KCST SELF SERVICE PORTAL

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:

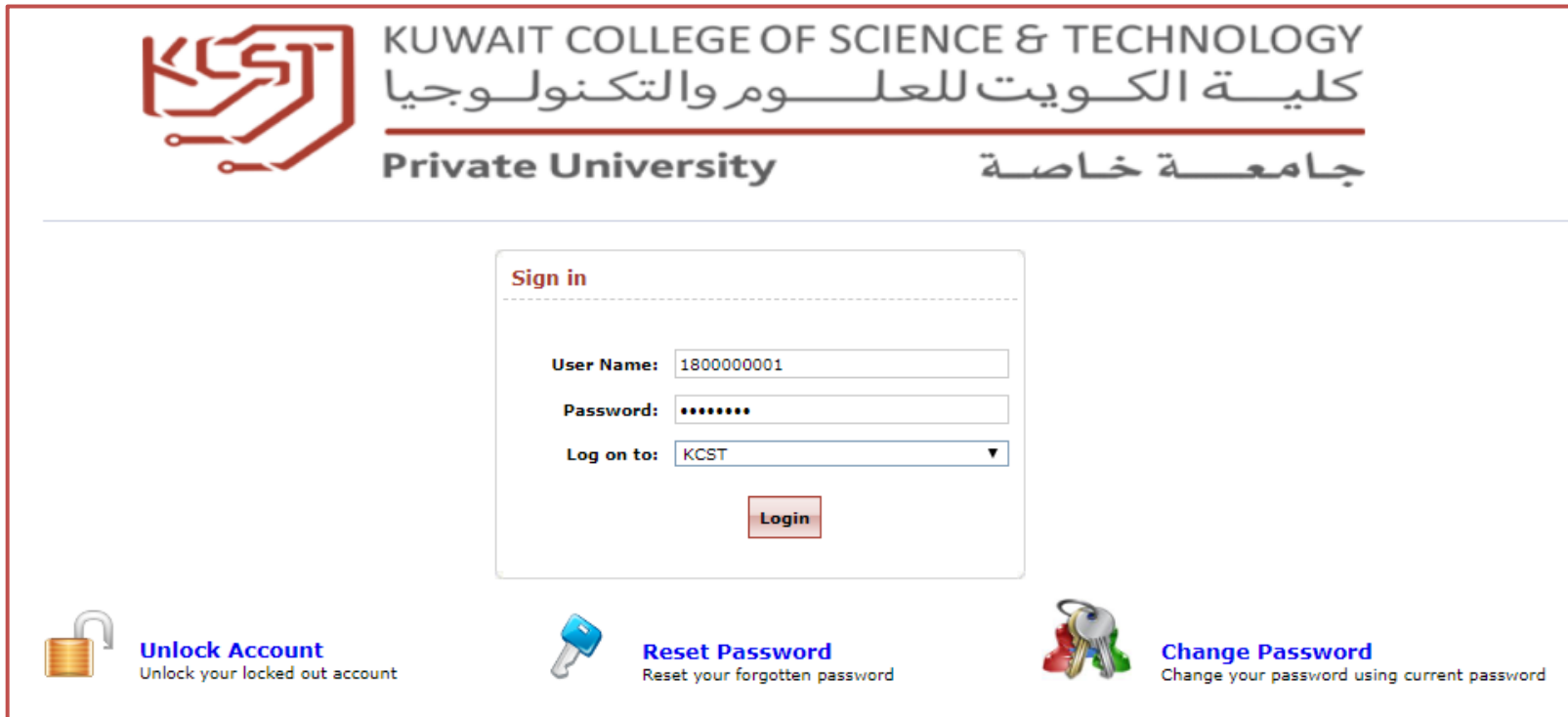- Following is the link for KCST Self-service Portal.
- https://kcstselfservice.kcst.edu.kw/showLogin.cc
- You will receive the above link via Email from KCST ICT Department.
- Follow the link and you will be directed to KCST Self-service Portal.

- 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
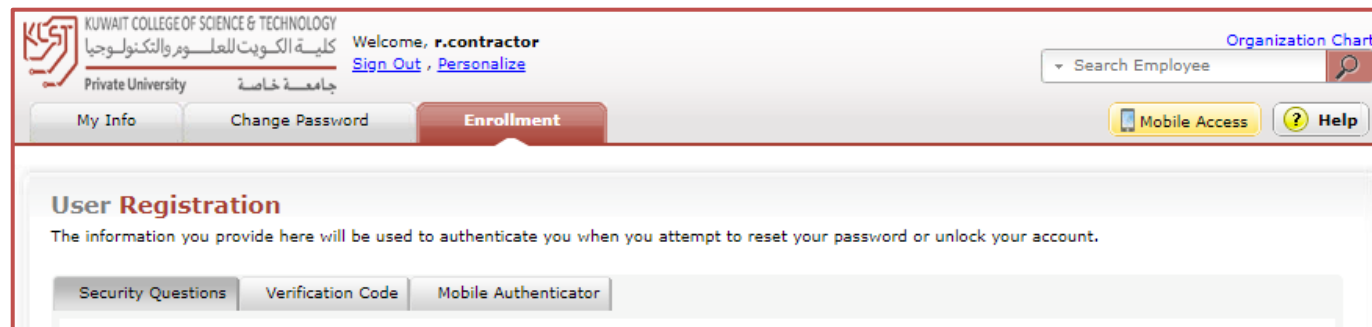
2. Select Security Questions from the list and answer them

