

STUDENT GUIDE TO SELF-SERVICE PASSWORD RESET

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

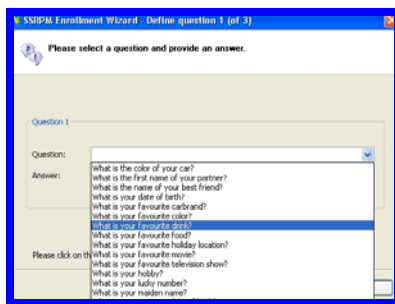
such as Hotmail & Yahoo. Using this service involves 2 main steps:

SIGNUP FOR SELF-SERVICE PASSWORD RESET

- Press **CTRL+ALT+DELETE**.
- Enter your user-name and password where indicated and click **“OK”**.



- After logging on successfully, click **“Next”** on the screen that appears to signup for the password reset service.



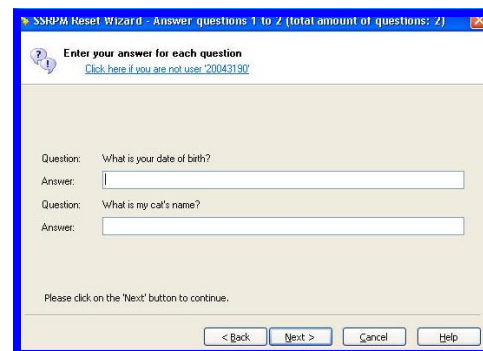
- On the **“Define question”** screen, choose one question from the list, supply an answer to it and click **“Next”**.
- On the next screen, supply your **own** question, supply an answer to it and click **“Next”**.
- Click **“Finish”** to complete signup.

PASSWORD RESET

- Press **CTRL+ALT+DELETE**
- Enter **ONLY** your user-name (*student ID*).



- Click on the **“Forgot my password”** button. (see image above) and click **“Next”** on the screen that appears.
- On the **“Answer questions”** screen that appears, supply the answers to the questions that were chosen during signup and click **“Next”**.



- On the **“Specify password”** screen, enter and confirm your **new** password.



- Ensure that your new password satisfies the requirements as seen on the **“Specify password”** screen.
- Click **“Finish”**.