

# Managing Preferences

- [Changing Your Password](#)
- [Resetting a Forgotten Password](#)
- [Setting Time Zone and Date/Time Formats](#)

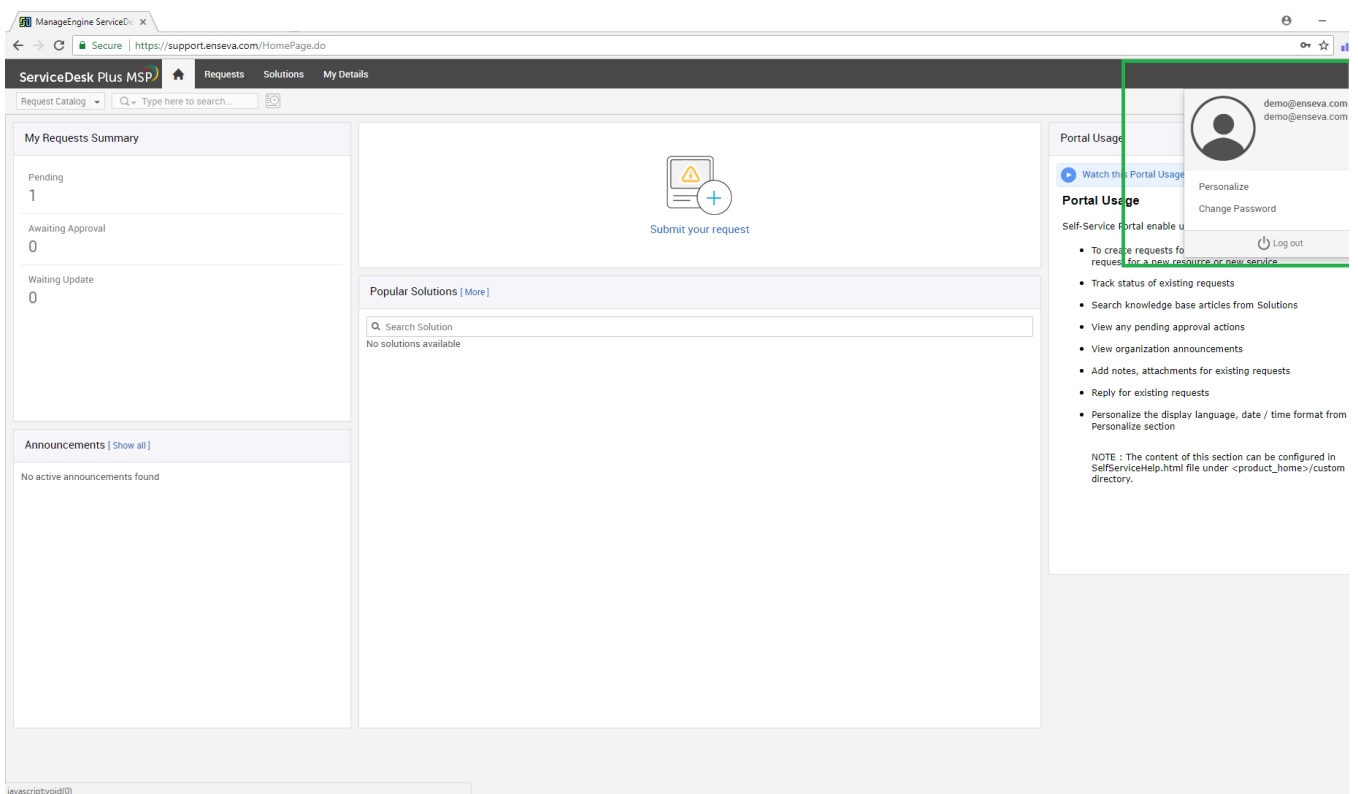
# Changing Your Password

We recommend updating your password regularly to keep your account secure.

