

# How to Change Active Directory Password

## **Purpose of the document**

Providing a step-by-step guide to reset the Active Directory password by end user.

Two ways to reset the Active Directory Password

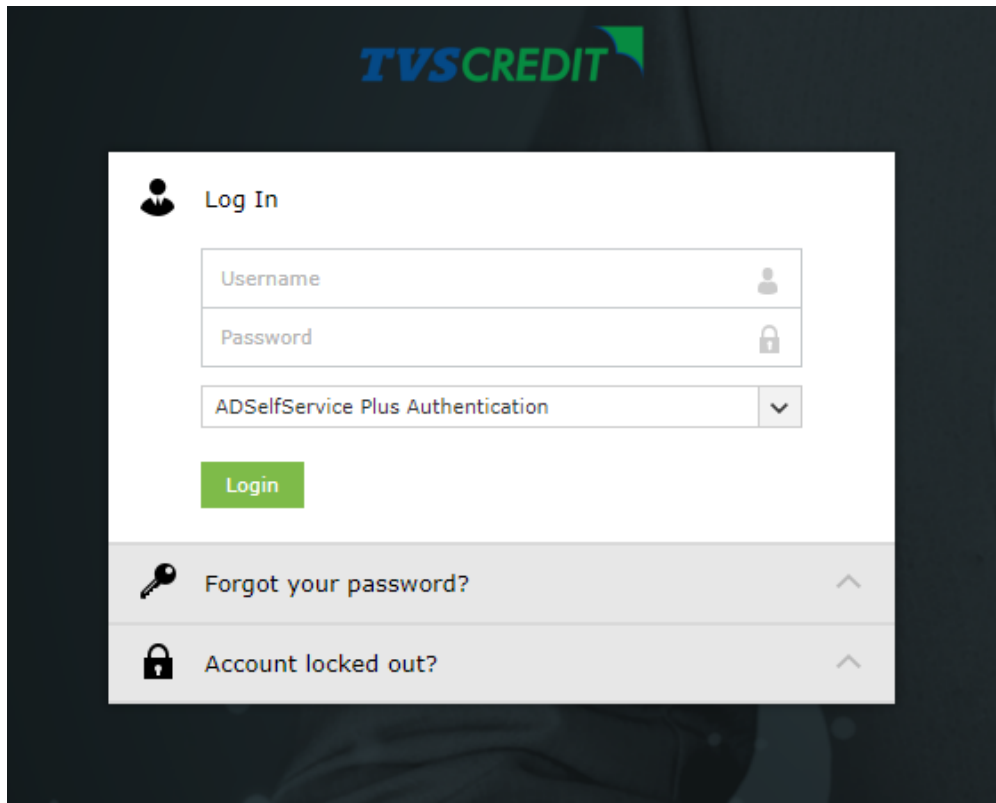
- If you know your old (Expired) password, please go through page 2 steps.
- If you forget the password, please go through page 5 steps.

## If you know your old (Expired) password


### Step1:


Kindly open below mentioned URL in browser to reset the password.


