INTRODUCTION

The Computer Centre has implemented a new service for resetting computer logon passwords. Students will now be able to reset their passwords using the Micro-Lab computers across campus. The service is similar to “Forgot your password?” links found on websites such as Hotmail & Yahoo. Using this service involves 2 main steps:

SIGNUP FOR SELF-SERVICE PASSWORD RESET

1. Press CTRL+ALT+DELETE.
2. Enter your user-name and password where indicated and click “OK”.
3. After logging on successfully, click “Next” on the screen that appears to signup for the password reset service.
4. On the “Define question” screen, choose one question from the list, supply an answer to it and click “Next”.
5. On the next screen, supply your own question, supply an answer to it and click “Next”.
6. Click “Finish” to complete signup.

PASSWORD RESET

1. Press CTRL+ALT+DELETE.
2. Enter ONLY your user-name (student ID).
3. Click on the “Forgot my password” button. (see image above) and click “Next” on the screen that appears.
4. On the “Answer questions” screen that appears, supply the answers to the questions that were chosen during signup and click “Next”.
5. On the “Specify password” screen, enter and confirm your new password.
6. Ensure that your new password satisfies the requirements as seen on the “Specify password” screen.
7. Click “Finish”.

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