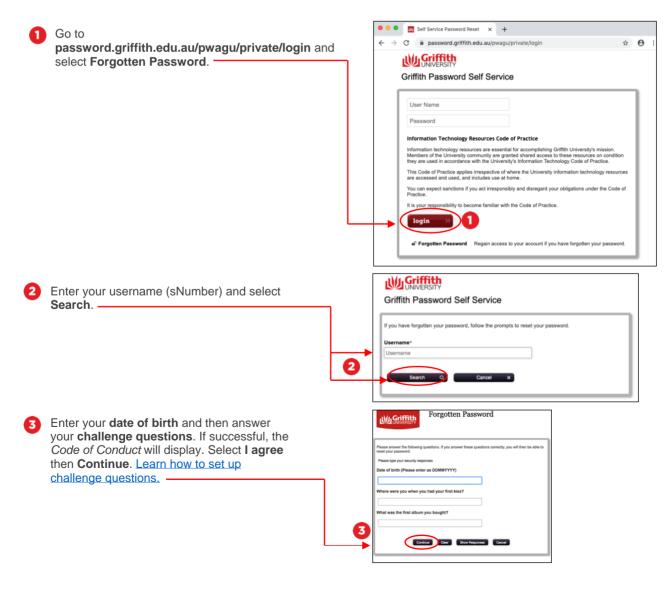# How to…

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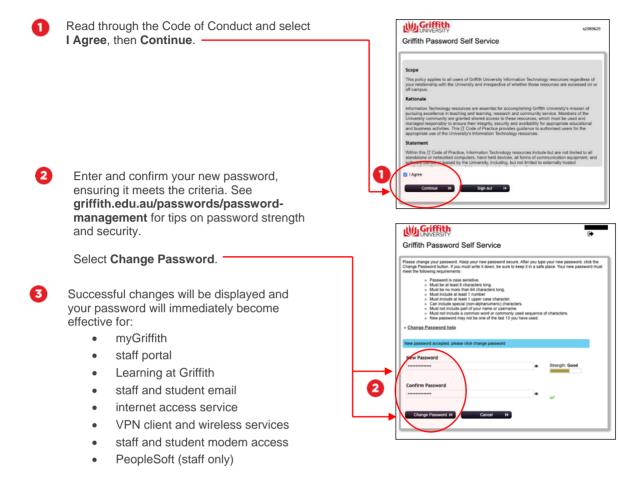
To avoid locking yourself out of your account, please ensure to log out of all Office 365 applications (including emails) on all your devices (laptops, phones, tablets and computers) prior to following this guide.

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**.

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

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.

Step 2: Confirm your new password

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

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

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.

Griffith UNIVERSITY
Queensland, Australia