

Account User Guide

Managing Your Active Directory Account

Users are required to change password twice a year.

To change password:

- Visit <https://sso.arkansas.gov> (current tool used to manage state **Active Directory** accounts)
 - enter 'Username' and 'Password'.
- Under "Home" click "Change My Password" and enter a new password.

If your account is disabled, first contact one of your local entity account managers to "Enable" and "Unlock" your account, and then immediately change password.

If your account is new, or if you have forgotten your password:

- Visit <https://sso.arkansas.gov> (current tool used to manage state **Active Directory** accounts)
 - Do not enter a username and password – instead click "Forgot Your Password" (not username)
 - Enter user ID and click "OK"
 - Do not close screens
 - Enter username
 - Enter 6-digit code that was sent to your email address
 - Click 'Submit' and enter a new password.

TIP:

While it does not matter to Active Directory if part of your name is included in your password, several applications do take issue. When entering a new password, be sure not to include 3 characters in a row from your First Name, Last Name, or ID.

The following examples would cause issue for Example User: Robbin Townson (1202rtownson)

Example Bad Passwords:

- TheHobbit27 – "obb" are 3 characters in a row found in both the password and the First Name
- Ownership27 – "own" are 3 characters in a row found in both the password and the Last Name
- MyVision2020 – "202" are 3 characters in a row found in both the password and the ID