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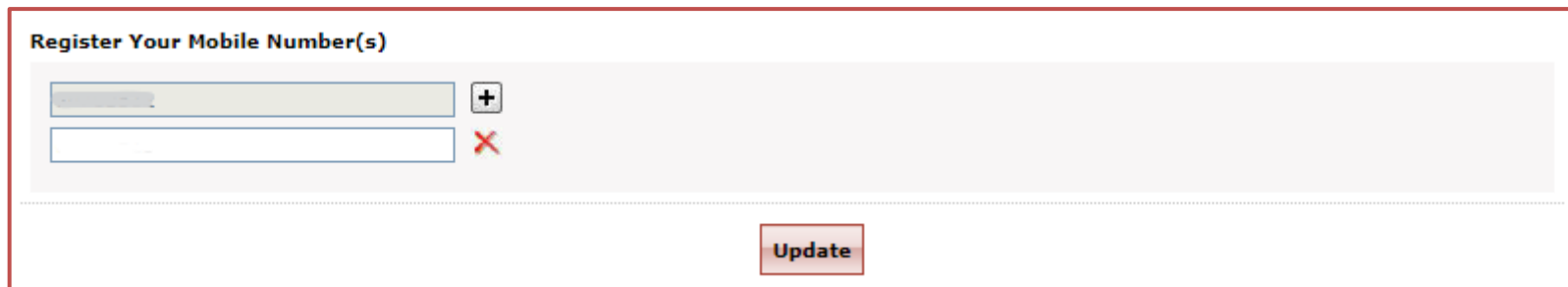
3. Enrollment using Verification Code

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

3. Enter your Mobile Number
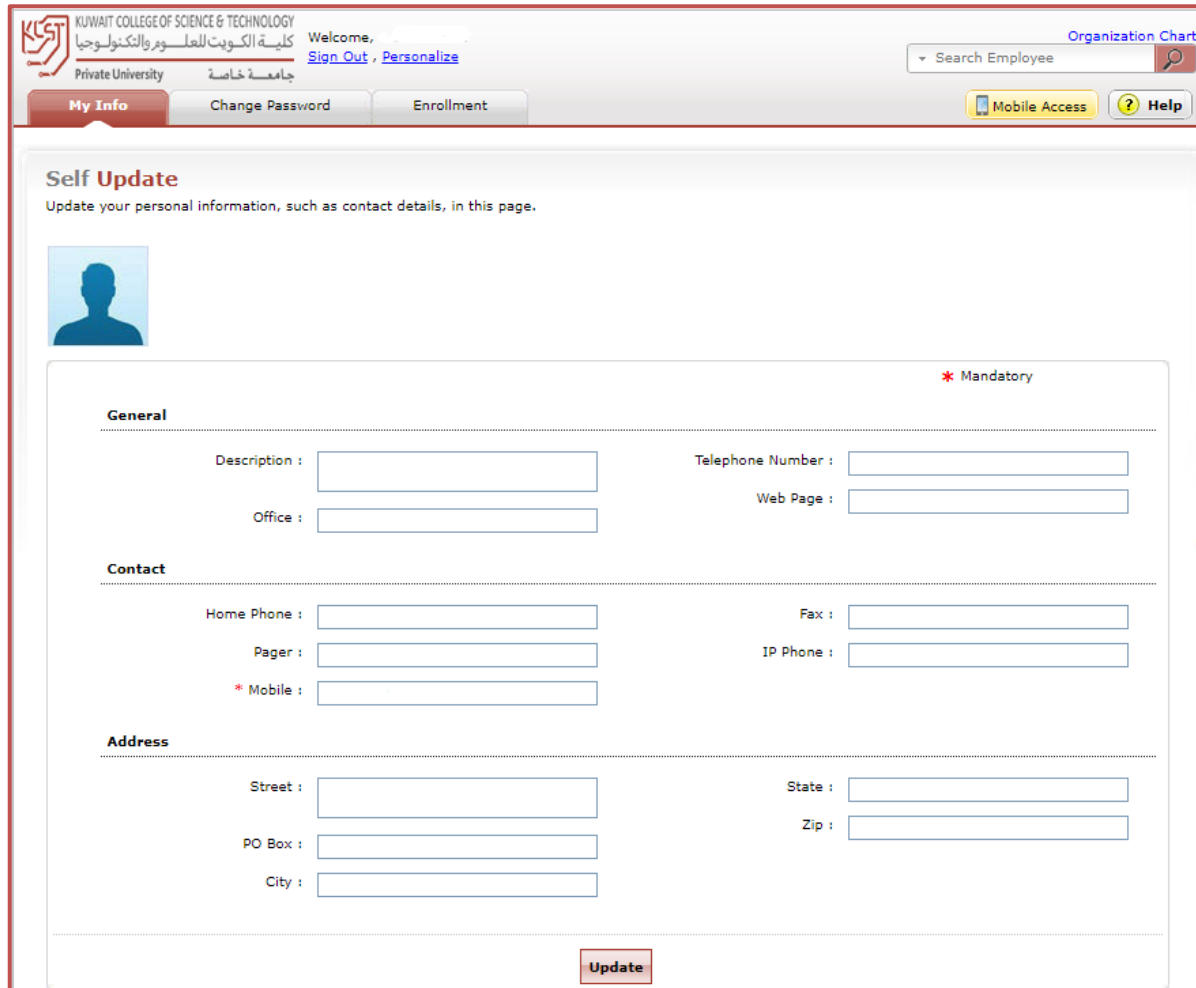
4. Once you have entered mobile number, hit '**Update**' button.

