

CQUniversity Password Services System User Guide

The Password Services System	p. 1	Setting Identification Questions	p. 1
Resetting Forgotten Passwords	p. 2	Changing Passwords	p. 4
Changing Passwords Off Campus	p. 4	Password Security	p. 5
Assistance with Passwords	p. 5		

The Password Services System

CQUniversity's password services system enables students and staff to self sufficiently change and reset their passwords just by verifying their identity.

CQUniversity Password Services System: <http://password.cqu.edu.au>

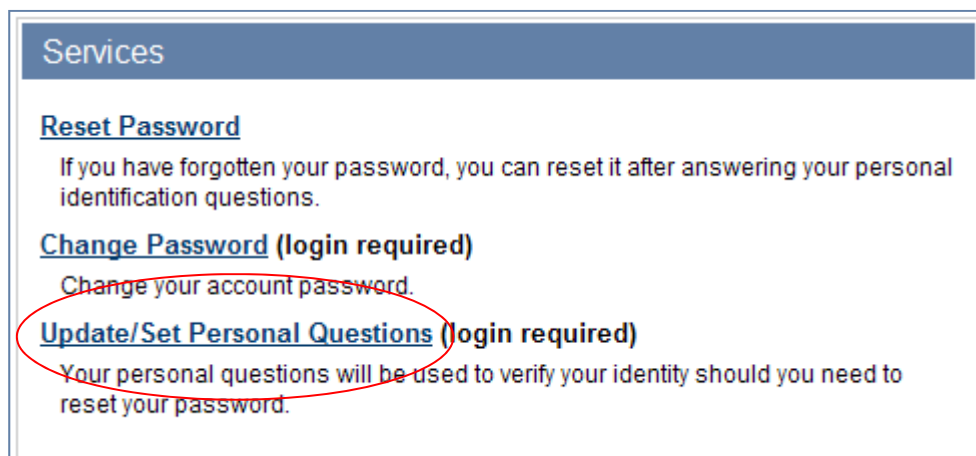
Once students and staff establish their password enabling them to log into CQUniversity's network and online resources, it is recommended they register their personal identification questions using the [password services system](#).

In the event CQUniversity students or staff forget their password, they can answer their personal identification questions registered in the password services system. Once their identity has been verified, they will be able to self sufficiently reset their password.

Students and staff that work exclusively off campus will need to establish their personal identification questions and answers in CQUniversity's password services system. This will enable them to self sufficiently reset or change their password in the event they are locked out of their CQUniversity account.

Setting your Personal Identification Questions

1. Go to the password services system: <http://password.cqu.edu.au>.
2. Select the option "**Update/ Set Personal Questions**" (pictured below).



Password Services System User Guide (continued)

- Students and staff will need to log into the system for the **Please Set Your Personal Questions** window to open (pictured right).
- Students and staff must enter 6 separate question and answer combinations. Please take time to consider personal questions and ensure the information is not readily available to the broader community.
- Click **"Set"** once the 6 question and answer fields have been completed.

Note: When students and staff forget their password, they will only have to answer 2 of these 6 personal identification questions. These will be randomly generated from the 6 question and answer combinations established in the steps above.

Resetting Forgotten Passwords

Once students and staff have set their personal identification questions in the password services system, they will be able to self sufficiently reset and change their password.


- When students or staff forget their password, click on the **"Forgot Password?"** link that is available from the **CQUniversity Sign In** page (pictured below). This page window will open whenever students or staff are required to log into the University network or an online system.
- The **CQUniversity Password Services** page will open.

Please Set Your Personal Questions

When resetting your password, you will be asked two randomly chosen questions from what you enter here.

Question	Answer
What is your pets name	
Question	Answer
What town were you born in	
Question	Answer
What is your favourite colour	
Question	Answer
First street you lived on	
Question	Answer
What is your favourite tv show	
Question	Answer
What is your mother's maiden name	

CQUniversity Sign In



Please Login

Enter your Username and Password to login:

Username: [What is my username?](#)

Password: [What is my password?](#)

[FORGOT PASSWORD?](#)

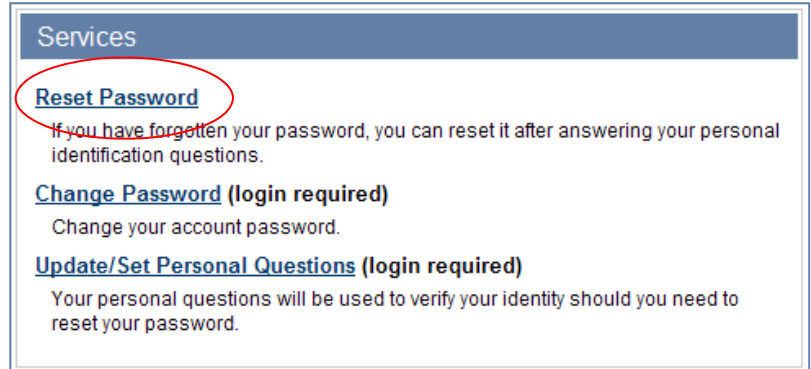
Please login using your domain username and password:

- Staff use domain account name e.g. smithj and password;
- Students use student number and password.

