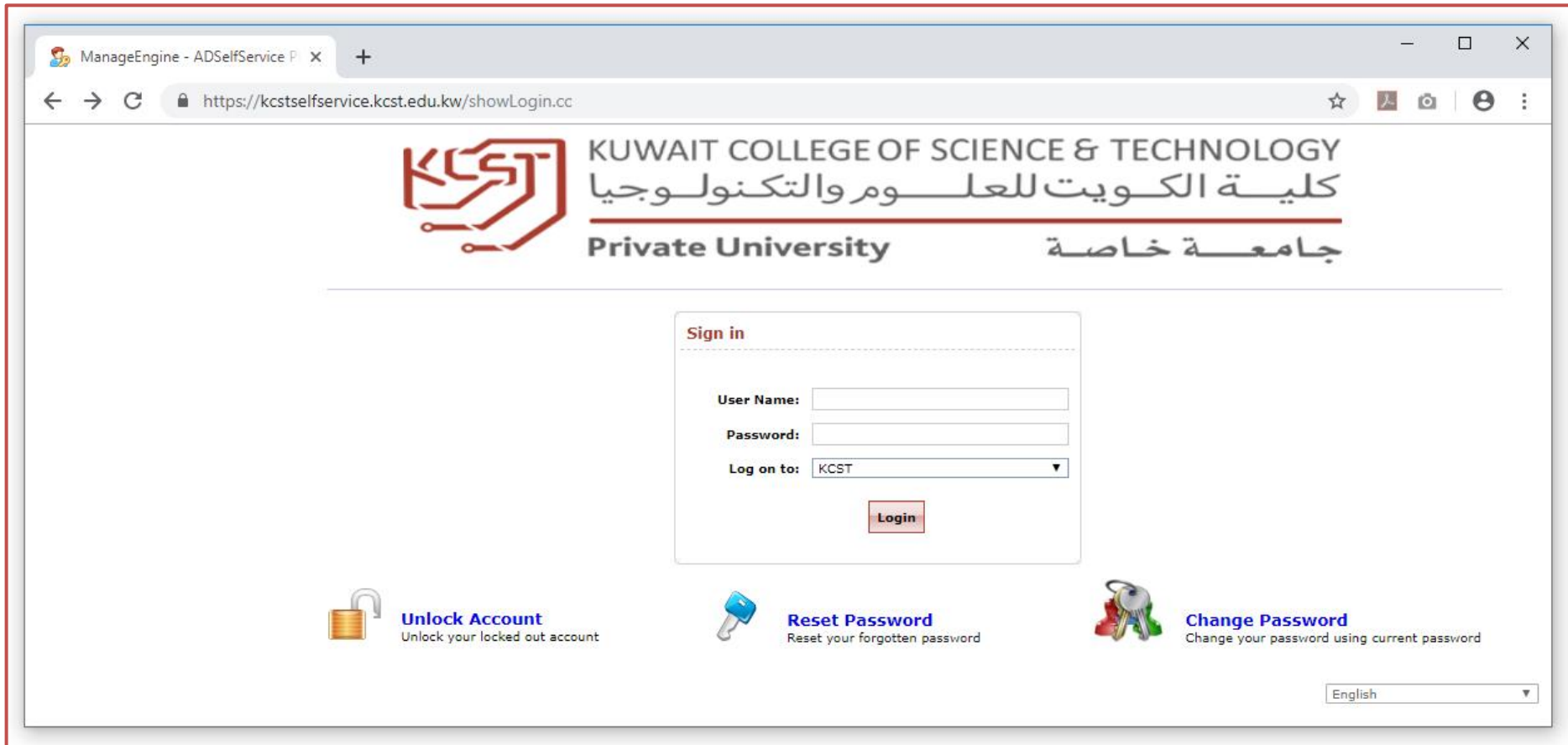



## KCST SELF SERVICE PORTAL



ManageEngine - ADSelfService P x +

https://kcstselfservice.kcst.edu.kw/showLogin.cc

 KUWAIT COLLEGE OF SCIENCE & TECHNOLOGY  
كلية الكويت للعلوم والتكنولوجيا  
Private University جامعة خاصة


**Sign in**


User Name:


Password:

Log on to: KCST ▼

Login

 **Unlock Account**  
Unlock your locked out account

 **Reset Password**  
Reset your forgotten password

 **Change Password**  
Change your password using current password

English ▼

Self Service portal can be used to:

- 1) **Unlock your locked out account**
- 2) **Reset your Forgotten Password**
- 3) **Change your Password using current password**

