



Utilities & Energy Services

FACILITIES & ENERGY SERVICES

ADSS – Enrollment & Password Reset

Change Password for first time via ADSS online


Navigate to: <https://itsd-adss.apogee.tamu.edu> & type in your Domain Account, select the appropriate domain and enter the CAPTCHA number. Next click the Login button.

The screenshot shows the ADSS login interface. At the top, there is a logo for 'UTILITIES & ENERGY SERVICES TEXAS A&M UNIVERSITY'. Below the logo is a 'Log In' section with a user icon. The form contains a 'Username' input field, a '- Select Domain -' dropdown menu, and a CAPTCHA input field with the number '851936' displayed. A green 'Login' button is positioned below the CAPTCHA field. At the bottom of the form, there are two links: 'Forgot your password?' and 'Account locked out?', each with an upward-pointing arrow.

The Change Password page is displayed. Enter the temporary password you were given, enter the CAPTCHA number and click Login.

The screenshot shows the ADSS login interface. At the top, there is a logo for 'UTILITIES & ENERGY SERVICES TEXAS A&M UNIVERSITY'. Below the logo is a 'Log In' section with a user icon. The form contains a 'Hello Jason Todd, enter your password to login' message with a 'Change' link. Below the message is a 'Password' input field with a lock icon, a CAPTCHA input field with the number '764442' displayed, and a green 'Login' button. At the bottom of the form, there are two links: 'Forgot your password?' and 'Account locked out?', each with an upward-pointing arrow.

Type your temporary password in the old password field and then type in your new password in the next two fields. Next click the Change Password button.



ATM | **UTILITIES & ENERGY SERVICES**
TEXAS A&M UNIVERSITY

Change Password ?

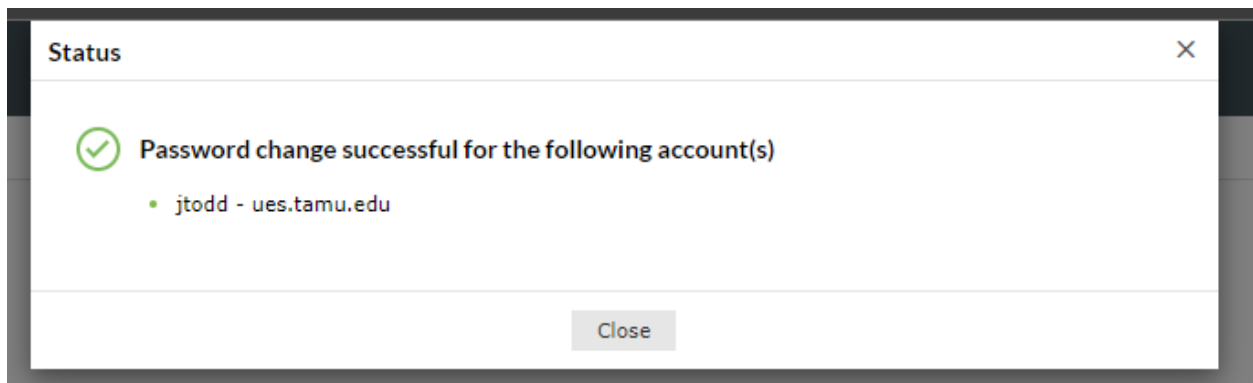
Old Password

New Password

Confirm New Password

- The minimum password age is 1
- The maximum password age is 42
- The minimum password length is 7
- No. of passwords remembered is 24
- The password complexity property is enabled

A popup window will show the Status as successful if all password complexity criteria is met. Click the close button.



Status ×

Password change successful for the following account(s)

- jtodd - ues.tamu.edu

On the next page, read the Acceptable Use statement, then click the checkbox next to I, Agree, then click Accept.

Acceptable Use

This computer system and the data herein are available only for authorized purposes by authorized users. Use for any other purpose is prohibited and may result in disciplinary actions or criminal prosecution against the user. Usage may be subject to security testing and monitoring. There is no expectation of privacy on this system except as otherwise provided by applicable privacy laws. Refer to University SAP 29.01.03.M0.02 Acceptable Use for more information.