URL: <https://selfservice.tvscredit.com>




**TVSCREDIT**



 Log In



Username 

Password 

ADSelfService Plus Authentication 

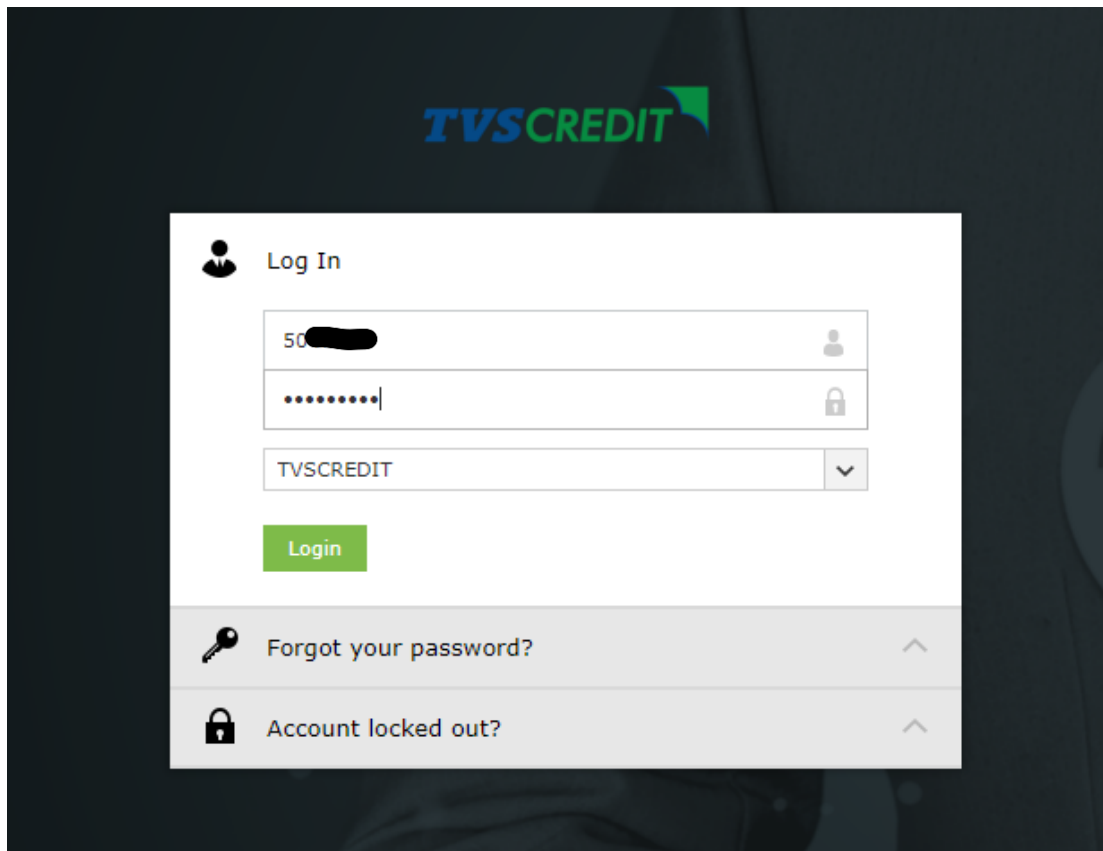
**Login**

 [Forgot your password?](#) 

 [Account locked out?](#) 

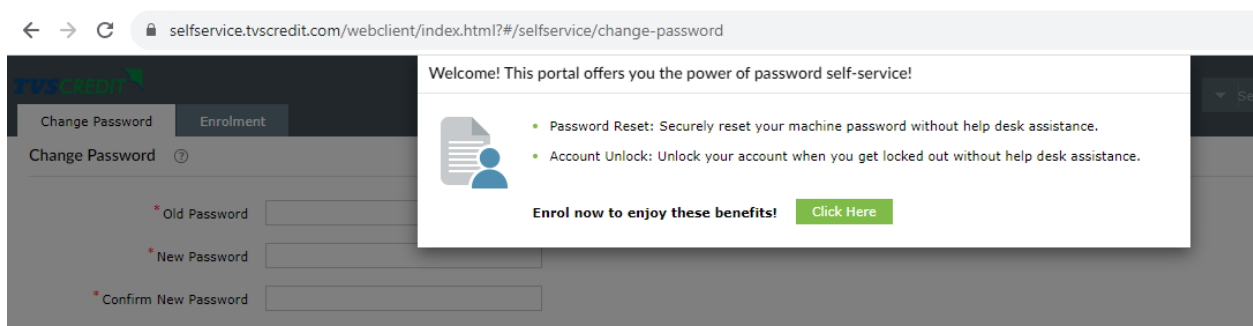
## Step 2:

Enter your employee number or system login ID and password to login.



## Step 3:

Once login into the portal you must complete the self-enrollment



## Step 4:

Follow the steps to enroll Microsoft Authenticator, then click Next.

TVS CREDIT

Change Password Enrollment

MFA Enrollment ?

