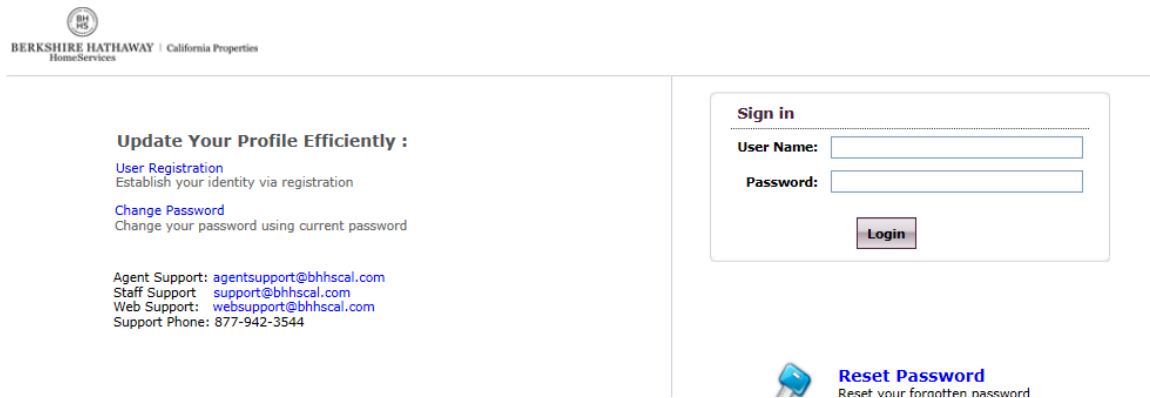# Introduction

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).
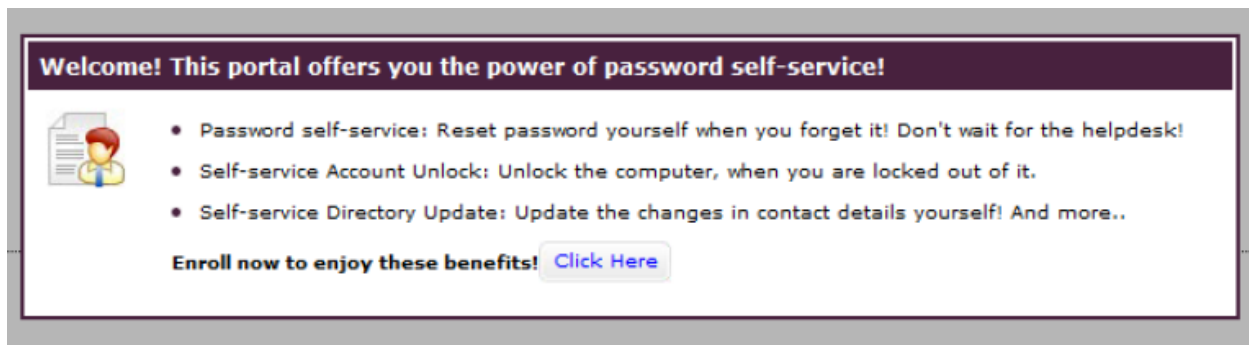
Self Service Password Portal Website: https://selfservice.bhhscalifornia.com

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

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).
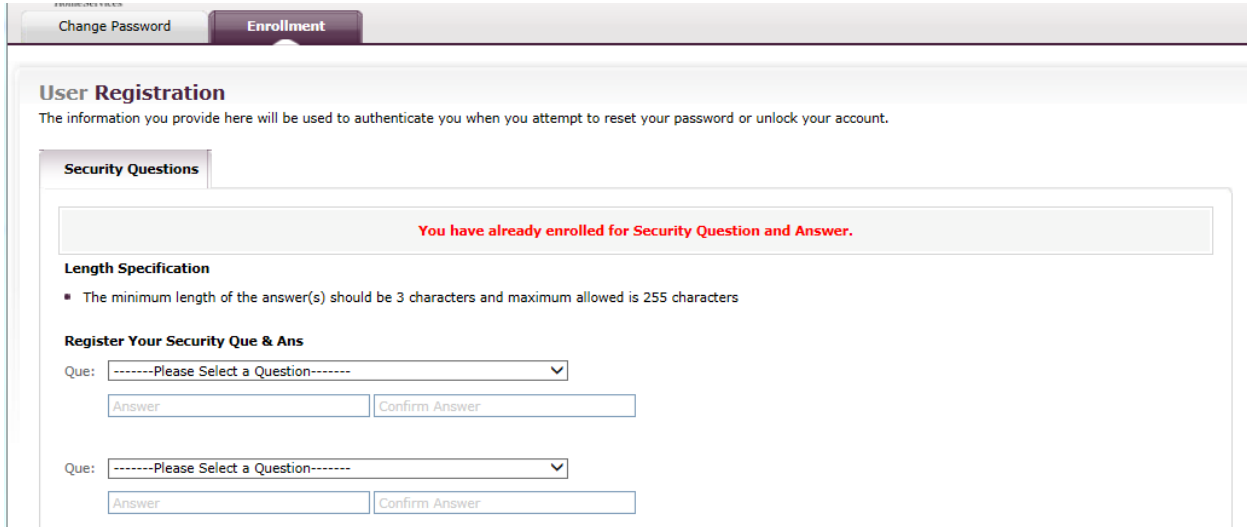
Enrollment