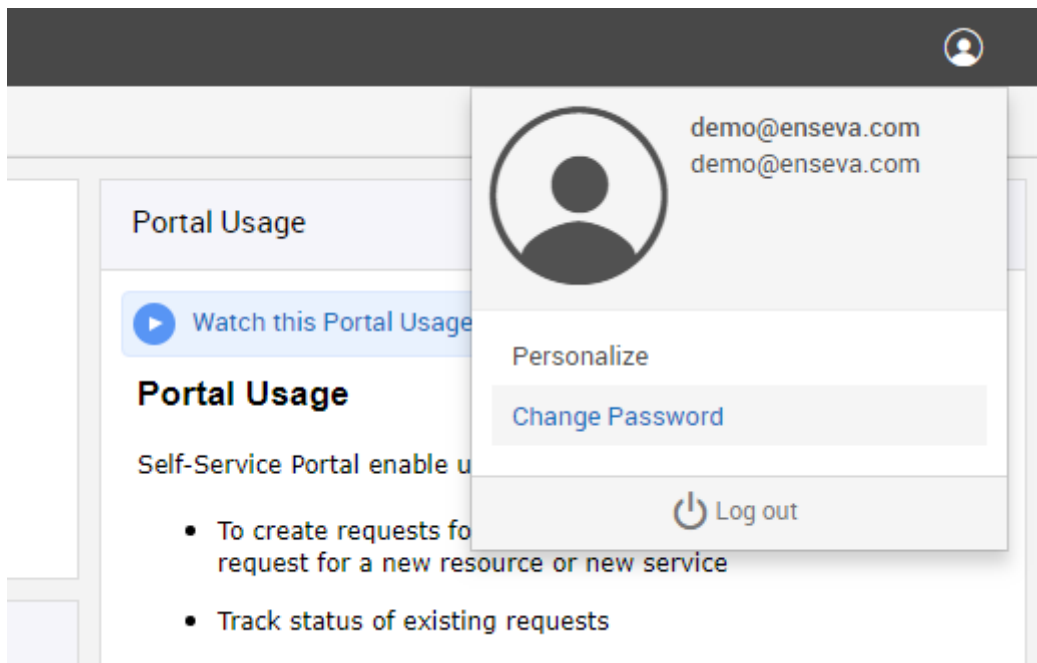
In this tutorial we will review how to update your password from your Enseva account.

## Changing Your Password

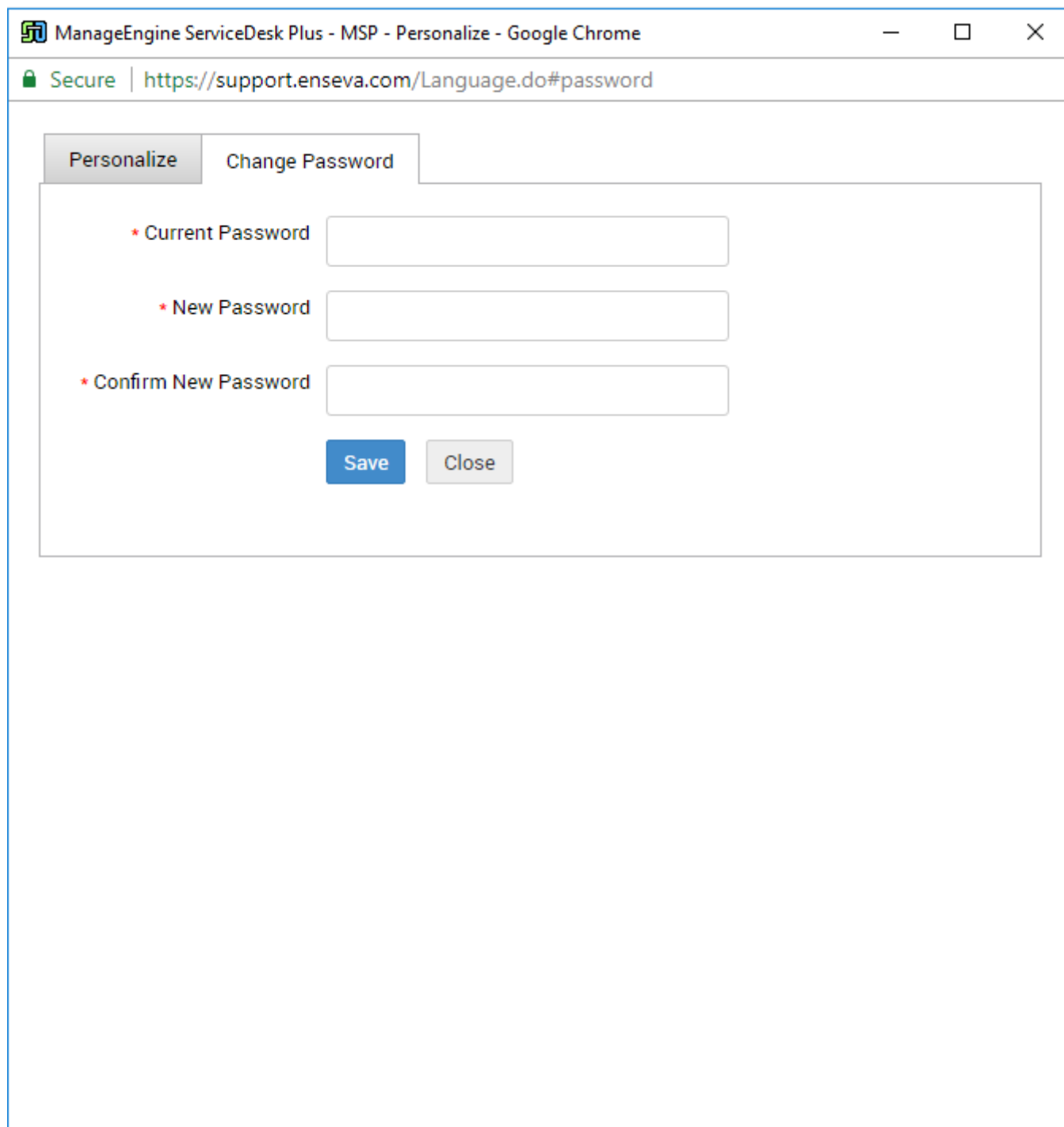
1. To change your password while logged in, click on your User Menu in the upper-right corner of your account home page.