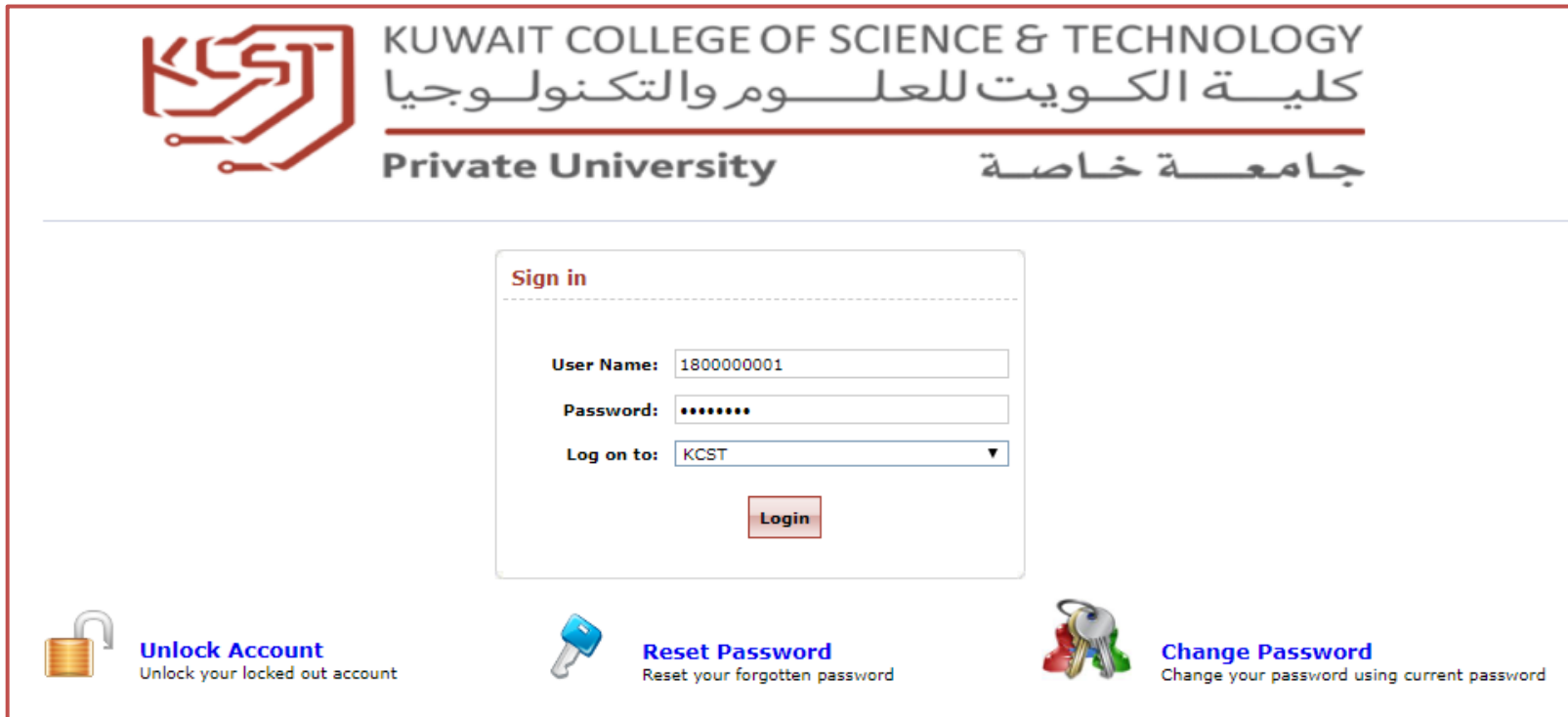


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## 1. Accessing KCST Self-Service Portal for the first time:

- Following is the link for KCST Self-service Portal.
- <https://kcstselfservice.kcst.edu.kw/showLogin.cc>
- You will receive the above link via Email from KCST ICT Department.
- Follow the link and you will be directed to KCST Self-service Portal.



**KUWAIT COLLEGE OF SCIENCE & TECHNOLOGY**  
كلية الكويت للعلوم والتكنولوجيا  
Private University جامعة خاصة


**Sign in**


User Name:


Password:

Log on to:

**Login**

 **Unlock Account**  
Unlock your locked out account

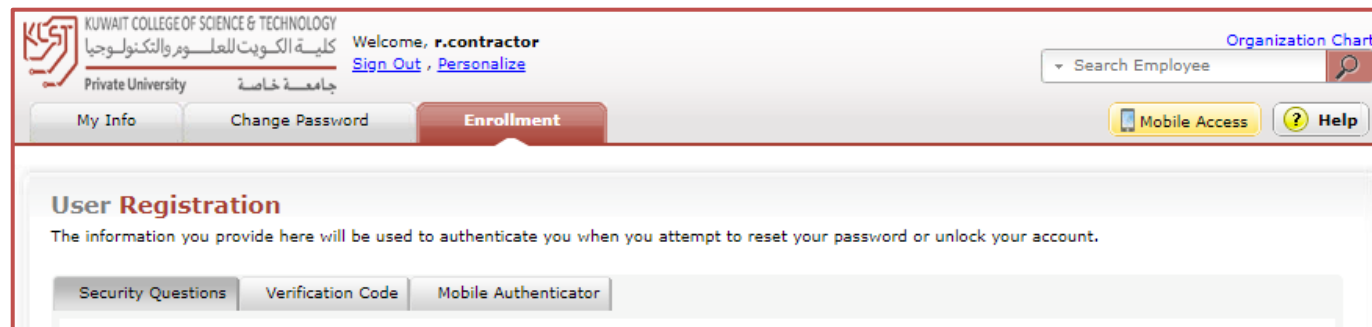
 **Reset Password**  
Reset your forgotten password

 **Change Password**  
Change your password using current password

- Login with your KCST User name & Password to access Self Update & Enrollment Page.

## 2. Enrollment using Security Questions and Answers

1. After logging in you will see a popup to enroll now, Press on “click here” button to go to “Enrollment” Tab



2. Select Security Questions from the list and answer them

**Register Your Security Question & Answer**

Question:

-----Please Select a Question-----

What is your mother's maiden name ?

What is the name of your favourite cousin ?

The country you always dreamt of vacationing in ?

Question:

Who is your favourite colour ?

Who is your childhood hero ?

What was the name of your elementary / primary school ?

What is the first name of your eldest nephew/ niece ?

When is your parents' wedding anniversary ?

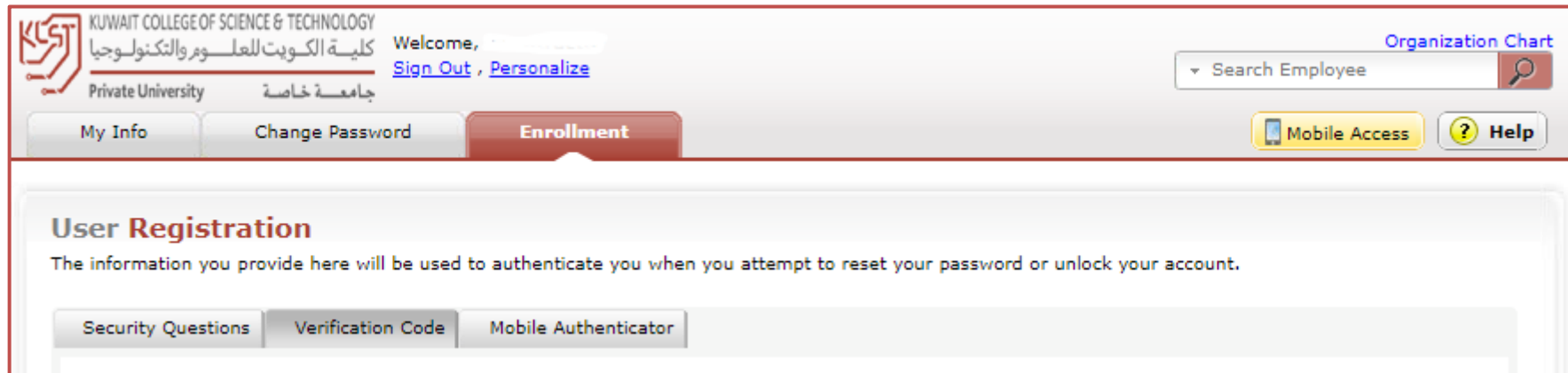
What was your favourite cartoon character during your childhood ?

What is the first name of your maternal grandmother ?

3. Once you have answered the security questions, hit '**Update**' button.  
You will now get a message stating that your enrolment process was successful.