I, Agree

Cancel

Accept

A new popup will show that is the Welcome page to enroll your domain account for self service password reset and account unlock. Click the Click here button.

Welcome! This portal offers you the power of password self-service!



- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.


Enroll now to enjoy these benefits!


[Click here](#)

On the next page In Step 1, you will need to select your security questions and type in your answers in the provided fields. Your answers should be between 5 & 255 characters long. Then click the Next button.

Please enroll for the forced verification methods enabled for your account.

 Security Questions

Question : 

Question : 

Hide Answer(s)


- The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters


Step 1 of 1

[Next](#)

In Step 2, you will setup Multi-Factor Authentication (MFA) with DUO. Click Start setup.

Please enroll for the forced verification methods enabled for your account.


 Duo Security



Protect Your Texas A&M - UES Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[What is this?](#) 

[Need help?](#)


Powered by Duo Security

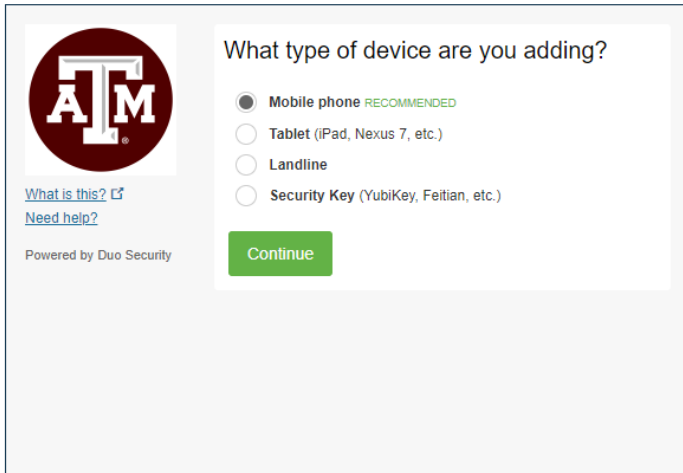
[Start setup](#)

Step 2 of 2

Choose your DUO method and click Continue.

Please enroll for the forced verification methods enabled for your account.

 Duo Security




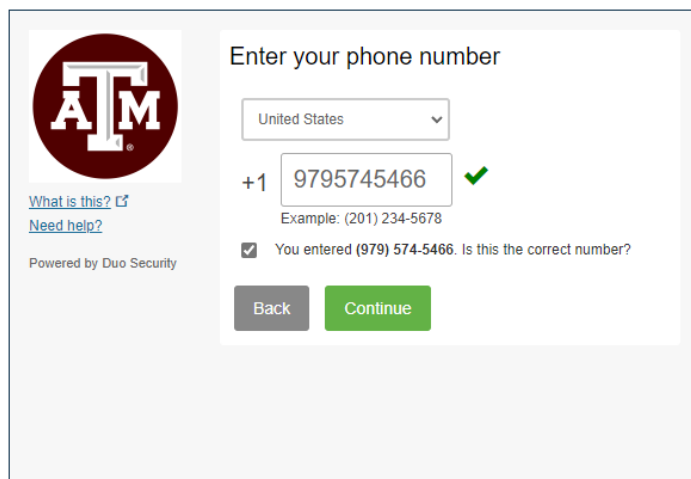
The screenshot shows the Duo Security enrollment interface. On the left is the Texas A&M logo with links for 'What is this?' and 'Need help?'. The main area is titled 'What type of device are you adding?' and contains four radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'Security Key (YubiKey, Feitian, etc.)'. A green 'Continue' button is at the bottom right.

Step 1 of 1

For this example, we chose Mobile phone.

Please enroll for the forced verification methods enabled for your account.