2. Click on Change Password.



3. You'll see a pop-up window as shown below.

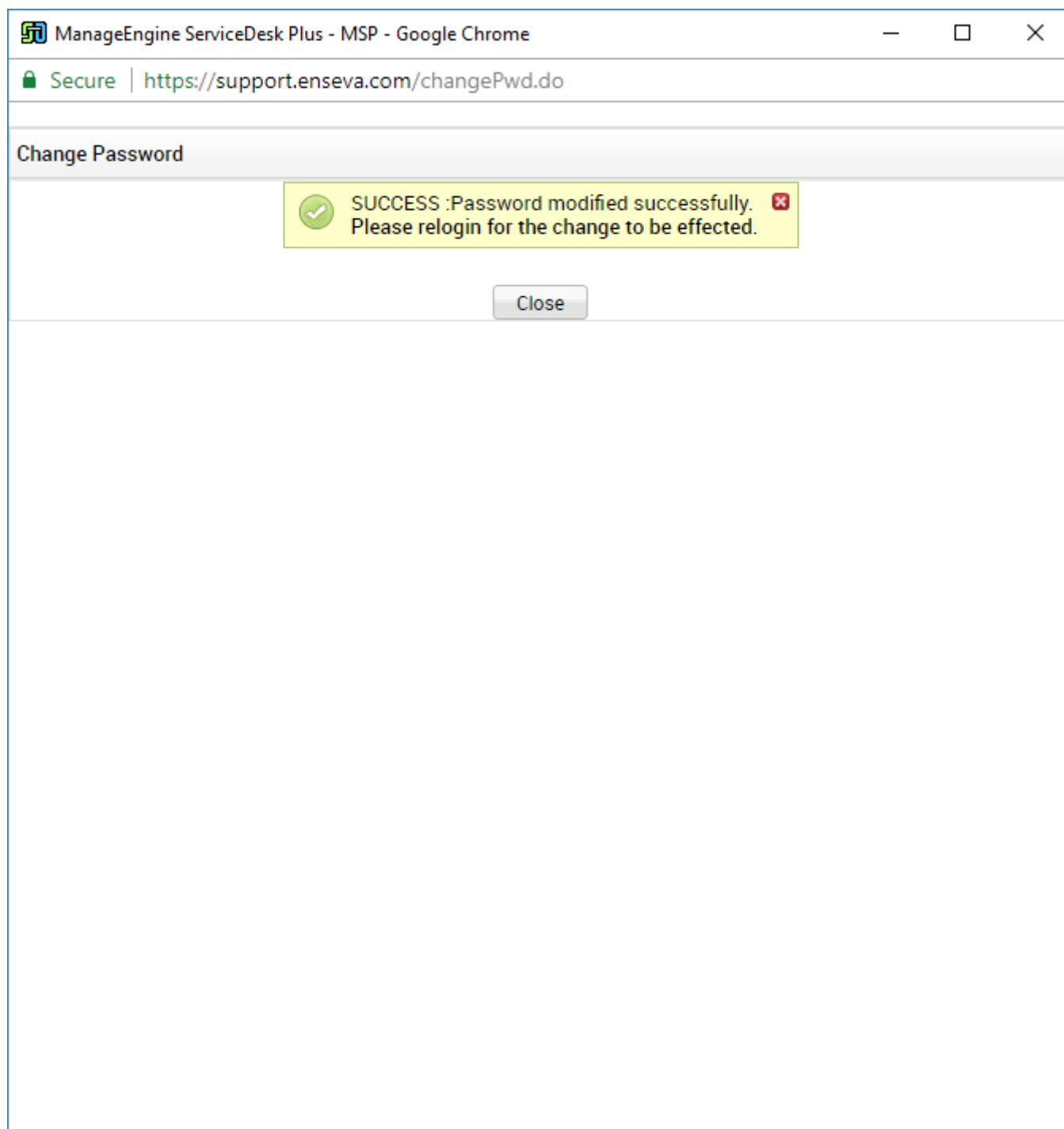


The screenshot shows a web browser window titled "ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome". The address bar indicates a secure connection to <https://support.enseva.com/Language.do#password>. The page features two tabs: "Personalize" (selected) and "Change Password". The "Change Password" form contains three required password fields, each marked with a red asterisk:

