# PASSWORD RESET – OLD vs NEW

## **OLD PROCESS**

#### NAVIGATE

Navigate to <u>UTS: MyAccount</u> and click on the <u>Reset it Here</u> link - circled below

| on are not logged in.<br>you already have a UTS Access Account, please enter your username and password here.<br>Username |
|---|
|---|

## **NEW PROCESS**

## IDENTIFY

UTS login - Identify yourself by entering your UTS email address

| Sign In<br>Enter your UTS email address<br>Students:firstname.lastname@student.uts.edu.au<br>Staff.firstname.lastname@uts.edu.au<br>Alumni.firstname.lastname@alumni.uts.edu.au |
|---|
| Enter your UTS email address<br>Students:firstname.lastname@student.uts.edu.a<br>Staff.firstname.lastname@uts.edu.au<br>Alumni:firstname.lastname@alumni.uts.edu.au             |
| Students:firstname.lastname@student.uts.edu.au<br>Staff.firstname.lastname@uts.edu.au<br>Alumni.firstname.lastname@alumni.uts.edu.au  |
| Keep me signed in   |
|   |
| Next  |
| About multi-factor authentication   |

#### **IDENTIFY**

Identify yourself by entering your <u>Staff/Student ID</u>, <u>First name</u>, <u>Family name</u> and <u>Date of Birth</u>

|  | UTS: Password Reset  |  |  |  |  |
|--|--|--|--|--|--|
| il   | We recommend you always use a strong and unique  | We recommend you always use a strong and unique password                                       |  |  |  |
| tivation   | <ul> <li>Your password must be between 8 to 16 characte</li> </ul>   | Your password must be between 8 to 16 characters with no spaces.                               |  |  |  |
| TS Directory<br>lating Lists<br>tudent email<br>[ Policies | <ul> <li>It can only contain letters, numbers and symbols and must contain at least one of each. Do not use your UTS ID number as your password.</li> <li>If you have previously chosen security questions and answers when activating your UTS user account, you will be prompted to answer them to reset your password.</li> </ul> |  |  |  |  |
|  | ATTENTION STUDENTS AND ALUMNI  |  |  |  |  |
|  | STUDENTS: You should NOT have to reset your password to set up multi-factor authentication (MFA).  |  |  |  |  |
|  | Before resetting your password check you are using the correct mail address with first name and last name  |  |  |  |  |
|  | For more information go to six de du aufini a od seleci. Vlamini reset passeori pape.<br>Winhe loging in yva nor med to se vago veranila doletes with informa and skit rame<br>og <b>jane.chiten</b> Galummiuts.edu.au, <b>jane.g.chiten</b> Galummiuts.edu.au, <b>jane.chiten-J</b> Galummiuts.edu.au                               |  |  |  |  |
|  | UTS Students And Alumni  | UTS Staff (or other incl. UTS College, Notre Dame)   |  |  |  |
|  | You can confirm your email address by logging into<br>MyAccount with your Student ID:  | Reset your password by entering your details in the fields below.                              |  |  |  |
|  | Confirm your correct email via MyAccount   | UTS staff, please note your details must match HR records.<br>Your Staff Number or Student ID: |  |  |  |
|  |  | Your Given Name:   |  |  |  |
|  | Reset your password by entering your details into  | Your Family Name:  |  |  |  |

## NAVIGATE

Navigate to the Password Reset process by selecting the **Forgot or Reset Password** link – circled below



#### VERIFY

Verify yourself using your security question set up when you activated your account

| <b>∛UT</b> S   |   |
|--|---|
|  | UTS: Password Reset   |
| IS Email<br>ebmail<br>Account<br>scount Activation<br>S Directory<br>alling Lists<br>udent email<br>Policies | Security Question:<br>Please answer the following security question to verify your identity. Note, if you fail to answer correctly this will be logged.<br>Question: What is your favourite sport? :<br>Please answer here:<br>submit |

#### VERIFY

Verify yourself using one of your registered Multifactor authentication methods

| <b>∛UTS</b>   |  |
|---|--|
|   |  |
| Get a push notification<br>⑧ tyler.george@test.uts.edu.au |  |
| Push notification sent                                    |  |
| Send push automatically                                   |  |
| Back to sign in   |  |

#### RESET

#### Create and Save your new password



Create and Save your new password. User will receive a password updated confirmation email

| <b></b> ₩UTS                |  |
|-----------------------------|--|
|                             | UTS: Password Reset  |
| S Email<br>bnail            | You must now set a present for your UTS Access account.  |
| Account<br>count Activation | It is important that no-one else knows your password (or be able to guess N), as this password is used for most electronic services at UTS, including email, computer laboratories, Norary access and online enrolme |
| S Directory<br>iling Lists  | Your password must be 8 to 16 characters long, and can only contain letters, numbers and symbols, and must contain at least one of each. Spaces are not allowed. Do not use your UTS ID number.                      |
| ident email<br>Policies     | Enter your new password:   |
|                             | Re-enter your new possion of   |
|                             | Vol Novem  |
|                             |  |
|                             |  |

|   | ₩UTS   |
|---|--|
|   | ****   |
|   | Reset your password  |
|   | (8) tyler.george@test.uts.edu.au   |
| P | assword requirements:  |
| Z | At least 8 characters<br>A lowercase letter<br>An uppercase letter<br>A number<br>A symbol<br>No parts of your username<br>Does not include your first name<br>Does not include your last name<br>Password can't be the same as your last 10<br>passwords<br>At least 1 day(s) must have elapsed since you last<br>changed your password |
|   | ew password  |
|   | 0  |
| R | e-enter password   |
| Г |  |

Reset Password

The new process improves security and simplifies the identification and verification steps of the password reset process by leveraging the authentication factors users have configured in their OKTA profiles. For any questions, feel free to reach out to the UTS Identity services team

IdentityServices@uts.edu.au