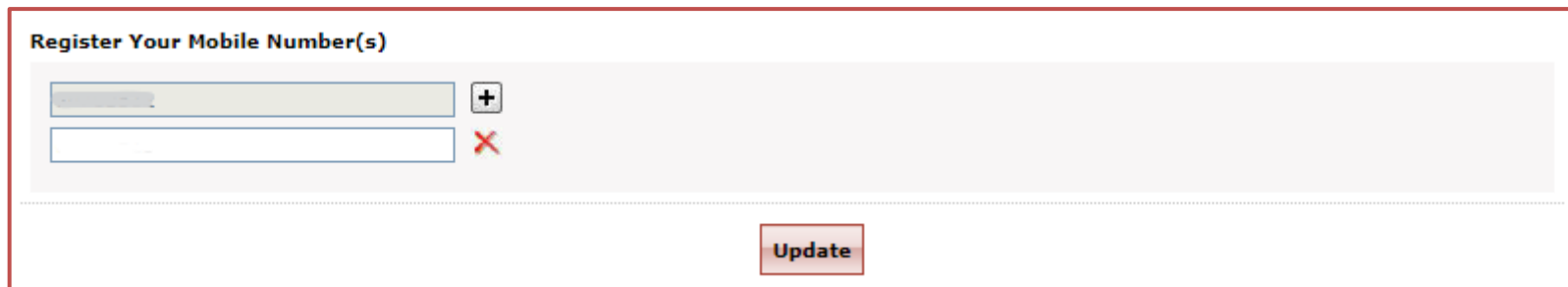
### 3. Enrollment using Verification Code

1. In the "Enrollment" tab.
2. Select the "**Verification Code**" tab.



The screenshot shows the user interface of the KCST Self-Service Portal. At the top left is the KCST logo and the text "KUWAIT COLLEGE OF SCIENCE & TECHNOLOGY" and "كلية الكويت للعلوم والتكنولوجيا". Below this is "Private University" and "جامعة خاصة". A welcome message "Welcome, [username]" is displayed, along with links for "Sign Out" and "Personalize". On the right, there is an "Organization Chart" link and a "Search Employee" search bar. A navigation menu at the top includes "My Info", "Change Password", and "Enrollment" (which is highlighted). Below the navigation menu, there are buttons for "Mobile Access" and "Help". The main content area is titled "User Registration" and contains the text: "The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account." Below this text are three tabs: "Security Questions", "Verification Code" (which is selected), and "Mobile Authenticator".

3. Enter your Mobile Number



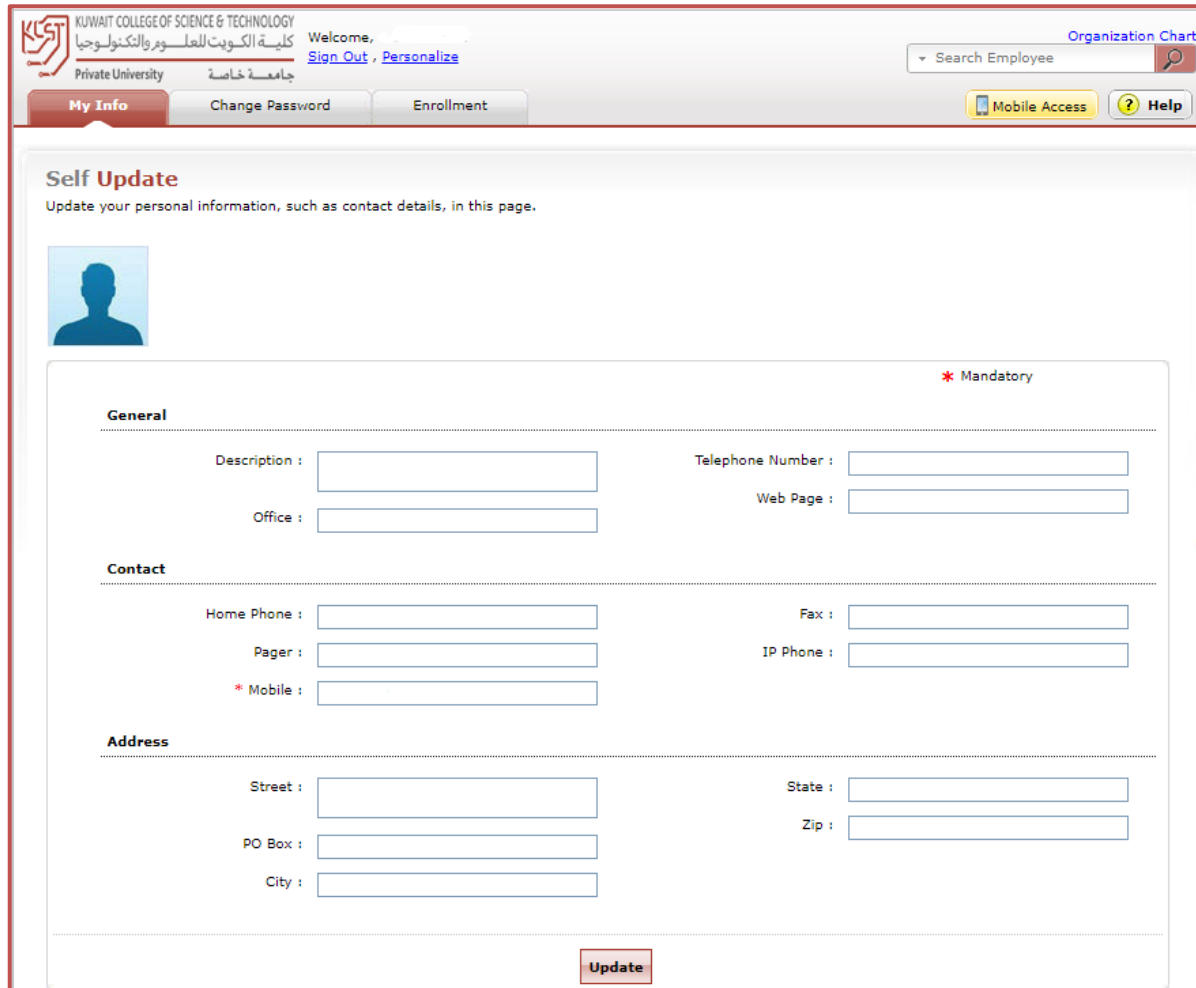
The screenshot shows a form titled "Register Your Mobile Number(s)". It features two input fields for mobile numbers. The first field has a "+" icon to its right, and the second field has a red "X" icon to its right. Below the input fields is a red "Update" button.

4. Once you have entered mobile number, hit '**Update**' button.

You will now get a message stating that your enrolment process was successful and you can proceed to Self-Update Personal Information.

## 4. Self-Update Your Personal Information

- Click on My Info Tab. Here You can provide your details for self-update.



