

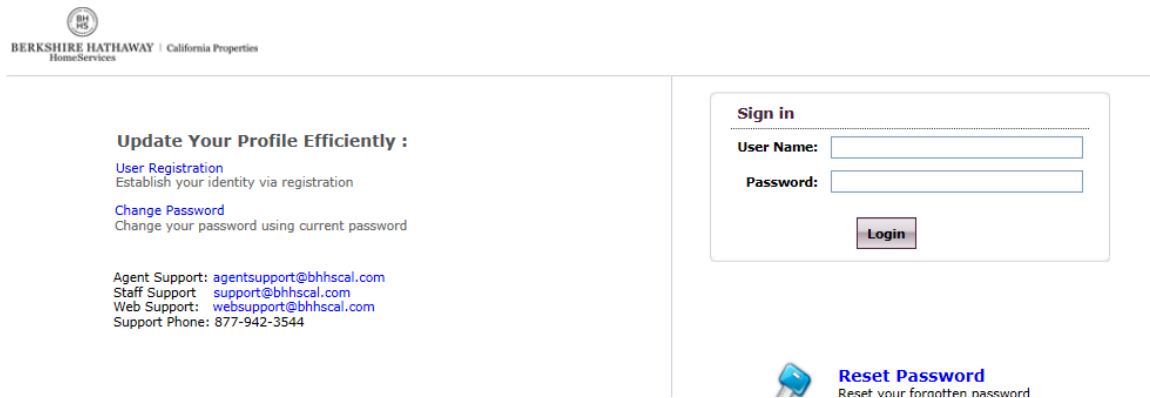
Introduction

All BHHS California Properties computer users (Staff, Agents, Escrow, Title, etc.) have an Active Directory Domain account with a username and a password (this is sometimes called an 'AD' account or a 'Domain' account). This account is used for many services, including logging in to company computers, RightFax, Wi-Fi, and more. This account is separate from your email login.

The BHHS California Properties Self Service Password Portal Website is a tool that allows all users to manage this password online, at any time (24/7), from anywhere with an internet connection. In addition, assuming a user has enrolled and setup their security questions, they can perform password unlocks and password resets for their account without even knowing their current password (they do need to know the correct answers to their security questions in that case though).

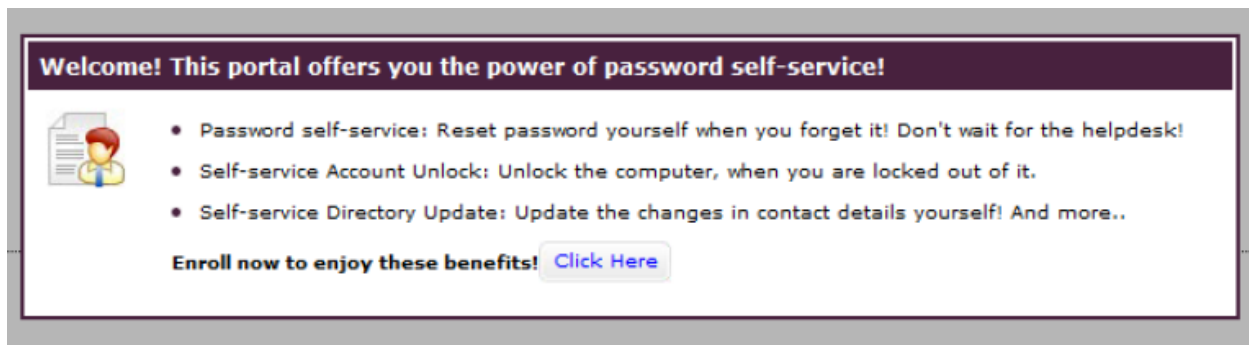
Self Service Password Portal Website: <https://selfservice.bhhsocalifornia.com>

The link above can be used to access the website. Once loaded, you will see the login screen:



The screenshot shows the website's header with the BHHS logo and the text "BERKSHIRE HATHAWAY | California Properties HomeServices". Below the header, there are two main sections. On the left, under the heading "Update Your Profile Efficiently :", there are links for "User Registration" (with subtext "Establish your identity via registration") and "Change Password" (with subtext "Change your password using current password"). Below these are contact details: "Agent Support: agentsupport@bhhsocal.com", "Staff Support: support@bhhsocal.com", "Web Support: websupport@bhhsocal.com", and "Support Phone: 877-942-3544". On the right, there is a "Sign in" form with "User Name:" and "Password:" input fields and a "Login" button. Below the form is a "Reset Password" link with a key icon and the subtext "Reset your forgotten password".