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.

- 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**
    - o **iOS App**
    - o **Android App**
    - o **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

Windows 8	Windows 10
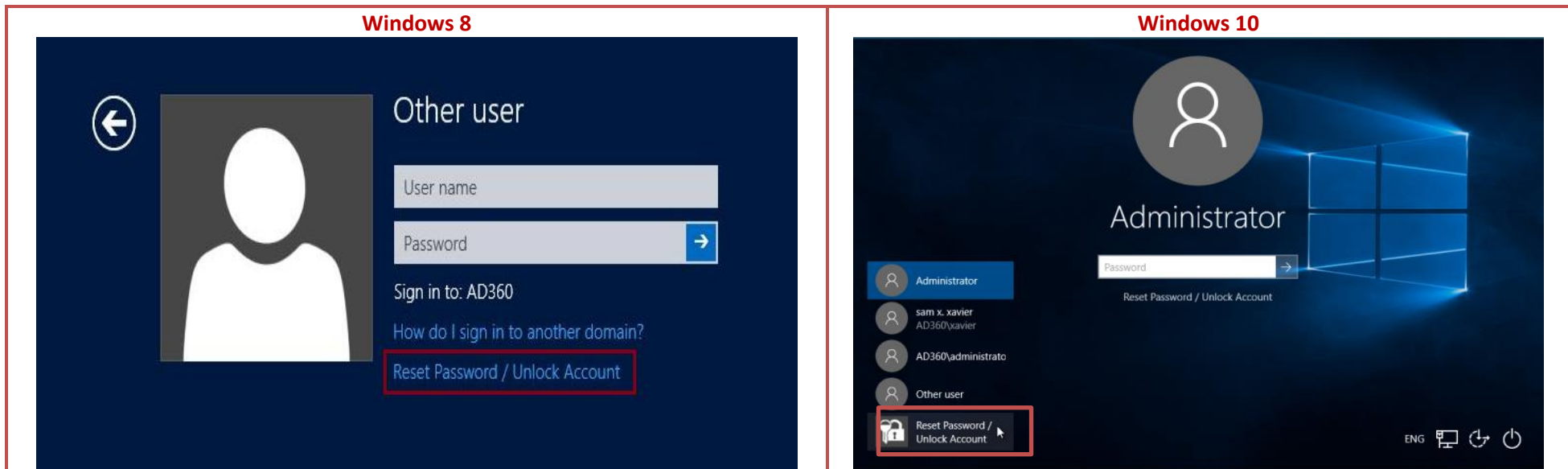
5.3 Access using Mobile Apps

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.
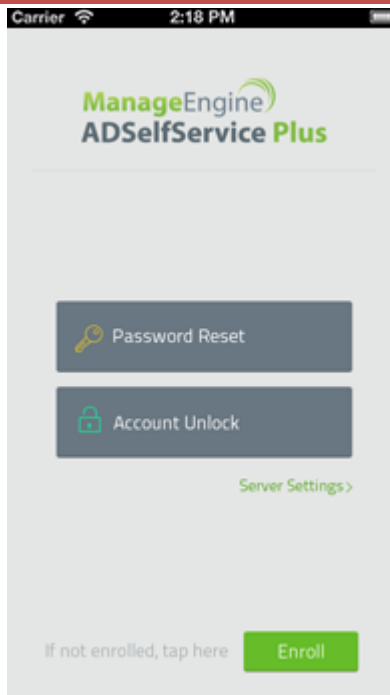
Accessing ADSelfService Plus from iPhone   **Scan this QR code to download the iPhone app**