**Self Update**  
Update your personal information, such as contact details, in this page.

**General**

Description :  Telephone Number :   
 Office :  Web Page :

**Contact**

Home Phone :  Fax :   
 Pager :  IP Phone :   
 \* Mobile :

**Address**

Street :  State :   
 PO Box :  Zip :   
 City :

**Update**

- Mobile Number is Mandatory Field and it cannot be left blank.

Press the update button to update your personal information.

## 5. logon into Self Service portal.

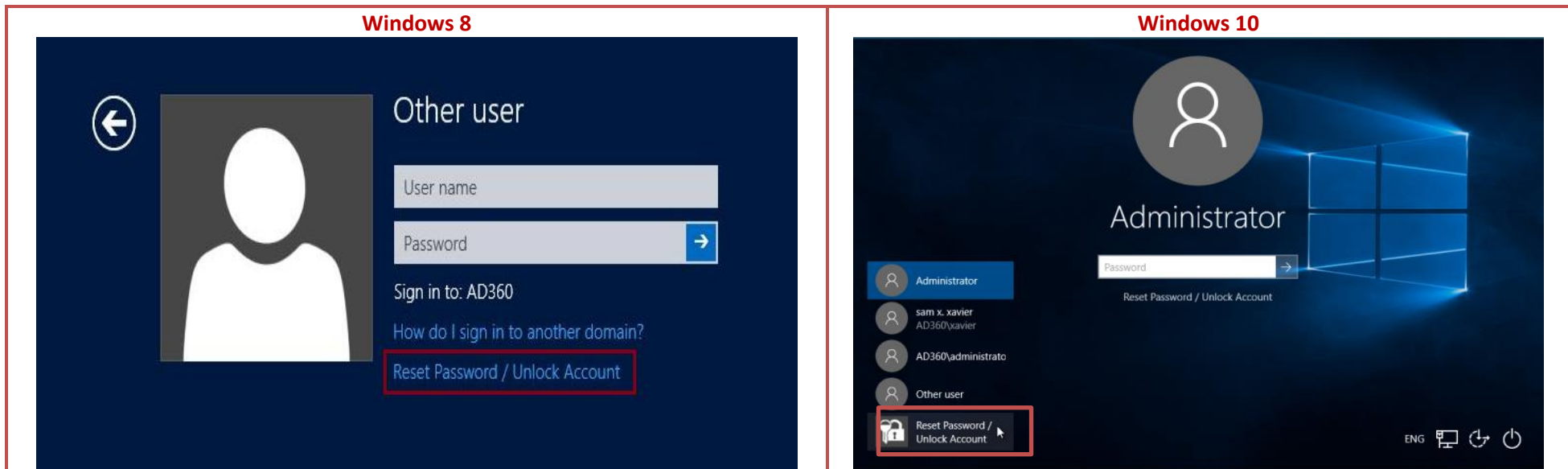
Any of the following methods can be used to logon into Self Service portal.

- **Web-based access of KCST Self-service Portal**
- **Launch from Windows logon prompt of your own computer**
- **Access using Mobile Apps**
  - iOS App
  - Android App
  - Mobile WebApp

### 5.1 Web-based access of KCST Self-service Portal

- Open up a browser (You can use Internet Explorer, Mozilla Firefox, Chrome and more )
- Type the URL "<https://kcstselfservice.kcst.edu.kw>".
- Logon using your domain credentials.

### 5.2 Launch from Windows logon prompt of your own computer



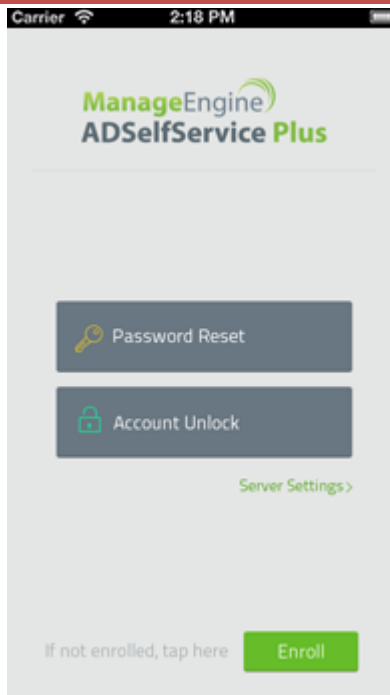
## 5.3 Access using Mobile Apps

You can download ADSelfService Plus native app for iPhone as well as for Android Phone.

### 5.3.1 iOS App

You can reset your password and unlock your account using your iPhone without depending on other users' computers.

Download and install the app using the QR code given below or from the [app store](#). Once installed, open the app and start managing your passwords on the go.



Accessing ADSelfService Plus from iPhone



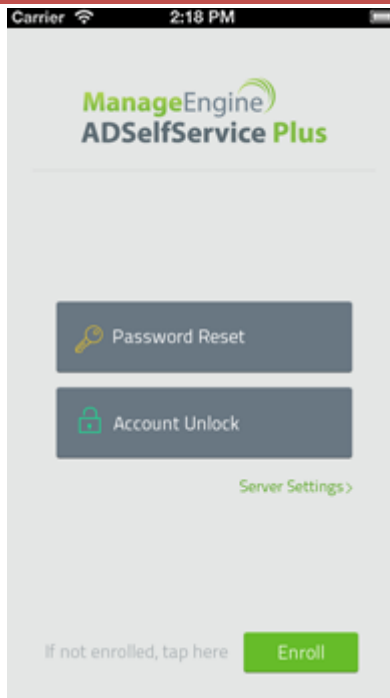
Scan this QR code to download the iPhone app



### 5.3.2 Android App

ADSelfService Plus has a native app for Android users too. The app has the same features as its iOS counterpart and can be installed on mobile devices running on the Android platform.

Download and install the app using the QR code given below or from the [Play store](#).



**Accessing ADSelfService Plus from Android**



**Scan this QR code to download the Android app**

## Setting up the iOS and Android Apps

ADSelfService Plus mobile app can be configured in two ways:

1. Manual configuration
2. Configuration via QR code

### Manual configuration:

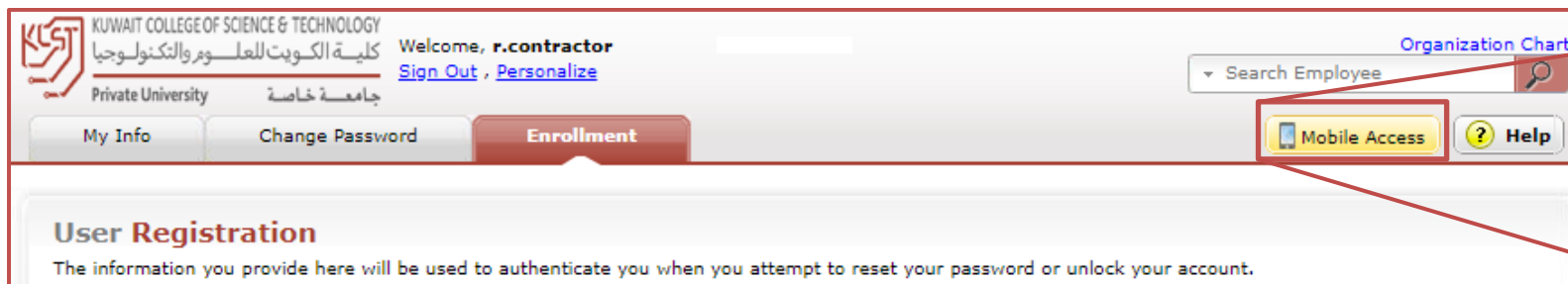
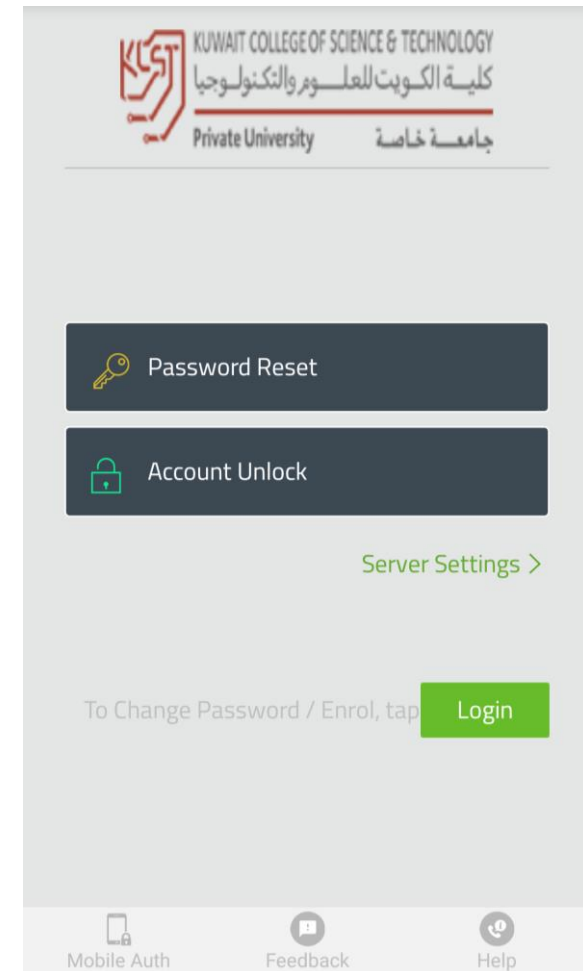
To manually configure their ADSelfService Plus mobile app, perform the following actions:

- Open ADSelfService Plus mobile app
- Tap **Server Settings**
- Input **Server name** “**kcstselfserviceservice.kcst.edu.kw**”
- Enter **Port** number “**443**”
- Enable **HTTPS** for a secure connection
- Tap **Save**.

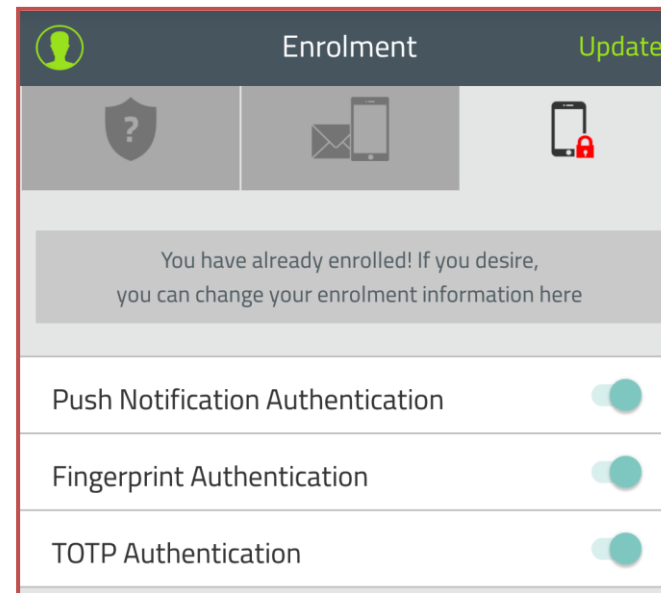
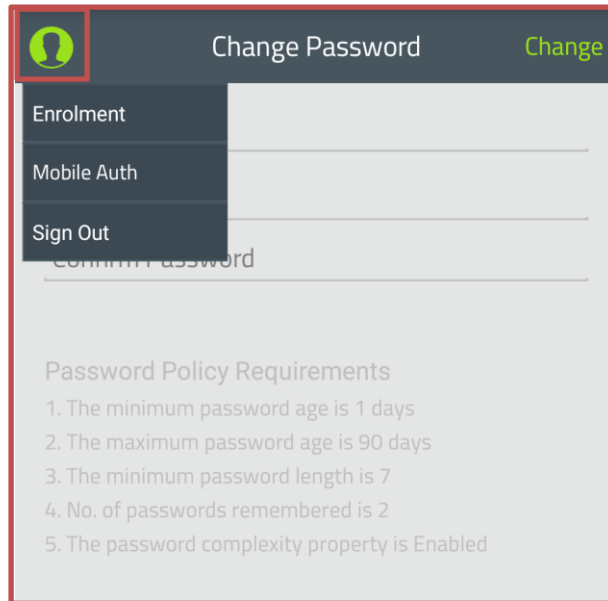
### Configuration via QR code:

To automatically configure the ADSelfService Plus mobile app via QR code, follow the steps listed below:

- Open web browser and login to self-service portal.
- Click **Mobile Access** button on the top right corner of web page.
- Open ADSelfService Plus mobile app in your mobile
- Tap **Server Settings**, then click scan QR code at bottom of your mobile screen
- Scan the QR code provided in the pop up to automatically input server settings in the mobile app.



- Once the configuration is done, you have to provide **username** and **password** to login to mobile app.
- After logging in you will be directed to **change password** screen.
- You can **click on top left icon** of your screen to access **Enrolment** screen.

