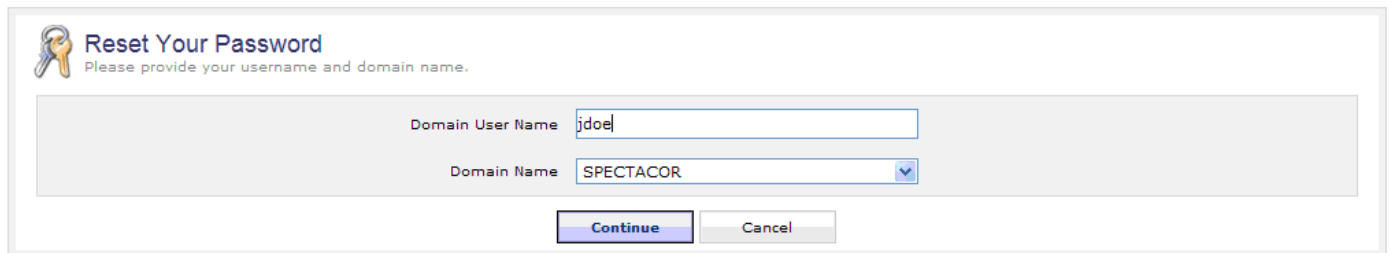



## Self Service: How to Change your Password

In order to change your password, you must already be enrolled in AdSelf Service by selecting three security questions on the website. For instructions on how to enroll, please refer to the documentation entitled **Self Service How to Enroll**.

1. Open your web browser.
2. Go to the following web page: <http://selfservice.comcast-spectacor.com/>
3. The Self Service home page will load.
4. To change your password, select **Reset Your Password**.
5. Type your username in the **Domain User Name** text box and click **Continue**.

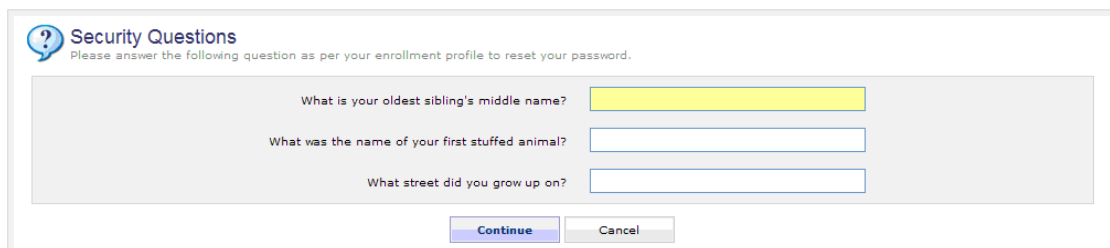



 **Reset Your Password**  
Please provide your username and domain name.

Domain User Name

Domain Name

6. The three security questions you selected and answered during enrollment will load.



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

What is your oldest sibling's middle name?

What was the name of your first stuffed animal?

What street did you grow up on?

7. Answer all three security questions and select **Continue**.
8. If the questions are answered correctly, you will be prompted to change your password.
  - Your new password must be at least 10 characters long using a combination of letters and numbers.
  - Your password cannot be one that you have previously used.Type your new password in the password text box. Then type it again in the confirm password text box.
9. In the Word Verification are type the characters reflected in the picture and click Reset Passwrd.

**Word Verification** Type the characters you see in the picture below.

5e248e

Letters are not case-sensitive

10. If the new password is accepted, the message **The password reset has been done successfully** will appear.
11. At your next login, use the new password created using AdSelf Service.