Please contact the CQUniversity Helpdesk if you experience difficulties logging in. Email helpdesk@cqu.edu.au or phone toll free 1300 666620.

Password Services System User Guide (continued)

3. Select the **"Reset Password"** option (pictured right).



Services

Reset Password
If you have forgotten your password, you can reset it after answering your personal identification questions.

Change Password (login required)
Change your account password.

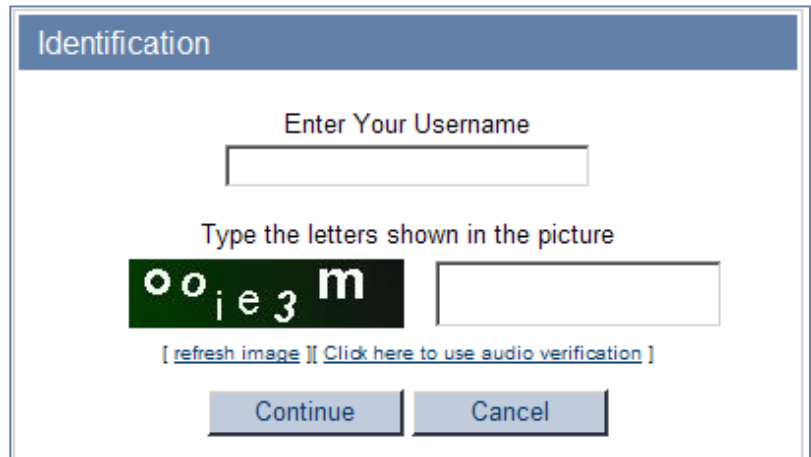
Update/Set Personal Questions (login required)
Your personal questions will be used to verify your identity should you need to reset your password.

4. An **Identification** window will open.

5. Enter your student or staff username and type the randomly generated letters & numbers in the space provided.

Please enter all letters in lowercase. If the randomly generated letters/numbers are hard to read, click **"refresh image"** to change the image.

6. Click **"Continue"**.



Identification

Enter Your Username

Type the letters shown in the picture

o o i e 3 m

[[refresh image](#)] [[Click here to use audio verification](#)]

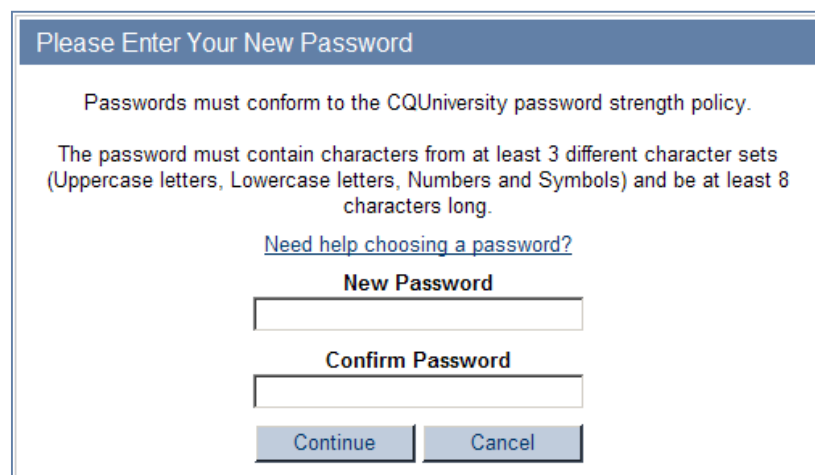
Continue Cancel

7. Students and staff will now be prompted to answer 2 personal identification questions.

If the user has not established any personal identification questions in the password services system, they will be advised to contact the ITD Service Centre (email: servicedesk@cqu.edu.au).

8. Once the personal identification questions have been answered correctly, the **Please Enter Your New Password** window will open (pictured below).

Students and staff can now self sufficiently reset their password.



Please Enter Your New Password

Passwords must conform to the CQUniversity password strength policy.

The password must contain characters from at least 3 different character sets (Uppercase letters, Lowercase letters, Numbers and Symbols) and be at least 8 characters long.

[Need help choosing a password?](#)

New Password

Confirm Password

Continue Cancel

Password Services System User Guide (continued)

Changing Passwords

CQUniversity students and staff are encouraged to change their password on a regular basis.