- \* Current Password
- \* New Password
- \* Confirm New Password

At the bottom of the form are two buttons: a blue "Save" button and a grey "Close" button.

4. After you click Save you'll see a success screen confirming you've updated your password.

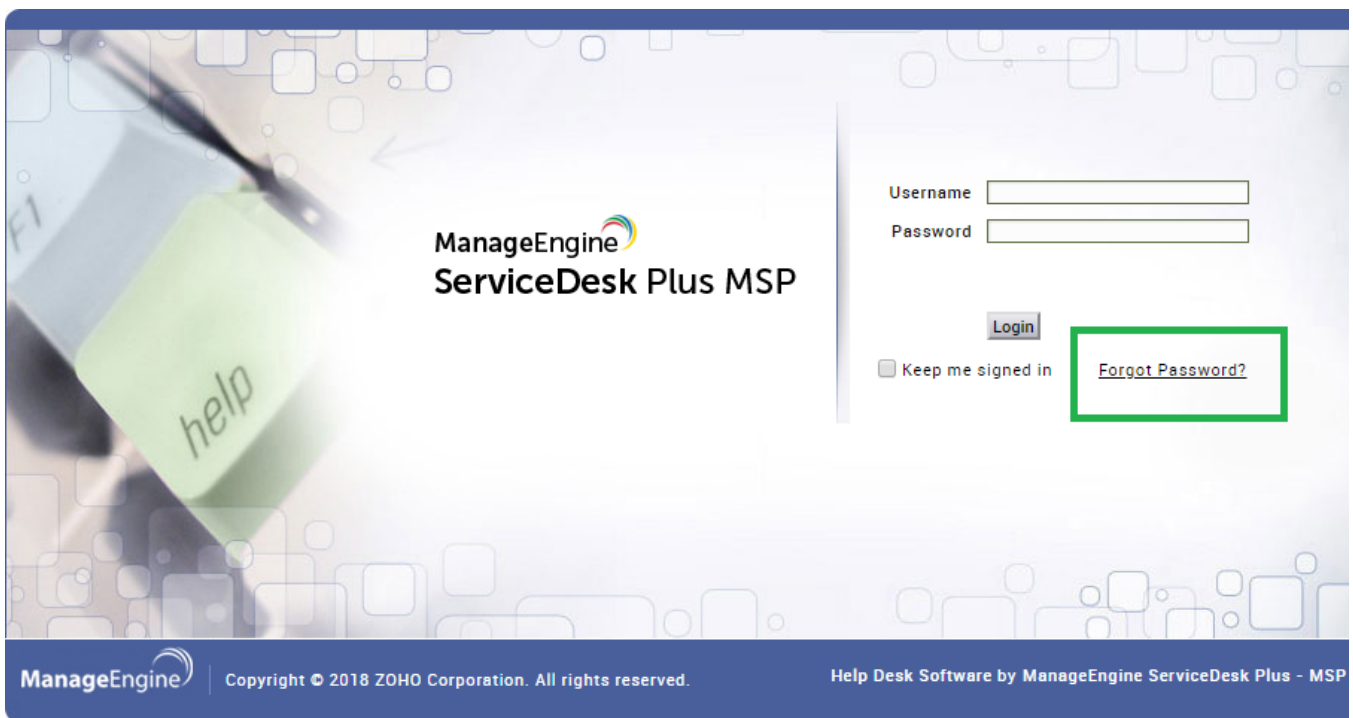


# Resetting a Forgotten Password

We all forget our passwords sometimes, but it's easy to reset if you do. Follow the tutorial below to reset your forgotten password.