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**.
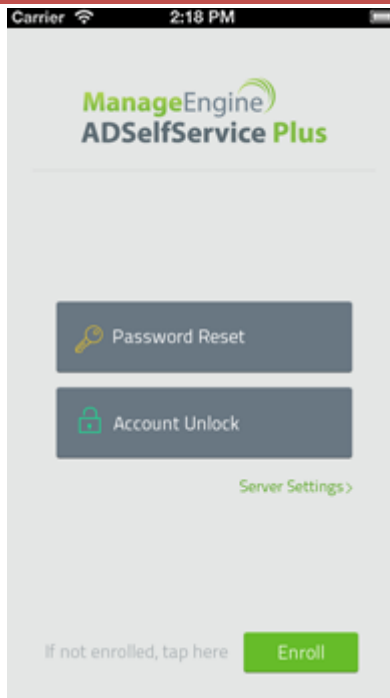
Accessing ADSelfService Plus from Android	**Scan this QR code to download the Android app**

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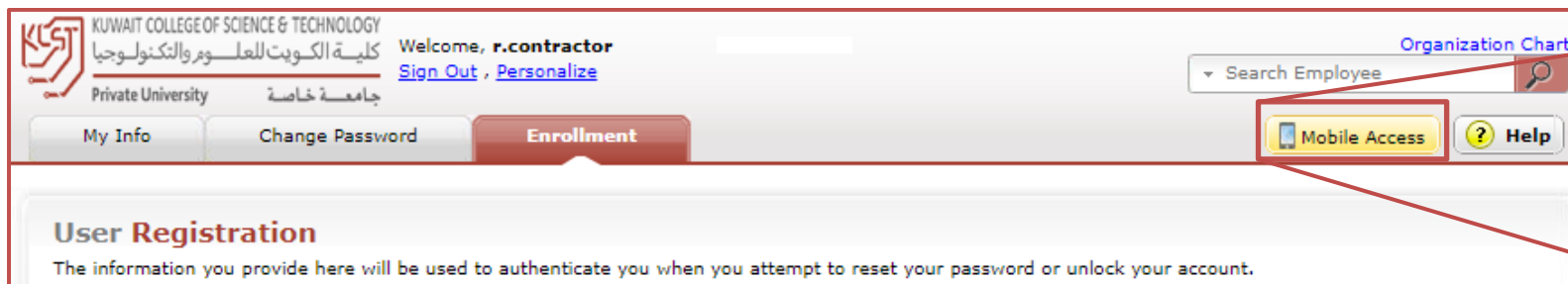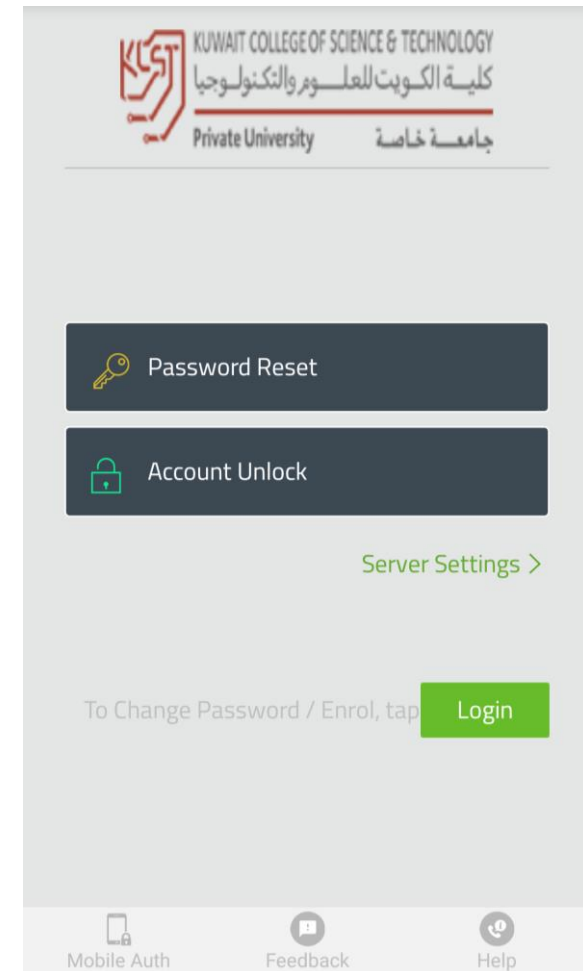