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

Microsoft Authenticator

1. Install Microsoft Authenticator.
2. Go to the Microsoft Authenticator app. Select Add account > Other (Google, Facebook, etc.).
3. Scan the displayed QR code. A one-time-passcode is generated in the app.

Can't scan the QR code?

4. Enter the code generated by the Microsoft Authenticator app

Step 1 of 1 [Next](#)

## Step 5:

Enter your expired password in the old password field and then set the new password as per the mentioned constraints.

TVS CREDIT

Change Password Enrollment

Change Password ?

Old Password

New Password

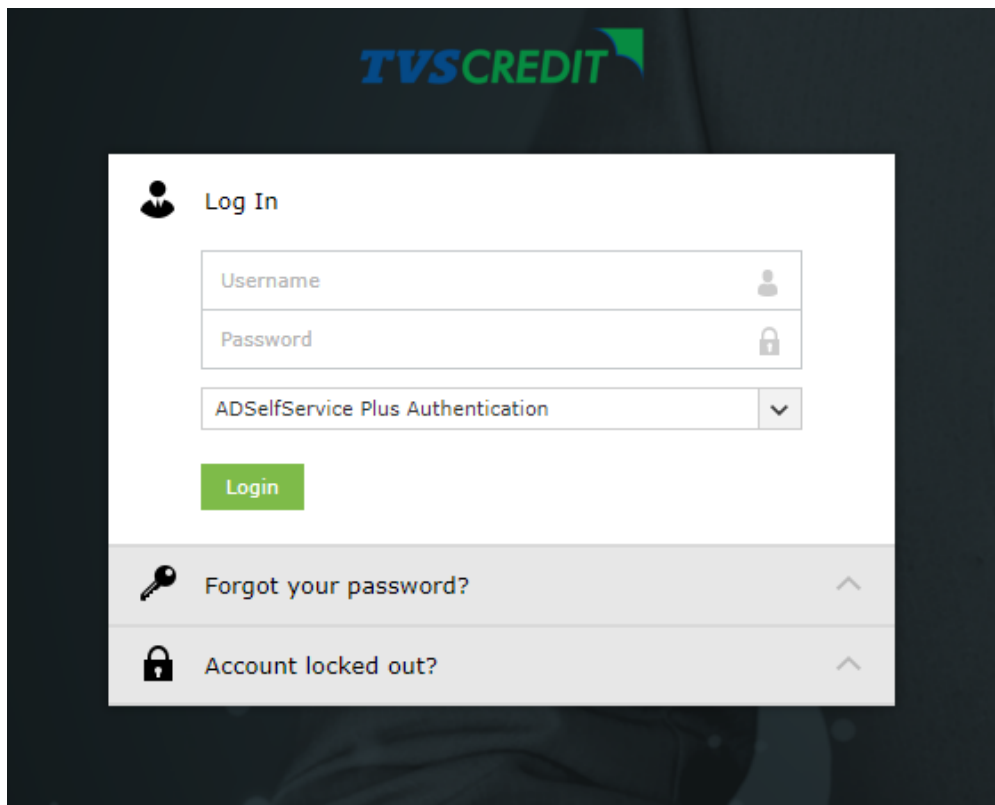
Confirm New Password

## If you forget the password


### Step1:


Kindly open below mentioned URL in browser to reset the password.