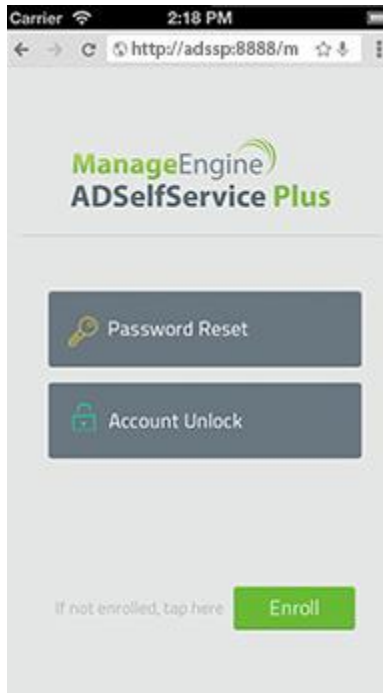


- In Enrolment page, click on **mobile authenticator** (Last) Tab and enable all the desired options
- **Push Notification** (At the time of Password reset or unlock account, it will provide you a **notification in your mobile. just click on it to authenticate**)
- **Fingerprint** (At the time of Password reset or unlock account, it will ask you to **provide your finger print to authenticate**)
- **TOTP** (At the time of Password reset or unlock account, it will provide you **Temporary One Time Password by SMS to authenticate**)

### 5.3.3 Mobile Web-App

You can also access the self-service portal directly from the browser of your smartphone and tablet running on any mobile platform including Android, iOS and Windows Mobile.

- Open a web browser from your mobile device.
- Type the URL “<https://kcstselfservice.kcst.edu.kw>”

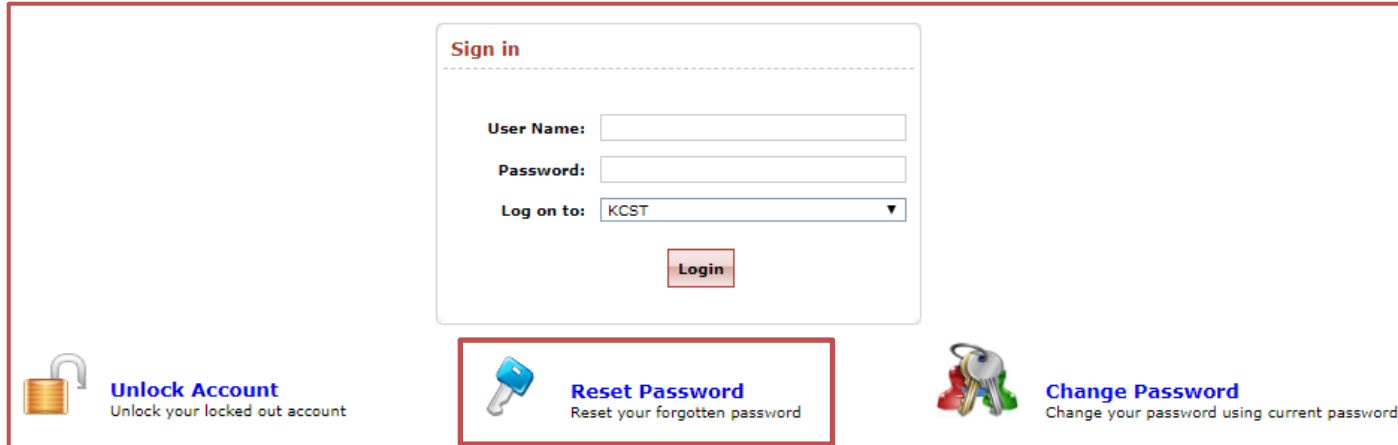


The following functionalities are supported by the mobile apps:

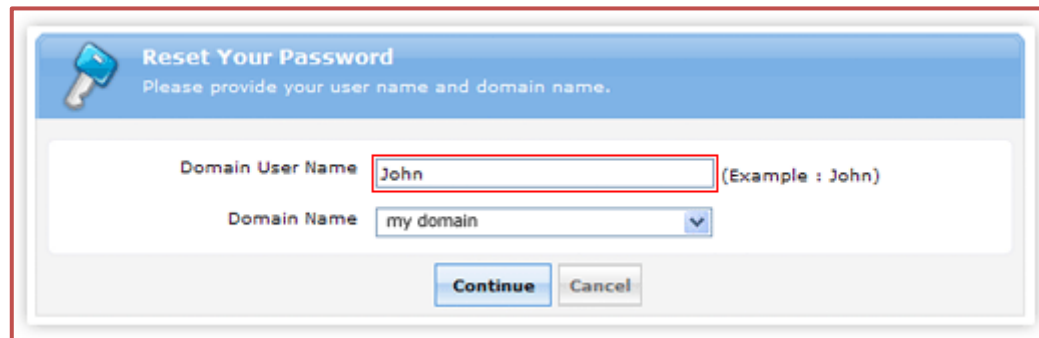
- [Reset Password](#)
- [Unlock Account](#)
- [Change Password](#)

## 6. How to reset your forgotten password?


- Visit “<https://kcstselfservice.kcst.edu.kw/>”





- Click on the **Reset Password** button.
- You will now be asked to provide your **User Name**.





- Once you had given your **User Name** you will then be directed to authenticate yourselves.


 **Select one of the option below to prove your identity**  
This process ensures that it is indeed "you" that we are talking with

 Use my security answer to verify my identity

 Send verification code to my  
Mobile

 Push Notification Verification

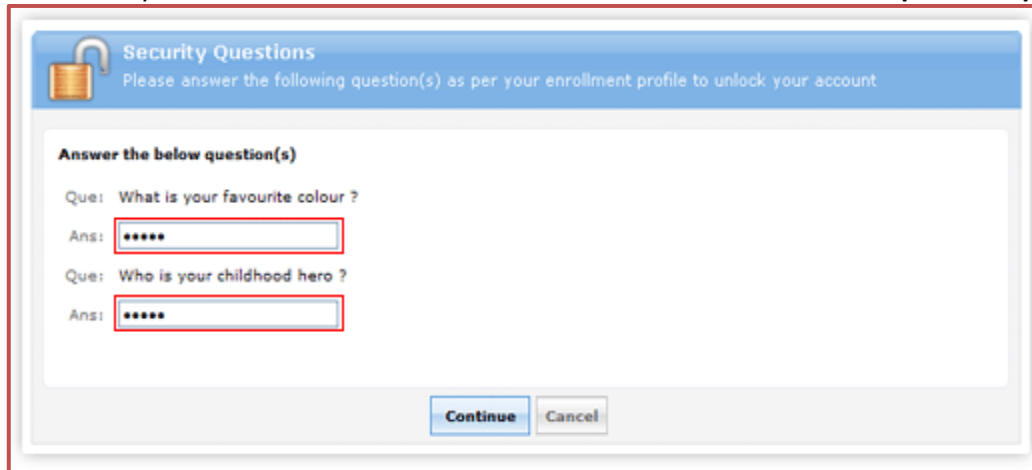
 Fingerprint Verification

 Time-based One-time Password(TOTP) Verification

- Select one of the option from above and click **continue**.