- Once the configuration is done, you have to provide **username** and **password** to login to mobile app.
- After logging in you will be directed to **change password** screen.
- You can **click on top left icon** of your screen to access **Enrolment** screen.
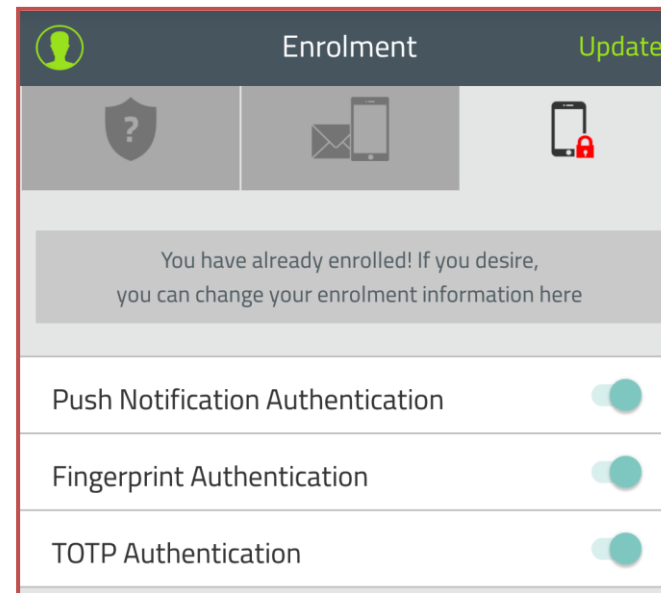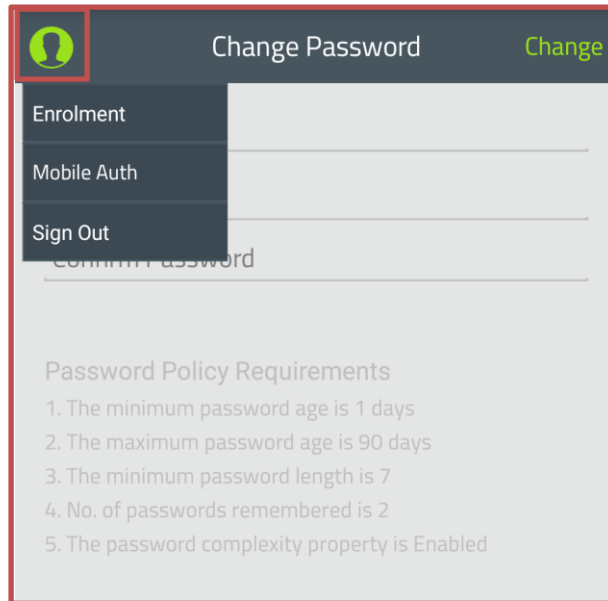