URL: <https://selfservice.tvscredit.com>




**TVSCREDIT**



 Log In



Username 

Password 

ADSelfService Plus Authentication 

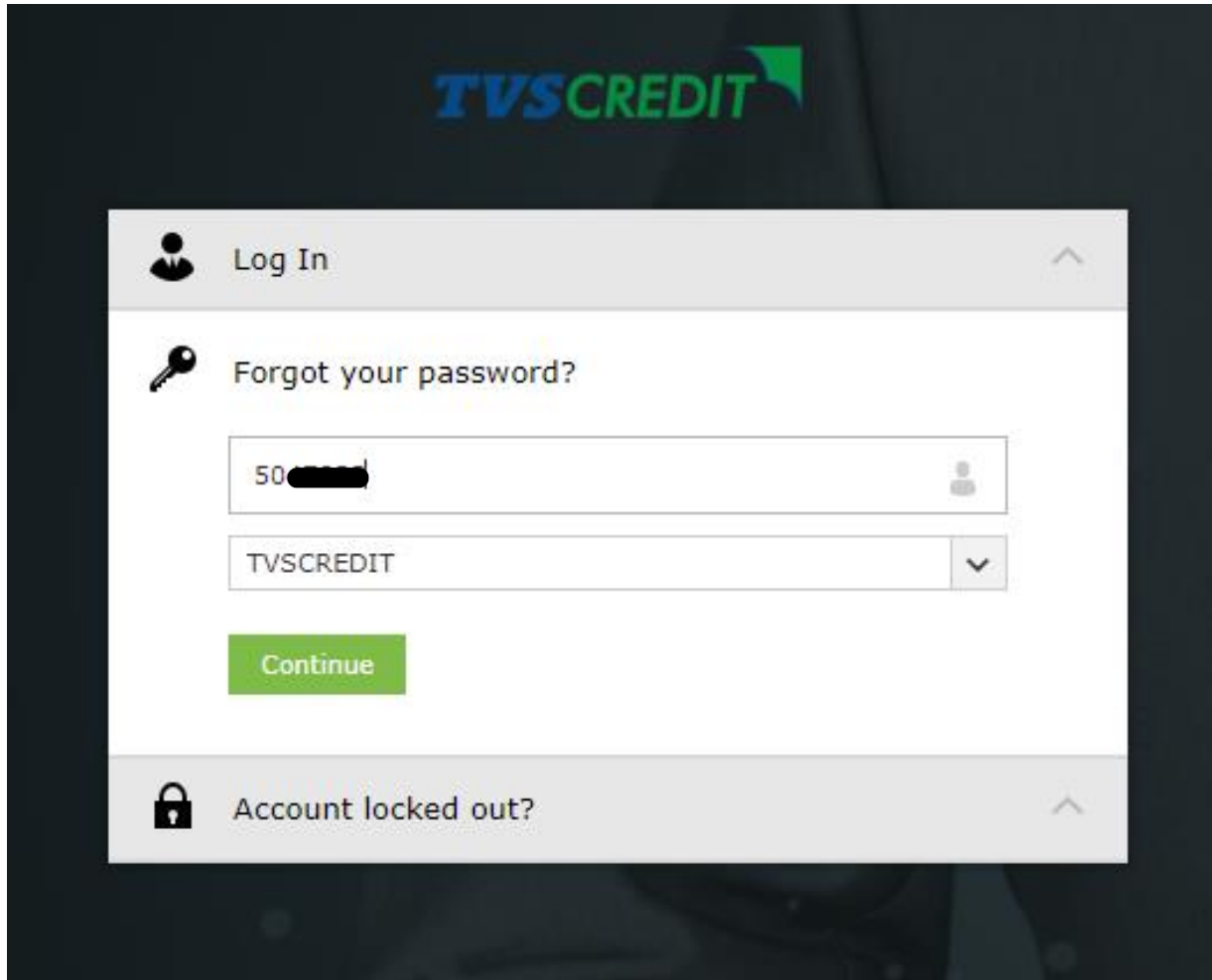
**Login**

 [Forgot your password?](#) 

 [Account locked out?](#) 

## Step 2:

Select **forget your password** option and then enter your system login ID (**emp no**)







The screenshot displays the TVSCREDIT login interface. At the top, the TVSCREDIT logo is visible. Below it, there are three main sections:

- Log In:** A section with a person icon and an upward arrow.
- Forgot your password?:** A section with a key icon. It contains two input fields: the first is for the login ID (emp no), with the text "50" and a person icon; the second is for the password, with the text "TVSCREDIT" and a dropdown arrow. Below these fields is a green "Continue" button.
- Account locked out?:** A section with a padlock icon and an upward arrow.