## Changing Your Password (Forgot Password)

1. If you've forgotten your password, start by visiting Enseva Support and click the Forgot Password link.



ManageEngine  
ServiceDesk Plus MSP

Username

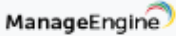
Password

☐ Keep me signed in

[Forgot Password?](#)

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2. On the Forgot Password screen, enter your Login/User Name and choose Not in Domain in the For Domain field. Then click Send Email.

**ServiceDesk Plus MSP**

## Forgot Password?

Please enter the Login Name and Domain Name used to login to the account. A link to reset your password will be sent to your primary e-mail ID. Password can be reset only for local Authentication.

\* Login Name

\* For Domain

-- Choose --

-- Choose --

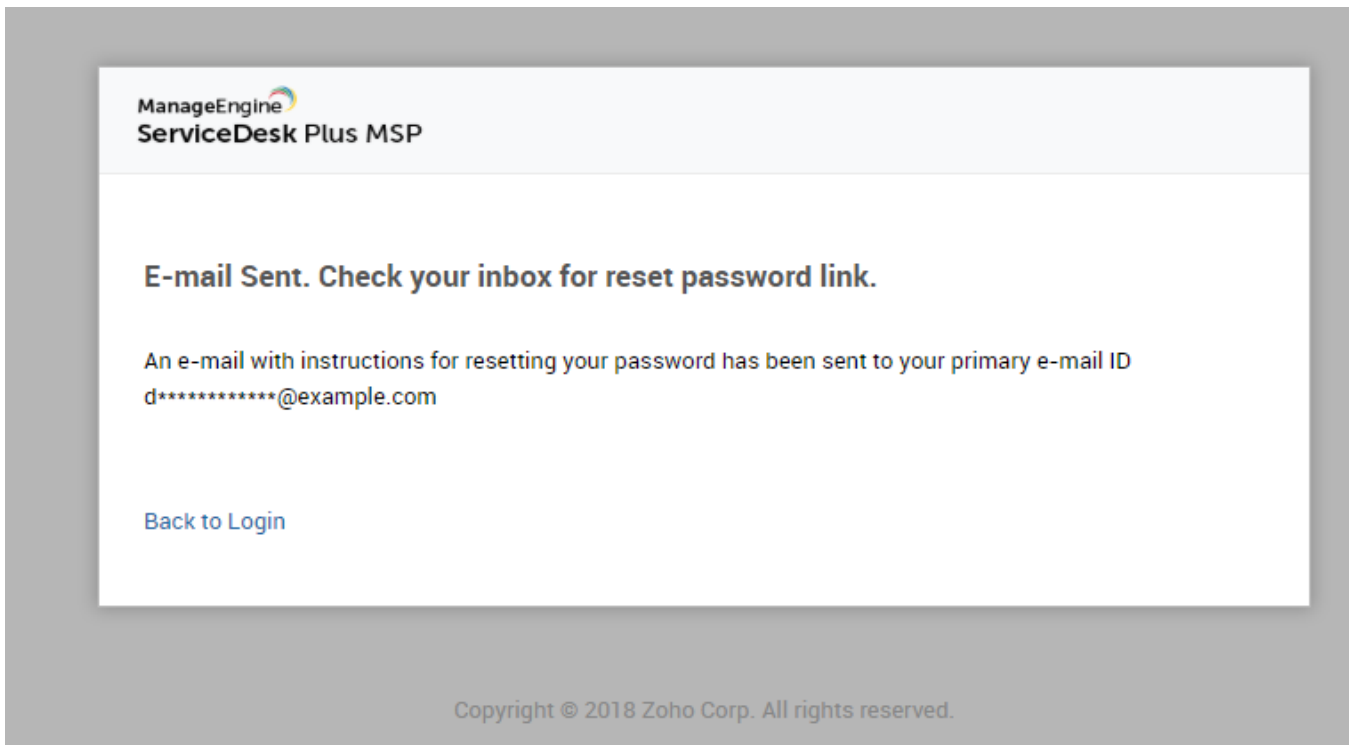
Not in Domain

Send E-mail

Back to Login

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3. You'll receive a confirmation that an email will be sent to the address on file and that you will need to open this email to continue the password reset process.