- In Enrolment page, click on **mobile authenticator** (Last) Tab and enable all the desired options
- **Push Notification** (At the time of Password reset or unlock account, it will provide you a **notification in your mobile**. **just click on it to authenticate**)
- **Fingerprint** (At the time of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

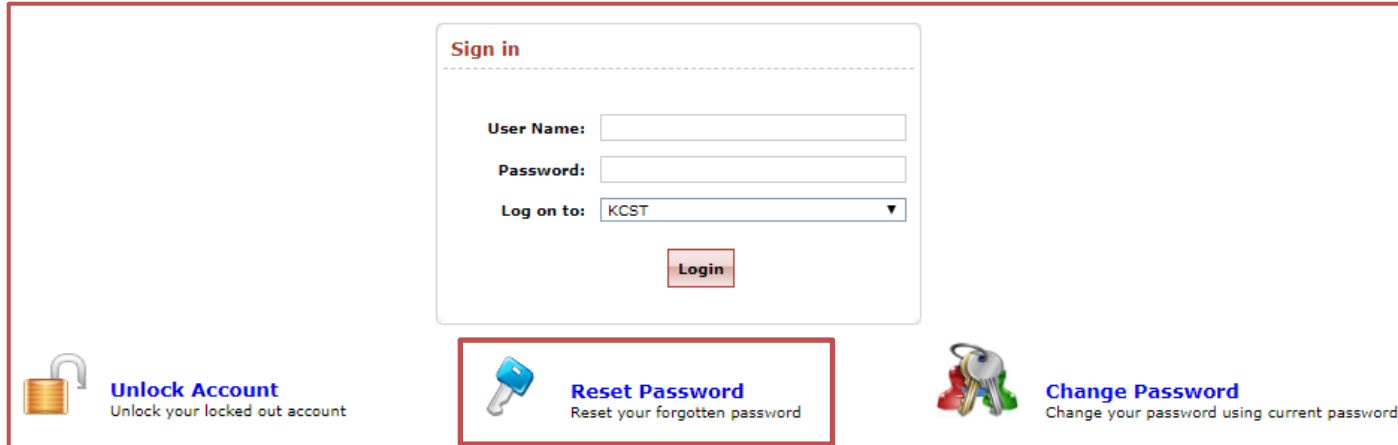- Open a web browser from your mobile device.
- Type the URL "https://kcstselfservice.kcst.edu.kw"
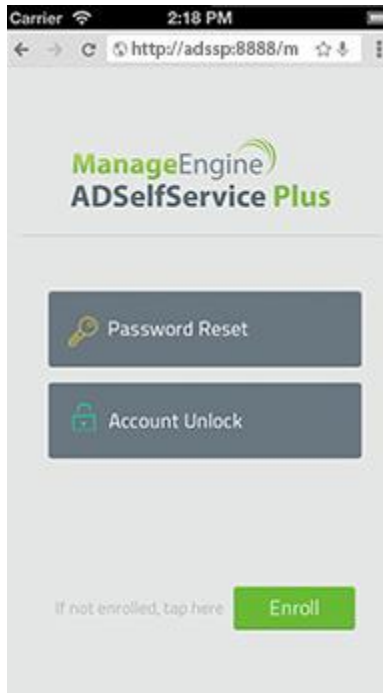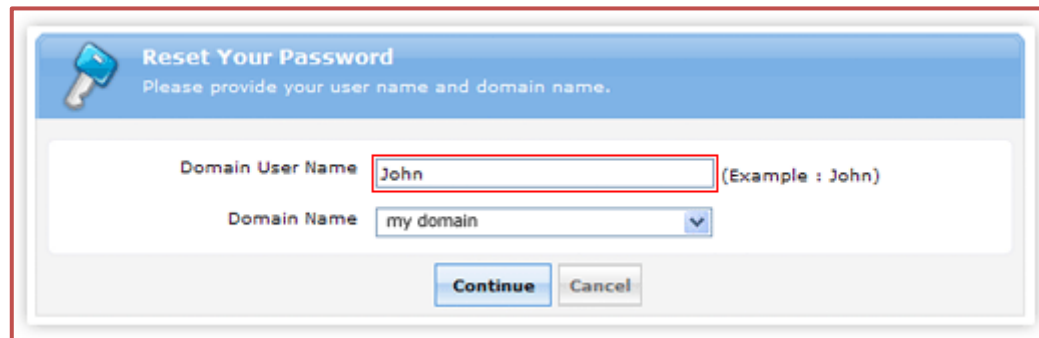

The following functionalities are supported by the mobile apps:

- 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
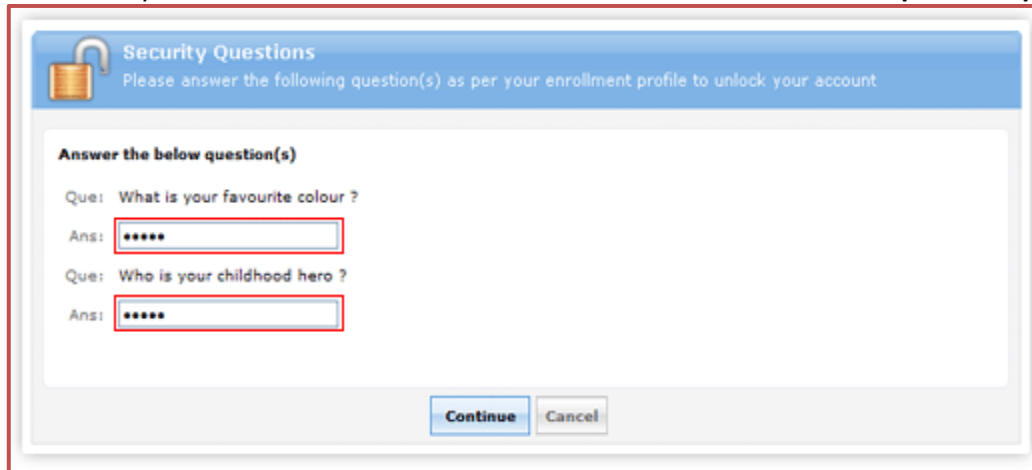
  Mobile [60763512 ▼]

- Push Notification Verification

- Fingerprint Verification

- Time-based One-time Password(TOTP) Verification

[Continue] [Cancel]