### Step 3:



Select your mobile number and enter the captcha. Click to continue, you will receive the verification code.




  (TVSCREDIT) 


#### Get a verification code via SMS



Select your mobile number

9  2 

Type the characters you see in the picture below.







7gnjr3 

### Step 4:

Enter the received verification code and captcha to continue.




  (TVSCREDIT) 


#### Verification code has been sent to 9 2



Once you have received the code, Please enter it in the textbox below

24069451 [Resend Code](#)

Type the characters you see in the picture below.

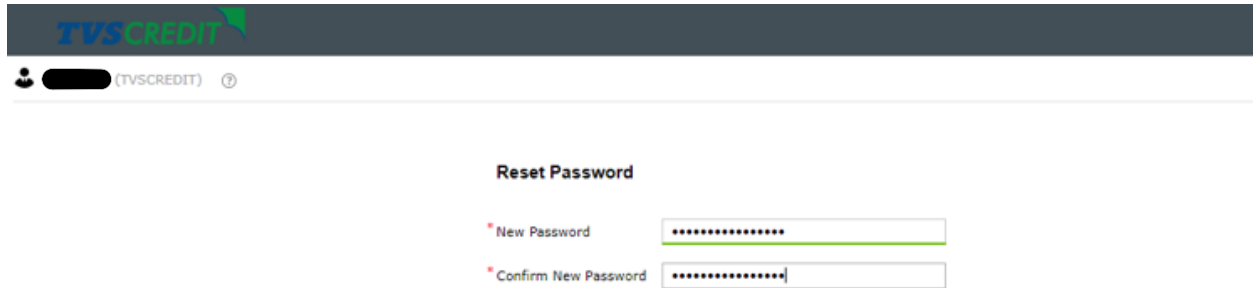


rebm2b 

## Step 5:

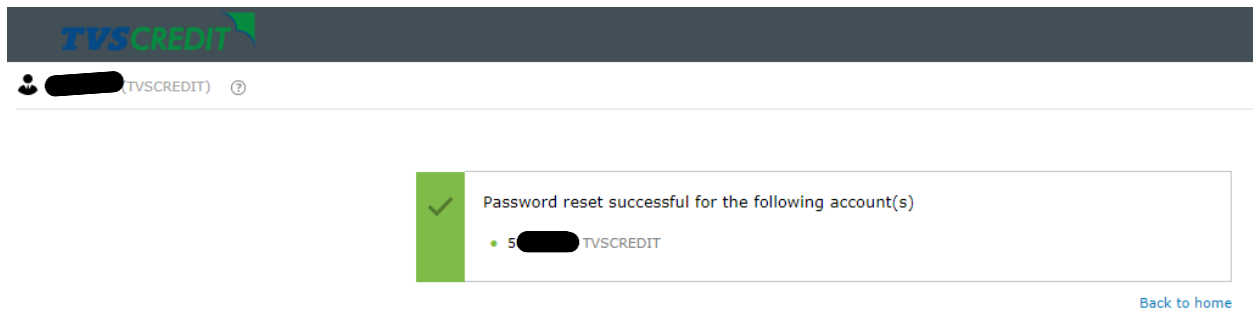
Please follow the given instructions to reset the password.



The screenshot shows the TVSCREDIT logo in the top left corner. Below it is a user profile icon and the text '(TVSCREDIT) ?'. The main heading is 'Reset Password'. There are two input fields: 'New Password' and 'Confirm New Password', both containing masked characters (dots). The 'New Password' field has a green underline, and the 'Confirm New Password' field has a blue underline.

## Step 6:

Password reset acknowledgement.



The screenshot shows the TVSCREDIT logo in the top left corner. Below it is a user profile icon and the text '(TVSCREDIT) ?'. The main message is 'Password reset successful for the following account(s)'. Below this message is a list of accounts, with the first one being '5 [redacted] TVSCREDIT'. A green checkmark is visible on the left side of the message box. A 'Back to home' link is located at the bottom right of the page.