From here, you can perform a variety of options. If this is your first time logging in, the system may prompt you to Enroll (you should do so, see the instructions below).



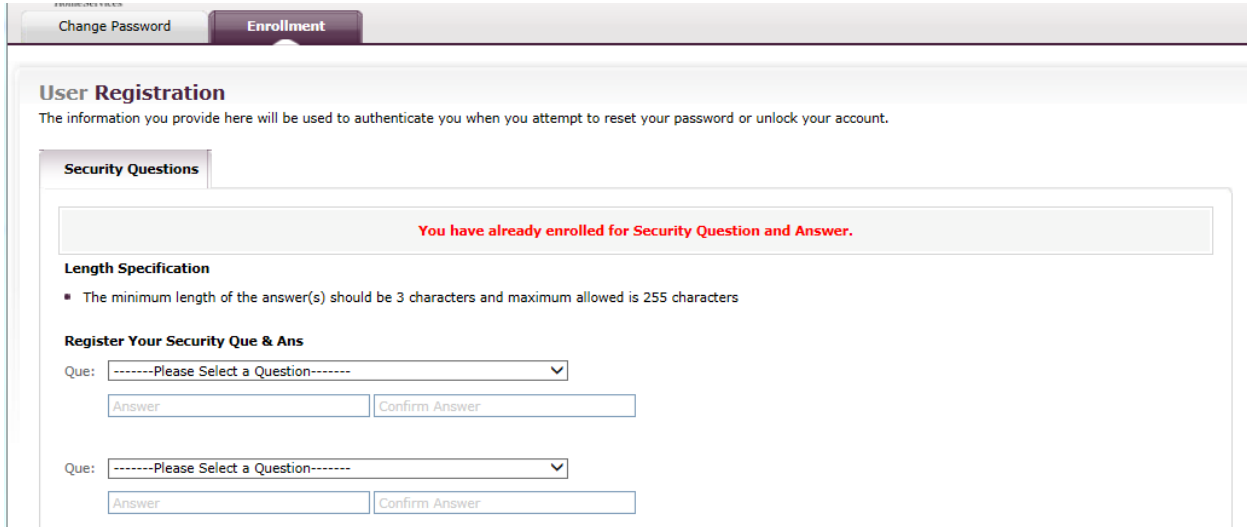
The screenshot shows a welcome banner with a dark purple header that reads "Welcome! This portal offers you the power of password self-service!". Below the header is a white box containing an icon of a person with a key and a list of three bullet points: "Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!", "Self-service Account Unlock: Unlock the computer, when you are locked out of it.", and "Self-service Directory Update: Update the changes in contact details yourself! And more..". At the bottom of the white box, it says "Enroll now to enjoy these benefits!" followed by a "Click Here" button.

Enrollment

(Setting security questions so you can administer your account in the future)

To enroll your account for the benefits of Self Service, or to change your security questions if you have already enrolled, first go to the Self Service Password Portal Website

(<http://selfservice.bhscalifornia.com>). Once logged in, select the 'Enrollment' tab:



Change Password | **Enrollment**

User Registration

The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.

Security Questions

You have already enrolled for Security Question and Answer.

Length Specification

- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que: -----Please Select a Question-----

