

How to...

Reset Your Forgotten Password

Introduction

Assisted password resets are only available via phone and in person at your campus library services desk. This guide will help you to reset your password yourself.

To avoid locking yourself out of your account, please ensure to log out of all Office 365 applications (including emails) on all your devices (laptops, phones, tablets and computers) prior to following this guide.

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 page

- 1 Go to password.griffith.edu.au/pwagu/private/login and select **Forgotten Password**.

Griffith UNIVERSITY
Griffith Password Self Service

User Name
Password

Login 1

Forgotten Password Regain access to your account if you have forgotten your password.

- 2 Enter your username (sNumber) and select **Search**.

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Griffith Password Self Service

If you have forgotten your password, follow the prompts to reset your password.

Username*
Username

Search **Cancel**

- 3 Enter your **date of birth** and then answer your **challenge questions**. If successful, the *Code of Conduct* will display. Select **I agree** then **Continue**. [Learn how to set up challenge questions.](#)

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Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

Please type your security responses

Date of birth (Please enter as DDMMYYYY)
Where were you when you had your first kiss?
What was the first album you bought?

Continue **Clear** **Show Response** **Cancel**

Step 2: Confirm your new password

- 1 Read through the Code of Conduct and select **I Agree**, then **Continue**.

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Scope
This policy applies to all users of Griffith University Information Technology resources regardless of your relationship with the University and irrespective of whether those resources are accessed on or off-campus.

Rationale
Information Technology resources are essential for accomplishing Griffith University's mission of pursuing excellence in teaching and learning, research and community service. Members of the University community are granted shared access to these resources, which must be used and managed responsibly to ensure their integrity, security and availability for appropriate educational and business activities. This IT Code of Practice provides guidance to authorised users for the appropriate use of the University's Information Technology resources.

Statement
Within this IT Code of Practice, Information Technology resources include but are not limited to all standalone or networked computers, hand held devices, all forms of communication equipment, and software licenses owned or licensed by the University, including, but not limited to externally hosted

I Agree

Continue Sign out

- 2 Enter and confirm your new password, ensuring it meets the criteria. See griffith.edu.au/passwords/password-management for tips on password strength and security.

Select **Change Password**.

- 3 Successful changes will be displayed and your password will immediately become effective for:

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

Your password will take 10 minutes to become effective for:

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

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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

New password accepted, please click change password

New Password Strength: Good

Confirm Password

Change Password Cancel

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 operating on a Mac device, please [follow these instructions](#).