### 6.1 Unlocking your account via Security Question(s) method:

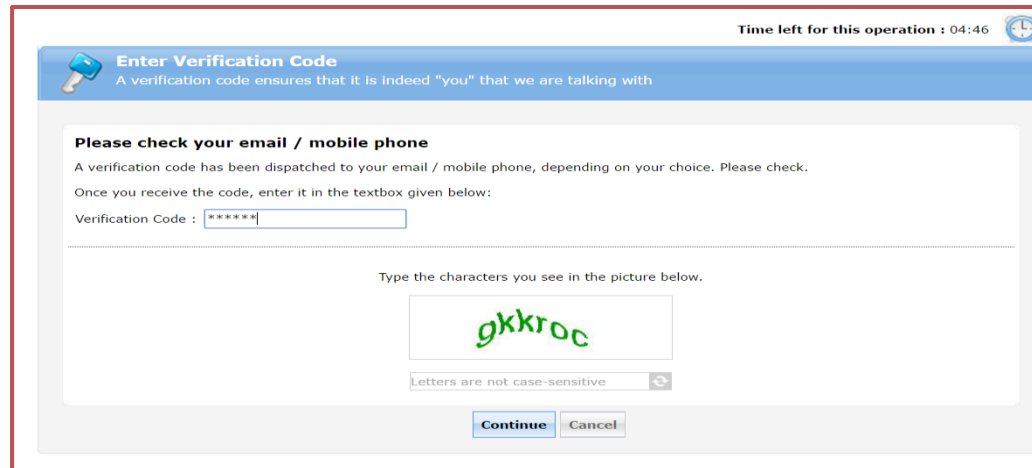
- Answer to the Security Question(s) just like you did during enrollment phase. This proves that it is indeed you who is requesting for account unlock.
- ADSelfService Plus will then let you to unlock your account. **NOTE: You have a time limit of 5 minutes to complete this process.**



The screenshot shows a web interface titled "Security Questions". At the top, there is a blue header with a padlock icon and the text "Security Questions" and "Please answer the following question(s) as per your enrollment profile to unlock your account". Below the header, the text "Answer the below question(s)" is displayed. There are two questions: "Que: What is your favourite colour ?" and "Que: Who is your childhood hero ?". Each question has an "Ans:" label followed by a text input field containing five asterisks. At the bottom of the form, there are "Continue" and "Cancel" buttons.

### 6.2 Unlocking your account via 'Verification Code' method:

- Provide the verification code sent to your email address or mobile number. The verification code is an 8-digit number which will authenticate you for the account unlock process. **NOTE: You have a time limit of 5 minutes to complete this process.**

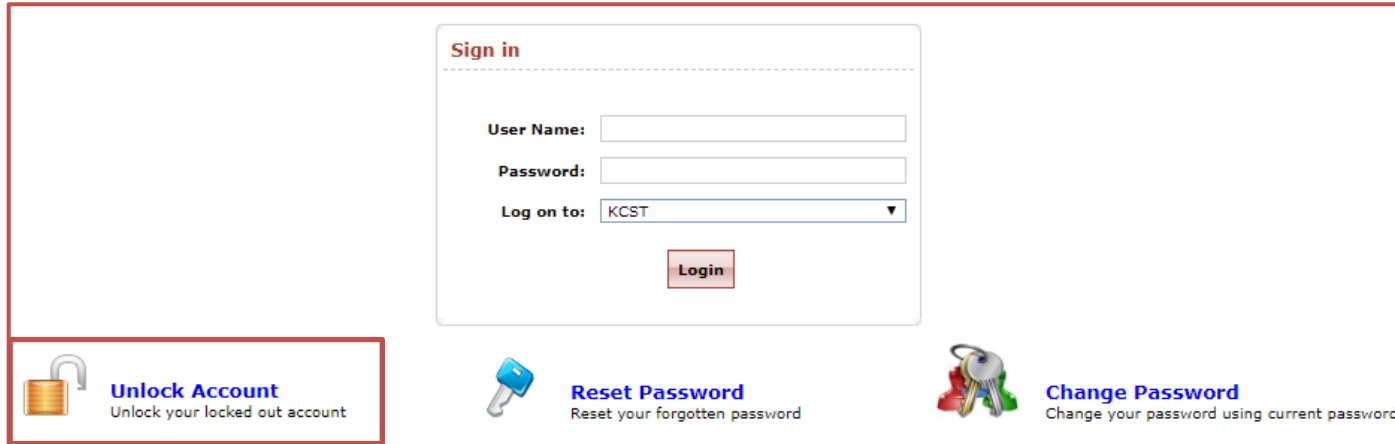


The screenshot shows a web interface titled "Enter Verification Code". At the top right, there is a clock icon and the text "Time left for this operation : 04:46". Below the title, there is a blue header with a key icon and the text "Enter Verification Code" and "A verification code ensures that it is indeed 'you' that we are talking with". The main content area contains the text "Please check your email / mobile phone" and "A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check. Once you receive the code, enter it in the textbox given below:". Below this text, there is a "Verification Code :" label followed by a text input field containing six asterisks. Below the input field, there is a dotted line and the text "Type the characters you see in the picture below.". Below this text, there is a rectangular box containing the characters "gkkroc" in a green, stylized font. Below the box, there is a checkbox labeled "Letters are not case-sensitive" with a checkmark. At the bottom of the form, there are "Continue" and "Cancel" buttons.

### 6.3 Push Notification, FingerPrint & TOTP are used for authentication via mobile phone. (See Page 11 for Details)

## 7. How to unlock your locked-down account?

- Visit “<https://kcstselfservice.kcst.edu.kw/>”





- Click on the ‘**Unlock Account**’ button. You will now be asked to provide your **User Name**.





- Once you had given your User Name you will then be directed to confirm your authentication.





 **Select one of the option below to prove your identity**  
This process ensures that it is indeed "you" that we are talking with

 Use my security answer to verify my identity

 Send verification code to my  
Mobile

 Push Notification Verification

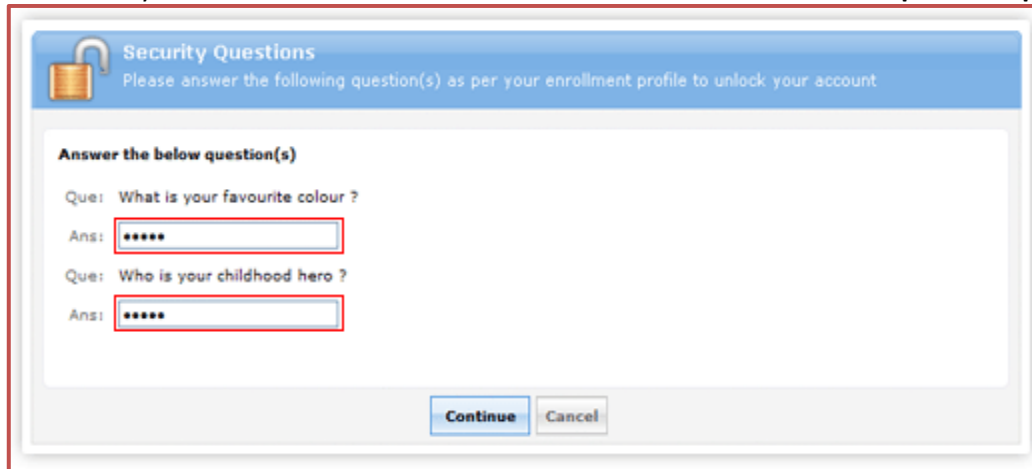
 Fingerprint Verification

 Time-based One-time Password(TOTP) Verification

- Select one of the option from above and click **continue**.