Answer Confirm Answer

Que: -----Please Select a Question-----

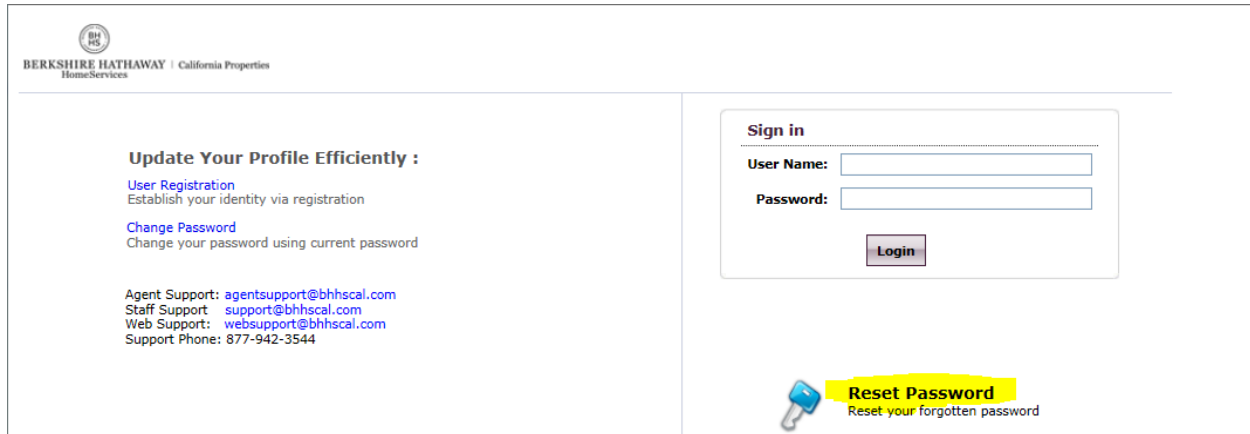
Answer Confirm Answer

Then, select a question for each of the two drop-downs and decide on an answer and enter it in the Answer and Confirm Answer boxes. Click the Enroll button (or Update button if you are updating your security questions/answers) at the bottom when finished. The website will give you a successful message, and the enrollment process is complete at that point.

As long as you know the answers to your security questions, you will be able to Unlock your account or Reset your password (without knowing your current password value and without having to contact the Support Helpdesk -this can even be done off-hours, on the weekends, etc.) See below for instructions on these tasks.

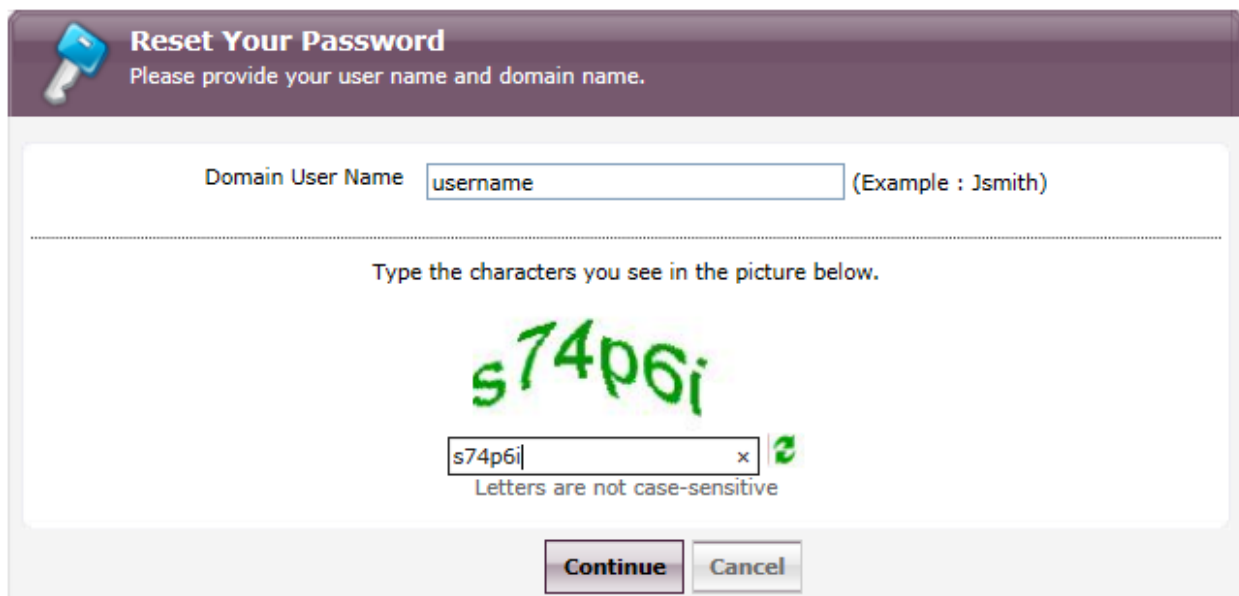
Resetting your password

You must be Enrolled to utilize this function. Resetting your password is useful for when you know your username but have forgotten your password. As long as you know the answers to your security questions, you can perform this task easily. First, go to the Self Service Password Portal Website (<http://selfservice.bhhscalifornia.com>). On the login page, there is a link for Reset Password – click this:




The screenshot shows the website's home page with a navigation menu at the top. The main content area is divided into two columns. The left column contains links for 'Update Your Profile Efficiently', including 'User Registration' and 'Change Password', along with contact information for Agent, Staff, and Web Support. The right column features a 'Sign in' form with fields for 'User Name' and 'Password', and a 'Login' button. Below the sign-in form is a yellow button labeled 'Reset Password' with a key icon and the text 'Reset your forgotten password'.


Next, enter your username and the captcha characters, then click Continue:



The screenshot shows the 'Reset Your Password' form. At the top, there is a purple header with a key icon and the text 'Reset Your Password' and 'Please provide your user name and domain name.'. Below the header, there is a text input field for 'Domain User Name' containing the text 'username', followed by '(Example : Jsmith)'. A horizontal line separates this from the next section, which contains the instruction 'Type the characters you see in the picture below.' Below this instruction is a captcha image showing the characters 's74p6i' in green. Below the captcha image is a text input field containing the characters 's74p6i', with a small 'x' icon to its right and a refresh icon to its left. Below the input field is the text 'Letters are not case-sensitive'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

Enter the correct answers to the security questions (these are not case-sensitive, so lowercase/capitals do not matter), then enter the captcha characters and click Continue:

Time left for this operation : 04:21 


 **Security Questions**
Please answer the following question(s) as per your enrollment profile to reset your password


Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What is your favourite color ?
Ans:

Type the characters you see in the picture below.





Letters are not case-sensitive

Now, enter your new password value (twice) and the captcha characters and click the Reset Password button:

Time left for this operation : 04:31





Reset Password

Please enter a new password in the boxes below:

Domain Password Policy Requirements


- The minimum password age is 1
- The maximum password age is 365
- The minimum password length is 15
- No. of Passwords Remembered is 10
- The password complexity property is Enabled


Reset Password

New Password :

Confirm New Password :

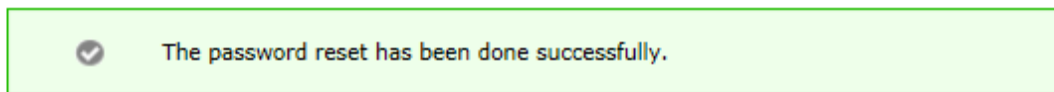
Type the characters you see in the picture below.





Letters are not case-sensitive

If all went well, you should see this message indicating that your password has been reset:



[Back to home](#)

You may now use your new password as normal.

Unlocking your account

You must be Enrolled to utilize this feature. Unlocking is useful if you have entered your password too many times and your account has become 'locked' (meaning the system will not allow your account to login again until the expiration period has passed). To unlock your account, first go to the Self Service Password Portal Website (<http://selfservice.bhhsocalifornia.com>), and select the 'Unlock Account' option:

Update Your Profile Efficiently :

[User Registration](#)

Establish your identity via registration

[Change Password](#)

Change your password using current password

Agent Support: agentsupport@bhhsocal.com

Staff Support: support@bhhsocal.com

Web Support: websupport@bhhsocal.com

Support Phone: 877-942-3544

Sign in

User Name:

Password:

Login



Reset Password


Reset your forgotten password



Unlock Account

Unlock your locked out account

Next, fill out the username and captcha characters, then click Continue:




Unlock Your Account

Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

Type the characters you see in the picture below.




Letters are not case-sensitive

Now, enter the answers to your security questions, then the captcha characters and click Continue:

Time left for this operation : 04:26




 **Security Questions**
Please answer the following question(s) as per your enrollment profile to unlock your account


Answer the below question(s)

Que: What is your mother's maiden name ?
Ans:

Que: What is your favourite color ?
Ans:


Type the characters you see in the picture below.





Letters are not case-sensitive

If successful, you should see the message below. You can now login (if you know your correct password) or Reset your password (if you don't know what it currently is).

 The account unlock has been done successfully.

[Back to home](#)