

Introduction

This guide will show you how to change your password. Changing your password regularly is one of the most effective ways to protect your intellectual property. Griffith will prompt you to change your password:

- 180 days after a password change (when it expires)
- the first time you log in after receiving a temporary password, and
- the first time you log in after resetting your password through the password phone service.

If you have let your password expire you will need to refer to the process for forgotten passwords.

If you need to change your password via the [password phone service](#) you will need to have the following details saved in your Staff Portal or myGriffith profile at least 24 hours beforehand:

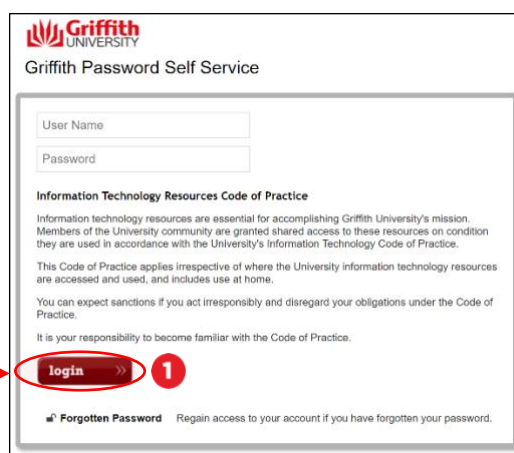
- your sNumber
- Australian mobile phone number
- Date of birth
- Australian postcode.

Before starting this process, you must log out of all Office 365 applications (including emails) on all your devices (including mobile, tablet and laptop). Avoiding this step may cause your account to lock.

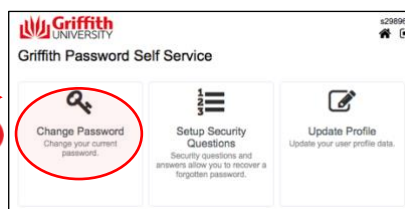
Please note you will need to manually change your Skype for Business password to match your single sign-on password. You do not need to update your password to access the Griffith University Wi-Fi network.

Step 1: Go to the password self-service

- 1** On the single sign on page, select **Change Password**, or go directly to [Password Self Service](#). Enter your sNumber and your current (or temporary) password, then select **login**.



- 2** Select **Change Password** from the menu. Read the Code of Conduct that displays and select **I Agree** and **Continue**.



Step 2: Change your password

- 1 Enter your new password based on strength criteria listed at this screen. See griffith.edu.au/passwords/password-management for tips on password strength and security.

Confirm your new password and select **Change Password**.

- 2 Successful changes will be displayed. Your password will immediately become effective for:

- myGriffith
- staff portal
- Learning at Griffith
- staff and student email
- internet access service
- VPN client
- staff and student modem access
- PeopleSoft (staff only)

Your password will take effect after ten minutes for:

- staff and student active directory accounts
- learning centres and common use computer laboratories
- school computing laboratories

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Griffith Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 64 characters long.
- Must include at least 1 number.
- Must include at least 1 upper case character.
- Can include special (non-alphanumeric) characters.
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- New password may not be one of the last 13 you have used.

> Change Password help

Please type your new password

New Password

Confirm Password

Change Password Cancel

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Griffith Password Self Service

Your account details have been changed. Your password will be updated as follows...

Immediately

- MyGriffith
- Staff portal
- Learning@Griffith
- Staff and student email
- Internet Access System (IAS)
- VPN client and Wireless services
- Staff and student modem access
- Griffith Single Sign-On

Up to 10 minutes

- Staff and Student Active Directory accounts
- Learning centres and Griffith computer labs
- School computing laboratories

Mobile Devices

- If you have a Mac laptop, you may need to reconnect your Wi-Fi after a password change. Visit the [Getting Connected](#) support page for instructions.
- You may be prompted to log in using Griffith's Single Sign-On for Microsoft 365 apps installed on your device.

Continue

Step 3: Establish a VPN connection

- This step is only required for staff working remotely or via Griffith WiFi on an SOE Windows or Mac device. This ensures the password is updated on the device so you can login when offline.

- 1 [Establish a VPN connection](#) using your new password.

- 2 Lock your device by pressing the **Windows key + L**, then unlock it using your new password. If you are operating on a Mac device, please [follow these instructions](#).