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

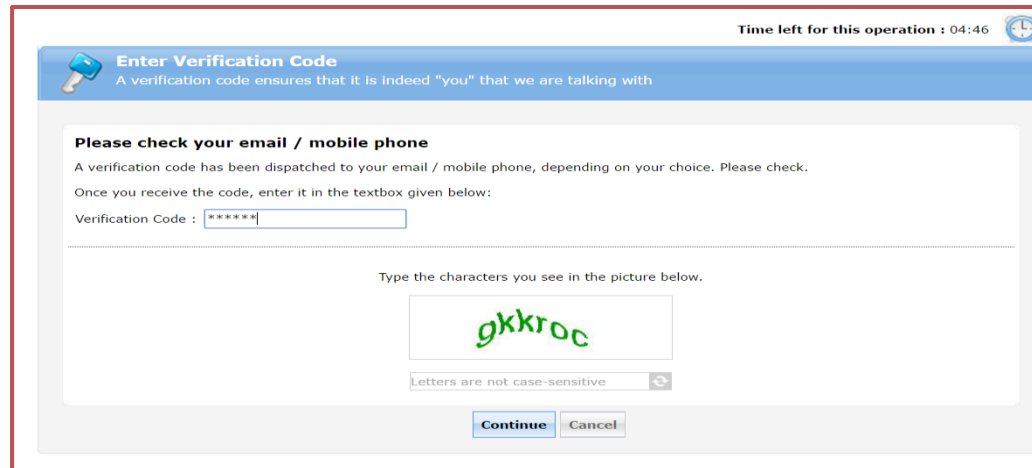## 6.1 Unlocking your account via Security Question(s) method:

- 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.**

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.**
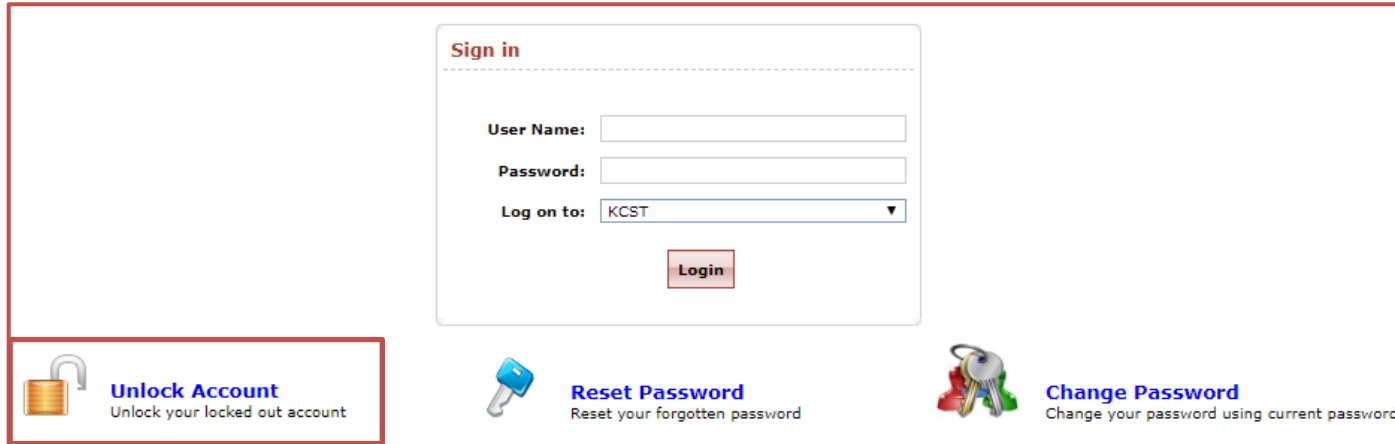

6.3 Push Notification, FingerPrint & TOTP are used for authentication via mobile phone. (See Page 11 for Details)

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
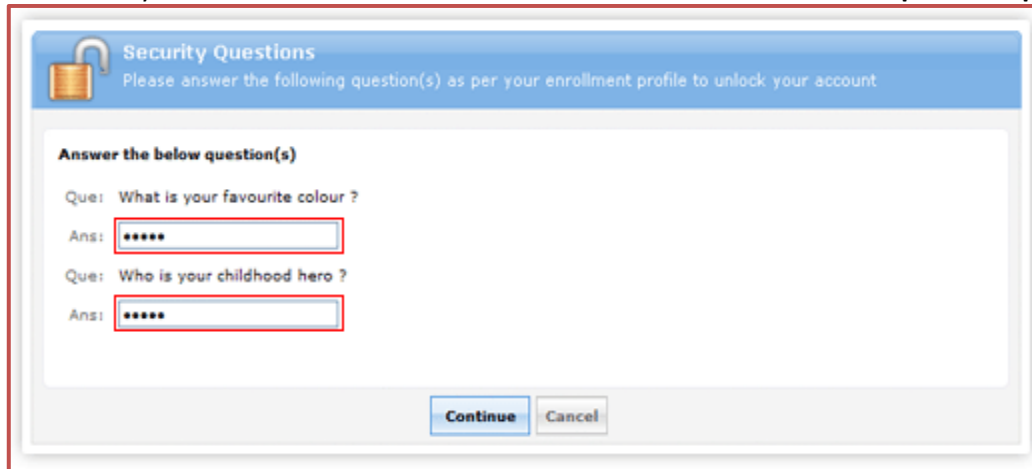
Mobile   60763512 ▼