4. Open this email and click the link provided.

Reply Reply All Forward IM



Tue 5/8/2018 5:56 PM

Support

Password Reset Assistance

To: User Name

Dear User Name,

To reset the password for the user associated with this e-mail id, click the link below:

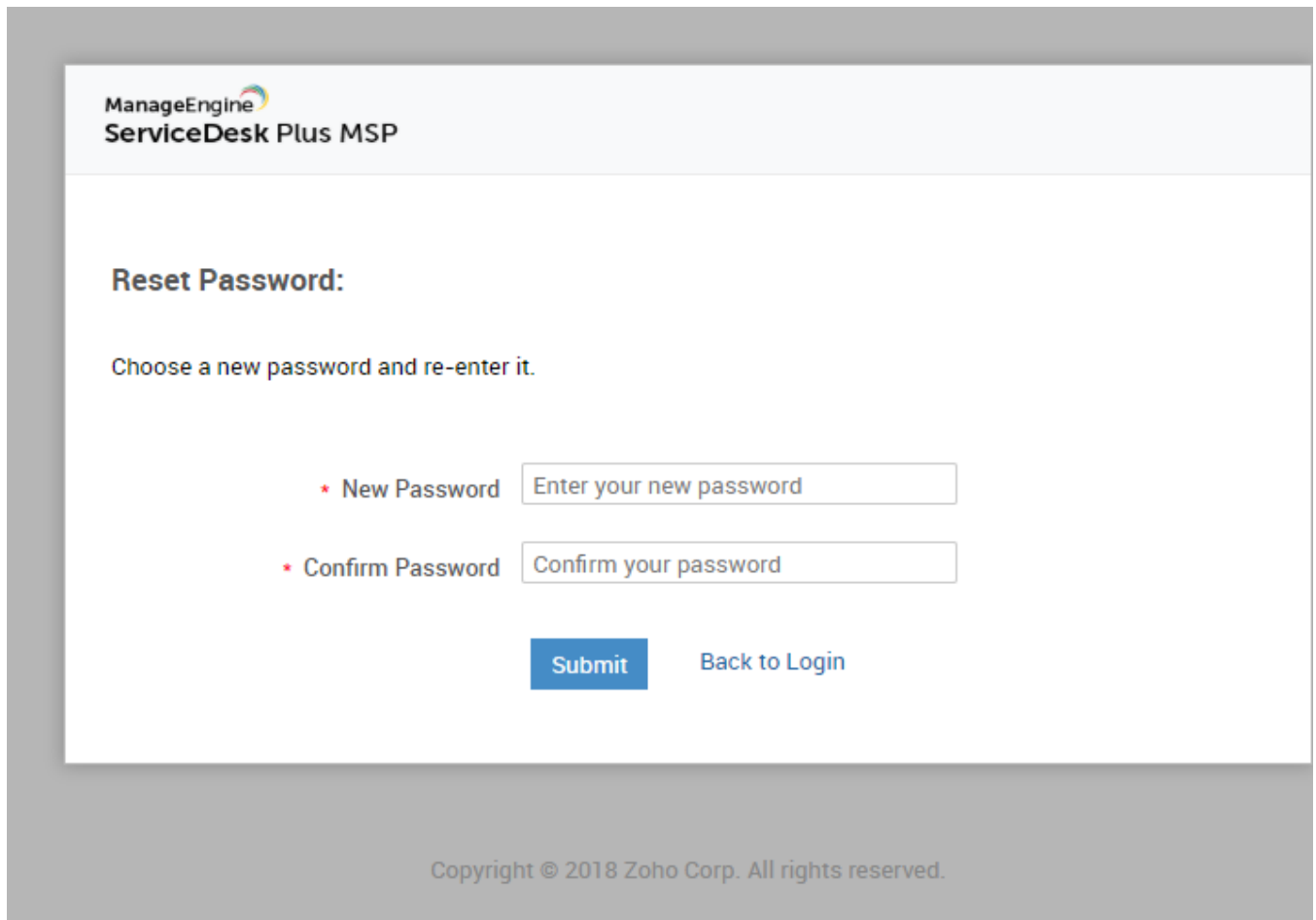
<https://support.enseva.com/ResetPassword.sdmisp?uuid=c91e1507-11b3-4ce6-1234-ac56174f00a0>

Note:The link will expire in 30 minutes from the time of receiving this mail.