### 7.1 Unlocking your account via Security Question(s) method:

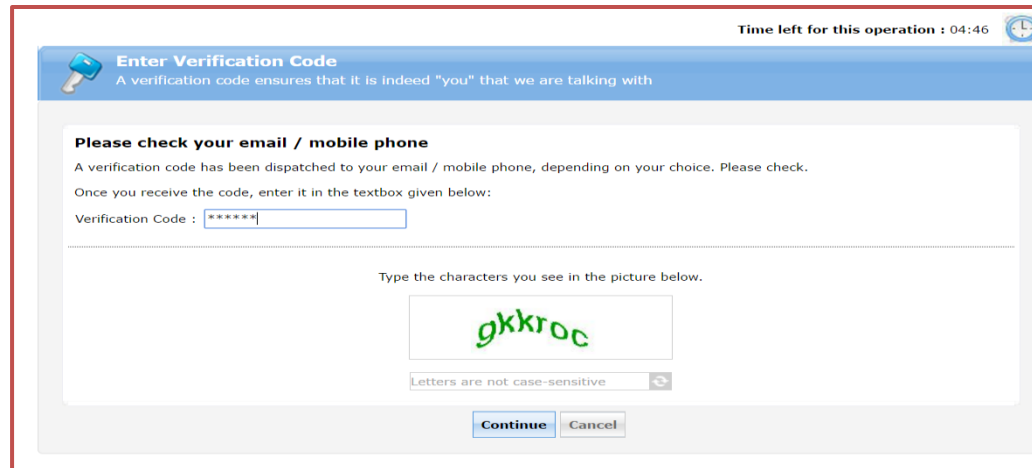
- Answer to the Security Question(s) just like you did during enrollment phase. This proves that it is indeed you who is requesting for account unlock.
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The screenshot shows a web interface titled "Security Questions". At the top, there is a blue header with a padlock icon and the text "Security Questions" and "Please answer the following question(s) as per your enrollment profile to unlock your account". Below the header, the main content area is titled "Answer the below question(s)". It contains two questions: "Que: What is your favourite colour ?" and "Que: Who is your childhood hero ?". Each question has an "Ans:" label followed by a text input field containing five asterisks. At the bottom of the form, there are two buttons: "Continue" and "Cancel".

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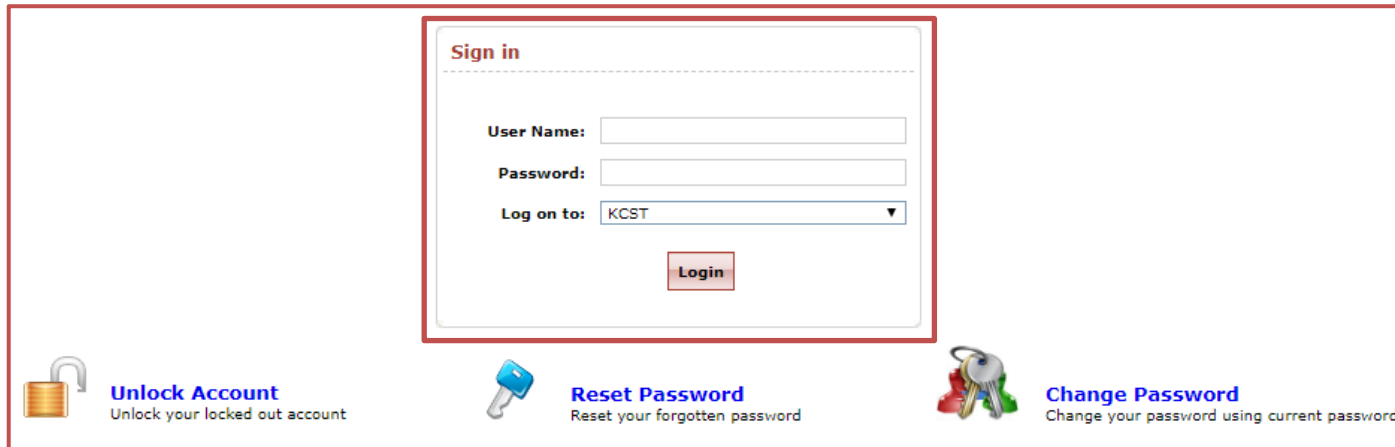


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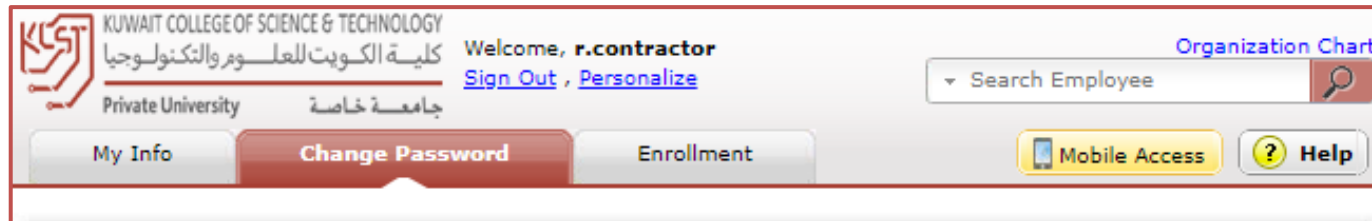
### 7.3 Push Notification, FingerPrint & TOTP are used for authentication via mobile phone. (See Page 11 for Details)

## 8. How to Change Password of your account?

- To Change password of your account you will have to login first, provide **user name** and **current password**, then click **Login**



- Navigate to the '**Change Password**' tab.



- Provide your old password in the Old Password field.
- Provide your new password in the New Password field and Confirm New Password field.

### Change Password

Change your current domain password.

**Domain Password Policy Requirements**

- The minimum password age is 1 days
- The maximum password age is 90 days
- The minimum password length is 7
- No. of Passwords Remembered is 2
- The password complexity property is Enabled

---

Old Password :

New Password :

Confirm New Password :

- Click **Change Password**.