○ Push Notification Verification

○ Fingerprint Verification

○ Time-based One-time Password(TOTP) Verification

Continue   Cancel

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

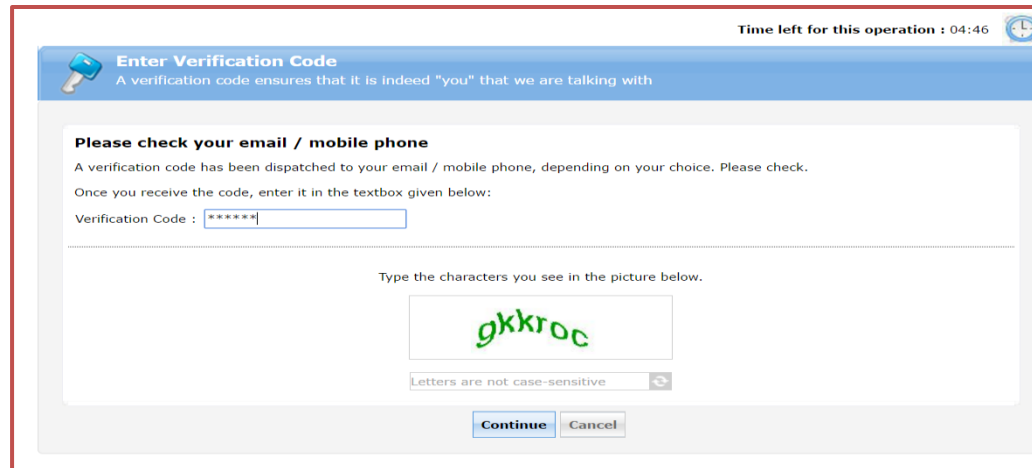## 7.1 Unlocking your account via Security Question(s) method:

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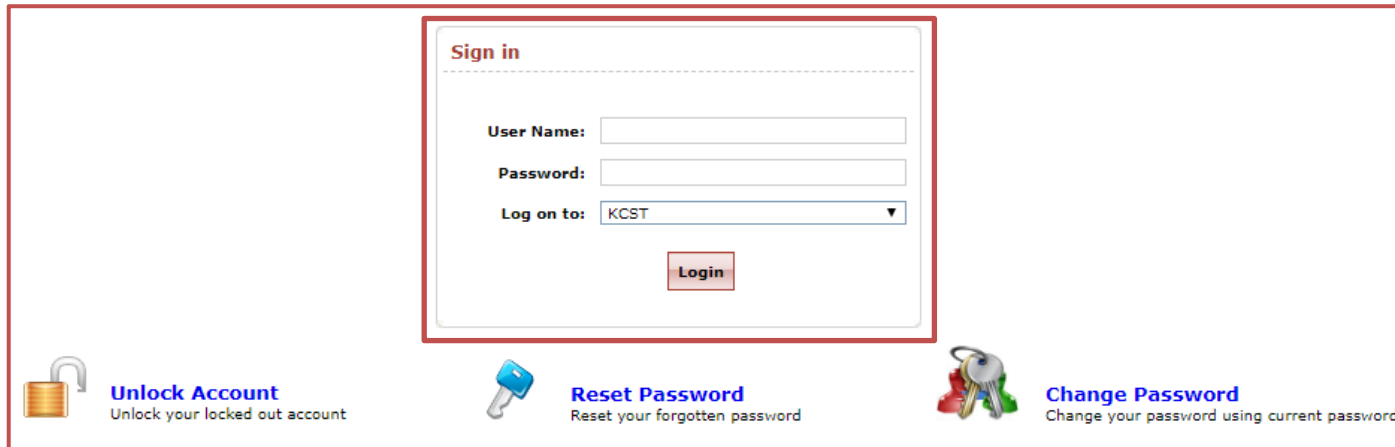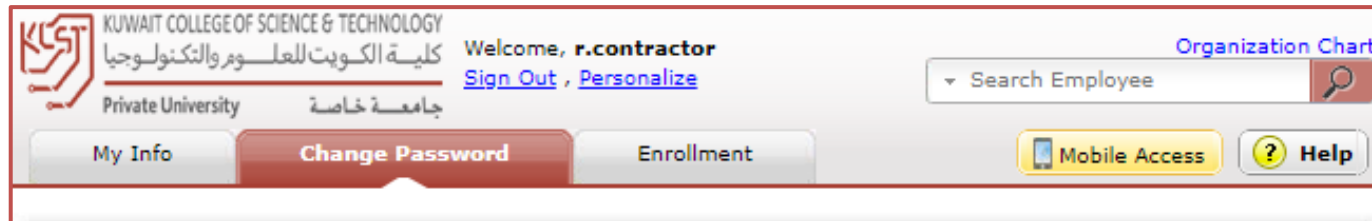

7.3 Push Notification, FingerPrint & TOTP are used for authentication via mobile phone. (See Page 11 for Details)

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 :

Change Password Cancel

- Click **Change Password**.