Thanks and Regards,  
IT Admin

NOTICE: This message is covered by the Electronic Communications Privacy Act, Title 18, United States Code, Sections 2510-2521. This e-mail and any attached files are the exclusive property of Enseva LLC, are deemed privileged and confidential, and are intended solely for the use of the individual(s) or entity to whom this e-mail is addressed. If you are not one of the named recipient(s) or believe that you have received this message in error, please delete this e-mail and any attachments and notify the sender immediately. Any other use, re-creation, dissemination, forwarding or copying of this e-mail is strictly prohibited and may be unlawful.

5. You will be taken to a page where you can now set a new password. Enter the new password, then repeat it in the next field to confirm. Click Submit.



The screenshot shows a web interface for ManageEngine ServiceDesk Plus MSP. At the top left is the logo with the text "ManageEngine ServiceDesk Plus MSP". Below this, the heading "Reset Password:" is displayed. Under the heading, a instruction reads "Choose a new password and re-enter it." There are two input fields: the first is labeled with a red asterisk and "New Password" and contains the placeholder text "Enter your new password"; the second is labeled with a red asterisk and "Confirm Password" and contains the placeholder text "Confirm your password". Below these fields are two buttons: a blue "Submit" button and a blue "Back to Login" link. At the bottom center of the page, the copyright notice "Copyright © 2018 Zoho Corp. All rights reserved." is visible.

6. You'll receive confirmation that you've reset your password. You should now be able to return to the Enseva Support page at <https://support.enseva.com> and login with your new password.

# Setting Time Zone and Date/Time Formats

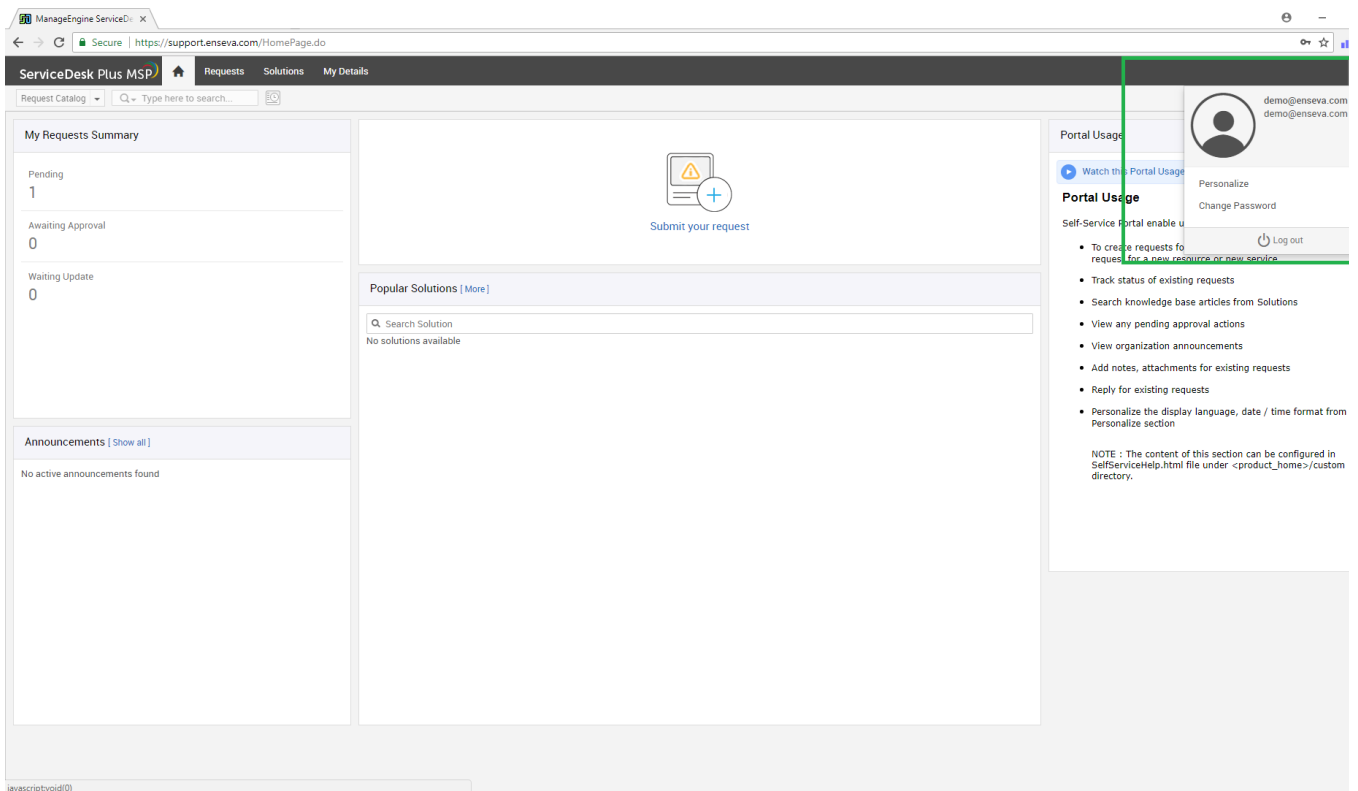
To make your account easier to manage it is important to be able to properly recognize date and time where it is displayed across the account.

