



## How to Test Your Domain Account

### Section 1: Test Your Domain Account

1. Visit [https://servicenow.anl.gov/pr?id=test\\_password\\_pr](https://servicenow.anl.gov/pr?id=test_password_pr)
2. Enter your Username and Current Password
3. Click I'm not a robot
4. Click the blue Submit button
5. Your password and account are active if you see "Success! Your credentials are valid!"
6. Your password may have expired or your account may be inactive if you see "Password test was unsuccessful. Please contact the Argonne Service Desk at 630-252-9999, option 4, if you need assistance with your password."

### Section 2: Troubleshooting

- Visit the Profile tab in your CNM User Portal at <https://userportal.cnm.anl.gov/> to verify:
  - Under User Registration/Access Dates, confirm the User End Date is a future date.
  - Under the Argonne Domain Account section, check that your status is "Active" and your estimated password expiration date is a future date.
- Need help?
  - If you previously set up a password enrollment profile, reset your password at <http://mypassword.anl.gov>.
  - Contact the Argonne Service Desk (630-252-9999, option 4) for assistance. They will ask you to join a Zoom or Teams meeting with your camera on to display a current government-issued photo identification document (ID).

### Tips:

- To reset your password in future through self-management, visit [mypassword.anl.gov](http://mypassword.anl.gov). Click on Password Enrollment to set up an Argonne password enrollment profile.

