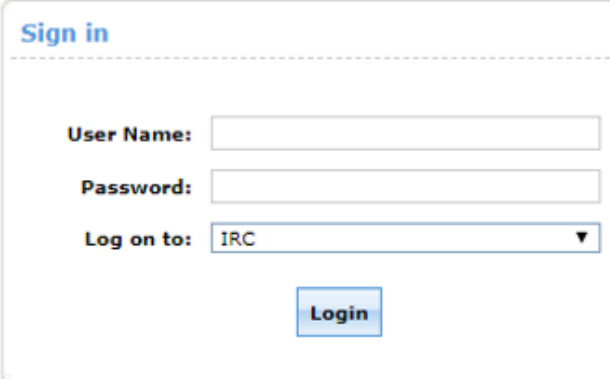


How to Unlock your Account Using ADSelfService WebPortal:

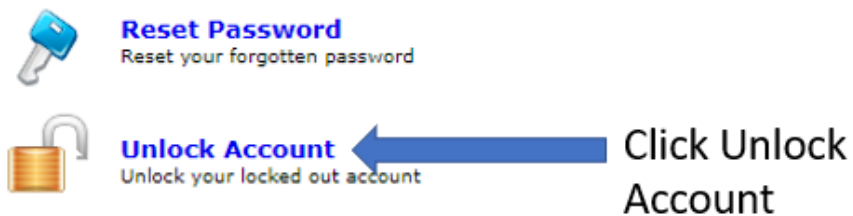
(You must enroll first before using this process)

Start by going to this site: <https://myid.indianriverschools.org>

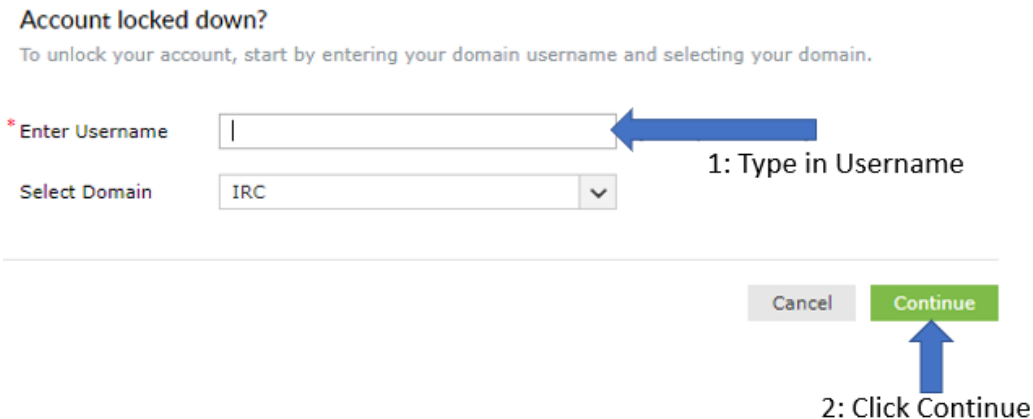
Once their click on the “Unlock Account” link



The image shows a 'Sign in' form with the following fields: 'User Name:' with a text input box, 'Password:' with a text input box, and 'Log on to:' with a dropdown menu currently set to 'IRC'. Below these fields is a blue 'Login' button.

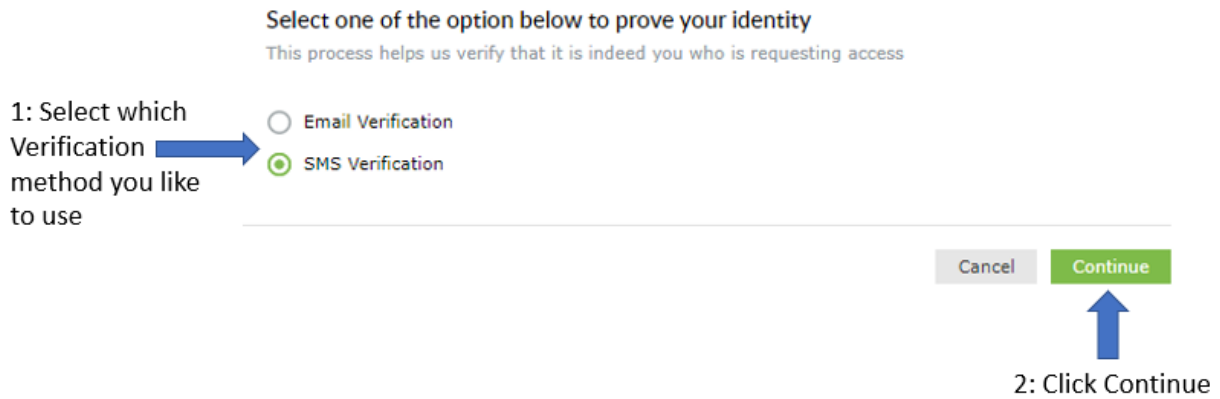


On the next page type in your username in the text box next to “Enter Username” and then click the green “Continue” button.



The image shows a form titled 'Account locked down?' with the instruction: 'To unlock your account, start by entering your domain username and selecting your domain.' The form includes: '* Enter Username' with a text input box (indicated by a blue arrow and '1: Type in Username'), 'Select Domain' with a dropdown menu set to 'IRC', and two buttons at the bottom: 'Cancel' and 'Continue' (indicated by a blue arrow and '2: Click Continue').

You will then be asked to select which verification method you would like to use to verify your identity. For this demonstration I will select “SMS verification” and then click the green “Continue” button. (If you were to choose “Email Verification” and hit the green “Continue” button, on the next screen you would select which email address to send your verification code to and click the green “Continue” button. On the following screen you would type the verification code in the text box and press the green “Continue” button)



On the next screen, if not selected already, use the drop down to select the mobile number you would like to receive a text message sent to that will contain your verification number and press the green “Continue” button.

Get a verification code via SMS

Select your mobile number

1: Select your mobile number


Cancel Continue


2: Click Continue

Check the mobile device that you selected in the previous step; within a few moments you should get a text message containing your verification code. On your computer screen, in the text box provided type in that six-digit code and click the green “Continue” button.

Verification code has been sent to 17*****22

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

1: Type in  verification code [Resend Code](#)

2: Click Continue 

Last thing to do is in the text box provided type in the letters / numbers that you see in the captcha and then click the green “Unlock Account” button.

Unlock Account
Your identity has been verified successfully. Please proceed with the self service action.

Type the characters you see in the picture below.



1: Type in  characters in the captcha

2: Click to Unlock Account 