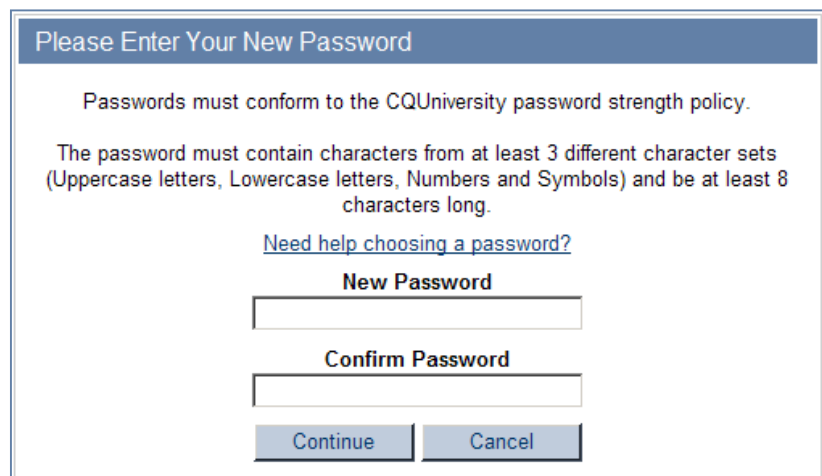
To change a password, students and staff can press Ctrl-Alt-Del while logged into the CQUniversity network, and then select the “**Change Password**” tab.

Another option for changing a password is to access the online self help [password services system](#), or follow the “**Forgot Password?**” link located on all CQUniversity login pages (example pictured on page 2).

The following instructions will assist with changing passwords using the password services system:

1. Go to the password services system: <http://password.cqu.edu.au>
2. Select the “**Change Password**” option.
3. Students and staff will need to log into the system for the **Please Enter Your New Password** window to open.
4. Enter and confirm the new password (pictured right).

Note: The password must be 8 characters in length and include at least 3 different character sets (i.e. uppercase letters, lowercase letters, numbers, and/ or symbols).
5. Click “**Continue**”.



Changing your Password Off Campus

Students and staff that work exclusively off campus will need to register their personal identification questions and answers on the [password services system](#). This resource will enable them to self sufficiently reset or change their password in the event they are locked out of the CQUniversity network.

- Staff using laptops to work off campus are strongly advised to bring them to work when they need to change their password. This enables the laptop to be updated with the new password, along with other software updates that might be available, once it is plugged into a network cable and restarted.
- If staff are unable to do this, but have changed their password at work, please be aware that until the laptop is connected to the University network (either via VPN or brought on campus), both it and home computers will still require the *previous* password to log on but need the *new* password to access Staffmail, Outlook, and remote desktop.

Password Services System User Guide (continued)

- As a result staff may need to reset the password for each device, such as a PDA, independently due to the different software used to connect to the CQUniversity network.
- Mac users are encouraged to also use the above method, then when prompted to re-enter their password by Entourage, etc, to enter their new password and add it to the key chain.

Password Security

Students and staff should consider the following points when creating their CQUniversity password:

- Change passwords regularly, preferably once a month.
- Do not record passwords or give a password (login access) to anyone else. If this is necessary in an extreme circumstance, please change your password immediately once access is completed.
- Report any suspicious or abnormal operating circumstances. If on campus, please contact the ITD Service Centre. When off campus, please contact your system operator.
- When creating a new password, do not include any personal information. *For example*, do not include your username; names of family members; birthday dates; contact phone numbers; or residential address.
- Use a formula to help remember a password.
For example:
"My alarm goes off at 6:45, weekdays only!" Password = Mag0@6:45,w0!
"We all live in a yellow submarine, The Beatles" Password = Waliay\$,TB
- Students and staff can test the strength of their password at this Microsoft website:
<http://www.microsoft.com/protect/yourself/password/checker.aspx>

Need assistance with passwords?

Students and staff will not always have access to the password services system.

For example, students that forget their password and can not log into a campus computer will need to call the **Student Service Line** on 1300 550 900 and have their password reset manually.

Basic IT Support is available from the Library staff at Rockhampton, Bundaberg, Mackay and Gladstone campuses. IT Helpdesk staff can be contacted at Brisbane, Gold Coast, Sydney and Melbourne campuses.

Staff and students can also contact the **ITD Service Centre** if they are experiencing any issues when changing their password.

Phone: 1300 666 620

Email: servicedesk@cqu.edu.au

Internal Extension: 9233

Online Request: <http://itservicedesk.cqu.edu.au>

International: 61 7 4930 9233

Website: <http://cqunitech.cqu.edu.au>