For example, when making a service request, the time stamp shown for the due date and creation date can be formatted to your preference and based on your region.

We will discuss how to modify these settings in this tutorial.

## Setting Time Zone and Date/Time Formats

1. Start by clicking on the User Menu in the upper-right corner of your account home page.



2. Click on Personalize.

The screenshot displays a user interface with a dark header bar at the top right containing a user icon. Below this, a user profile section shows a circular placeholder for a profile picture, the email address 'demo@enseva.com', and a 'Personalize' link. A 'Change Password' link is also visible. A 'Log out' button with a power icon is located at the bottom of the profile menu. The main content area is titled 'Portal Usage' and includes a 'Watch this Portal Usage' button. Below the title, it states 'Self-Service Portal enable u'. A list of features is provided:

- To create requests for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

A note at the bottom states: 'NOTE : The content of this section can be configured in SelfServiceHelp.html file under <product\_home>/custom directory.'

3. On the pop-up window you will see where you can adjust the following settings

The screenshot shows a web browser window titled "ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome". The address bar shows a secure connection to <https://support.enseva.com/Language.do>. The page has two tabs: "Personalize" (active) and "Change Password". Under the "Personalize" tab, there are three dropdown menus: "Select Time Zone" set to "(GMT-6:00) Central Standard Time(America/Chicago)\*", "Set Date format" set to "May 8, 2018", and "Set Time Format" set to "May 8, 2018 01:43 PM". At the bottom are "Save" and "Close" buttons.

4. Time Zone

Set the value for your region

This screenshot shows the same "Personalize" window, but the "Select Time Zone" dropdown menu is open, displaying a list of available time zones. The list includes: "(GMT-6:00) Central Standard Time(America/Chicago)\*", "(GMT-6:00) Central Standard Time(America/Costa\_Rica)" (which is highlighted in blue), "(GMT-6:00) Central Standard Time(America/El\_Salvador)", "(GMT-6:00) Central Standard Time(America/Guatemala)", "(GMT-6:00) Central Standard Time(America/Indiana/Knox)\*", "(GMT-6:00) Central Standard Time(America/Knox\_IN)\*", "(GMT-6:00) Central Standard Time(America/Managua)", "(GMT-6:00) Central Standard Time(America/Menominee)\*", "(GMT-6:00) Central Standard Time(America/Merida)\*", and "(GMT-6:00) Central Standard Time(America/Mexico\_City)\*". The other settings and buttons remain the same as in the previous screenshot.

5. Date Format

This will adjust the appearance of dates across your account (exa. 5 May, 2018 vs. May 5th, 2018)

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)\*

Set Date format May 8, 2018

Set Time Format

- 2018.05.08
- 08.05.2018
- 2018, May 08
- Tue, 8 May 2018
- 08 May, 2018
- May 8, 2018

#### 6. Time Format

This will adjust the appearance of date and time across your account. In most cases, this will take precedence over the Date Format setting

ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome

Secure | <https://support.enseva.com/Language.do>

Personalize Change Password

Select Time Zone (GMT-6:00) Central Standard Time(America/Chicago)\*

Set Date format May 8, 2018

Set Time Format

- May 8, 2018 01:38 PM
- 08/05/2018 01:38 PM
- 05/08/2018 01:38 PM
- 2018/05/08 01:38 PM
- 08/05/2018 13:38
- 05/08/2018 13:38