but are not limited to, domain-controlled access such as email, VPN, computers/laptops, wireless, and some application logins.

3. Policy Content and Guidelines

All Rockdale County users must register with the Active Directory Self-Service portal (ADSSP) to manage their passwords. Users who do not register in the ADSSP, and require a password reset, must present their County issued ID, in person, at the Technology Services Department to have their passwords reset. **TSD will not reset passwords over the phone, by email, or ServiceDesk requests.**

Users must register with the ADSSP at <https://mypassword.rockdalecounty.org>

- **Required:** Users must answer three security questions for verification.
- Users must select at least one additional reset option. Additional options are available inside the portal.
- Registered users may reset their password by going to any network-connected computer and selecting **reset password** from the logon screen.

If users have any issues with resetting their password after registration, they should contact the Technology Services Department directly at 770-278-7070.

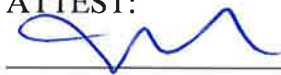
Approved this 9 Day of May

Rockdale County, Georgia
Board of Commissioners



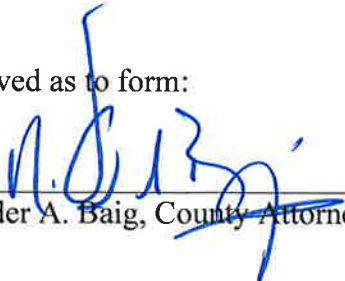
Osborn Nesbitt, Sr., Chairman

ATTEST:



Jennifer O. Rutledge, County Clerk/Executive Director
Government Affairs

Approved as to form:



M. Qader A. Baig, County Attorney