 Duo Security




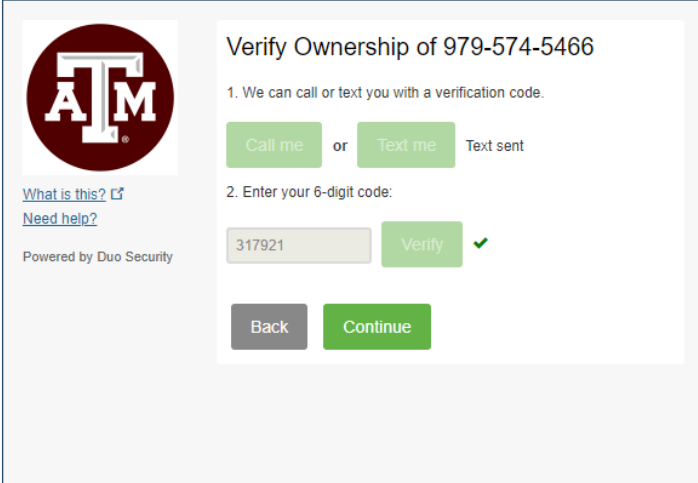
The screenshot shows the Duo Security phone number entry screen. On the left is the Texas A&M logo with links for 'What is this?' and 'Need help?'. The main area is titled 'Enter your phone number' and contains a dropdown menu for 'United States', a text input field with '+1 9795745466' and a green checkmark, and an example '(201) 234-5678'. Below the input is a checked checkbox with the text 'You entered (979) 574-5466. Is this the correct number?'. At the bottom are 'Back' and 'Continue' buttons.

Step 2 of 2

To verify your phone number, chose a method and click it. We will select Text me. Once you are verified, click Continue.

Please enroll for the forced verification methods enabled for your account.

 Duo Security




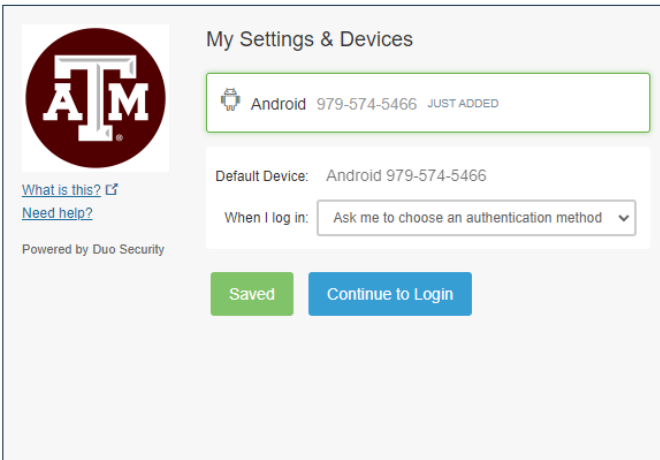
The screenshot shows a Duo Security verification interface. On the left is the Texas A&M logo. The main heading is "Verify Ownership of 979-574-5466". Step 1: "We can call or text you with a verification code." There are two buttons: "Call me" and "Text me". The "Text me" button is highlighted in green, and the text "Text sent" appears to its right. Step 2: "Enter your 6-digit code:". A text input field contains "317921". To its right is a green "Verify" button with a checkmark. At the bottom are "Back" and "Continue" buttons.

Step 2 of 2

Next, click the drop down box for When I log in:, and select your choice. Once done, click Continue to Login.

Please enroll for the forced verification methods enabled for your account.

 Duo Security

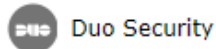



The screenshot shows the "My Settings & Devices" screen in Duo Security. On the left is the Texas A&M logo. A device card shows an Android phone icon, the number "979-574-5466", and the text "JUST ADDED". Below this, "Default Device:" is set to "Android 979-574-5466". The "When I log in:" dropdown menu is open, showing the selected option "Ask me to choose an authentication method". At the bottom are "Saved" and "Continue to Login" buttons.

Step 2 of 2


Now, click on your choice of authentication method. (Send Me a Push will also be a choice)


Please enroll for the forced verification methods enabled for your account.