(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.bhhscalifornia.com). Once logged in, select the 'Enrollment' tab:
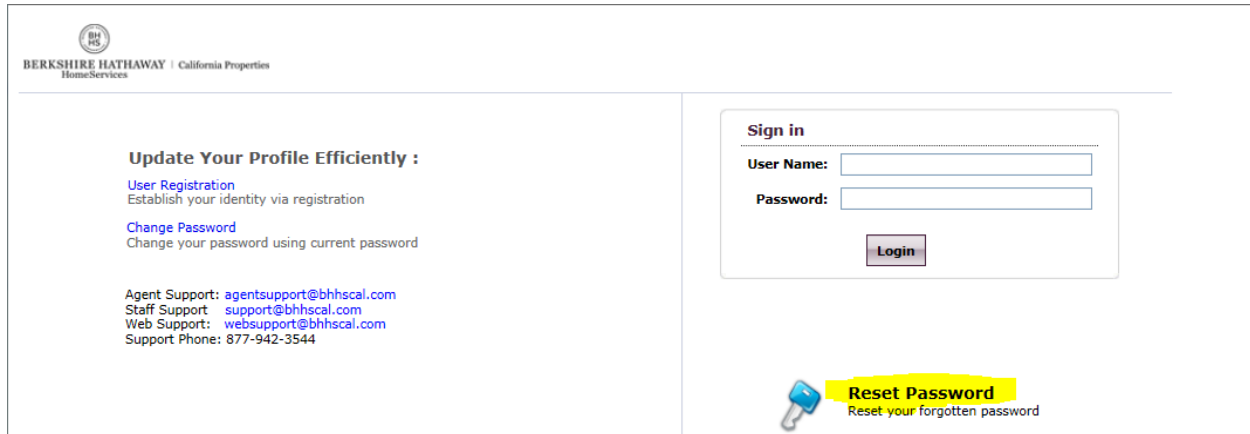

Then, select a question for each of the two drop-downs and decide on an answer and enter it in the Answer and Confirm Answer boxes. Click the Enroll button (or Update button if you are updating your security questions/answers) at the bottom when finished. The website will give you a successful message,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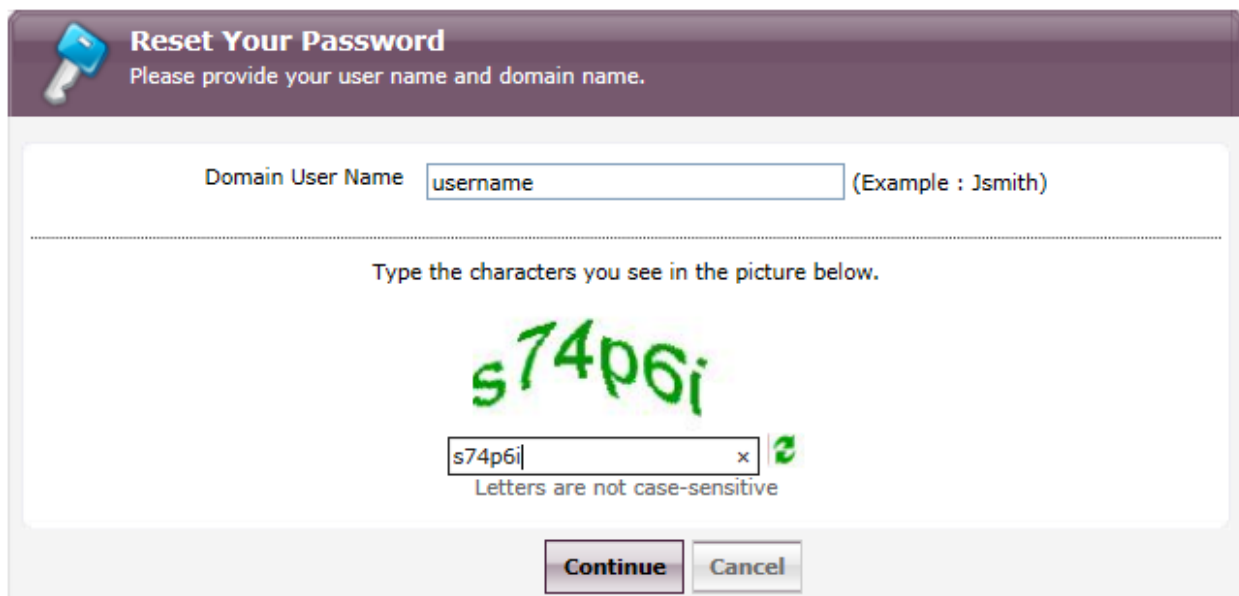
Resetting your password

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:

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

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:

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

If all went well, you should see this message indicating that your password has been reset:
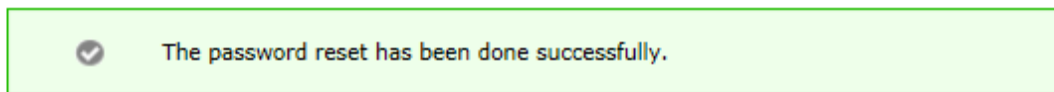
You may now use your new password as normal.

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.bhhscalifornia.com), and select the 'Unlock Account' option:

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

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

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).