Choose an authentication method

 Call Me Call Me

 Bypass Code Enter a Bypass Code

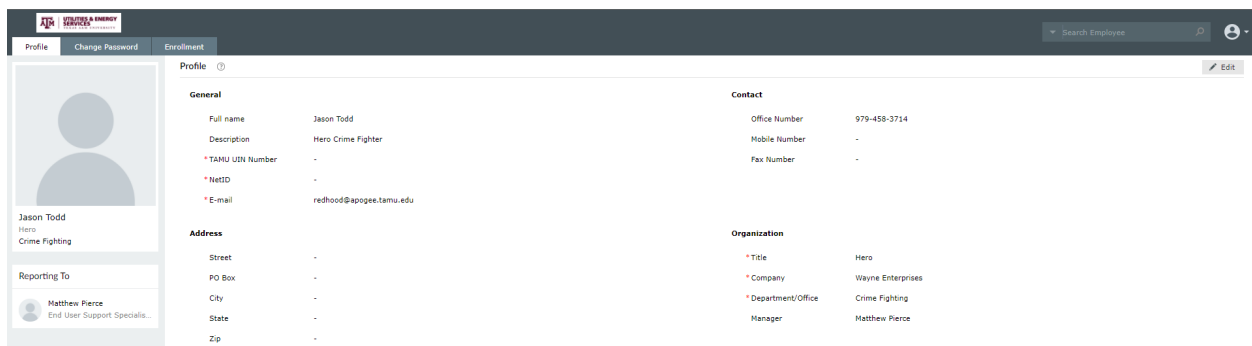
[What is this?](#) [Need help?](#)

Powered by Duo Security

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in. ✕

Step 1 of 1

On the next page, click the Edit button in the upper right corner to update your Profile and enter the Mandatory setting marked with an *. You may also enter in any additional information in the provided test boxes.



The screenshot shows a user profile page with the following information:

General		Contact	
Full name	Jason Todd	Office Number	979-458-3714
Description	Hero Crime Fighter	Mobile Number	-
*TAMU UTN Number	-	Fax Number	-
*NetID	-		
*E-mail	redhood@apogee.tamu.edu		

Address		Organization	
Street	-	*Title	Hero
PO Box	-	*Company	Wayne Enterprises
City	-	*Department/Office	Crime Fighting
State	-	Manager	Matthew Pierce
Zip	-		

Reporting To: Matthew Pierce, End User Support Special...

Once you are done entering all the information, click the Update button.

Profile Change Password Enrollment

Edit Profile ⓘ

General

Full name: Jason Todd

Description: Hero Crime Fighter

* TAMU UIN Number: 1110509989

* NetID: jtodd

* E-mail: redhood@apogee.tamu.edu

Contact

Office Number: 979 - 458 - 3714

Mobile Number: xxx - xxx - xxxx

Fax Number: xxx - xxx - xxxx

Address

Street: [Text Box]

PO Box: [Text Box]

City: [Text Box]

State: [Text Box]

Zip: [Text Box]

Organization

* Title: Hero

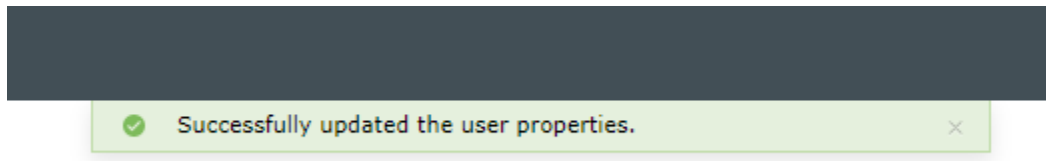
* Company: Wayne Enterprises

* Department/Office: Crime Fighting

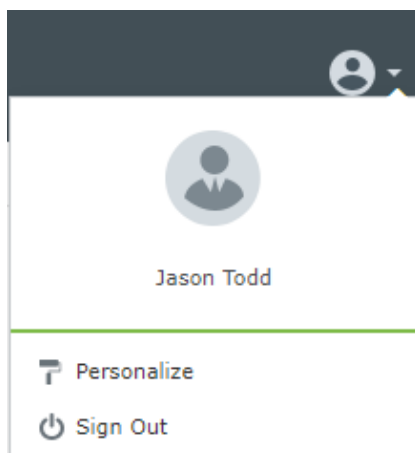
Manager: Matthew Pierce [Edit]

Update Cancel

If successful, a small notification will popup stating you have Successfully updated the user properties.

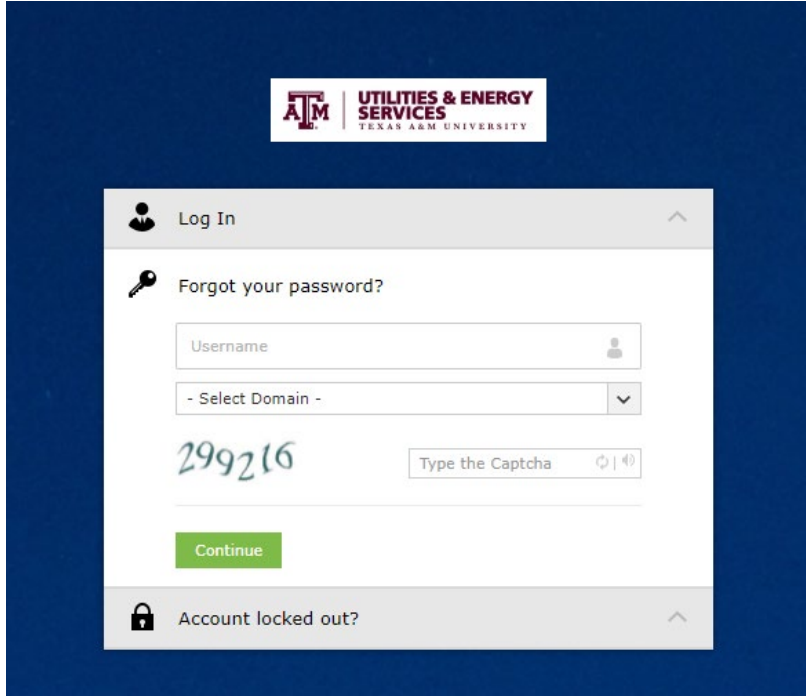


Now you can Sign Out by clicking the User icon in the upper right corner and clicking on the Sign Out button.



Change a forgotten or expired password

Navigate to: <https://itsd-adss.apogee.tamu.edu> & click the Forgot your password selection. Type in your Domain Account, select the appropriate domain, enter the CAPTCHA number and click the Continue button.



The screenshot shows a web interface for TAMU Utilities & Energy Services. At the top, there is a logo for TAMU and the text 'UTILITIES & ENERGY SERVICES TEXAS A&M UNIVERSITY'. Below the logo is a 'Log In' section with a user icon. Underneath is a 'Forgot your password?' section with a key icon. This section contains a 'Username' input field with a user icon, a '- Select Domain -' dropdown menu, a CAPTCHA image showing the number '299216', and a 'Type the Captcha' input field with a refresh icon. A green 'Continue' button is located below the CAPTCHA. At the bottom of the form is an 'Account locked out?' section with a lock icon.

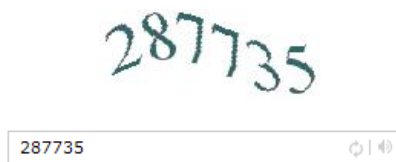
You will next be prompted to select one of the MFA methods to prove your identity. Select the Security Questions or Duo Security, type in the CAPTCHA number and click Continue.

Select one of the option below to prove your identity

This process helps us verify that it is indeed you who is requesting access

- Security Questions
- Duo Security

Type the characters you see in the picture below.




The screenshot shows a CAPTCHA verification step. It features a large image of the number '287735' in a stylized, handwritten font. Below the image is a text input field containing the number '287735' and a refresh icon.

Cancel Continue

Depending on which choice you select, you will be prompted to either chose your DUO authentication method or enter your answers to the questions.

Please check your Duo Security Authenticator App



Choose an authentication method

Duo Push RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

[What is this?](#) [Need help?](#)

Powered by Duo Security

Cancel


Please answer the following question(s) to reset your password

Question: Who is your childhood hero?

Question: What is your favourite colour?

Type the characters you see in the picture below.



| 

Cancel

Continue

On the next page, type in your new password in the New and Confirm password fields, and then click the Reset Password button. (Although the text states that the minimum password length is 8, it is really 16)

Reset Password

* New Password

* Confirm New Password

- The minimum password age is 1
- The maximum password age is 180
- The minimum password length is 8
- No. of Passwords Remembered is 4
- The password complexity property is Enabled

Type the characters you see in the picture below.



Letters are not case-sensitive |

Cancel

Reset Password

The next page that is displayed states that the password reset was successful. Click the Back to home link which will take you back to the Log In page.



Password reset successful for the following account(s)

- jtodd - apogee.tamu.edu

[Back to home](#)