

# How to change your IT account password

This guide tells you how you can change your password yourself at any time, at the university or remotely.

The guide covers:

- How to store answers to security questions so you can change your password yourself later
- How to change your password if you know your current password and need to change it, or...
- How to change your password if you have forgotten it

**Version:** 1.5

**Date:** 21<sup>st</sup> July 2017

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# 1 Go to the 'Change your password' webpage

There are many links on various University of Exeter web pages to the '**Change your password**' page, or you can navigate straight to it using this link in any browser

<http://www.exeter.ac.uk/it/account/changepassword>

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IT training  
Digital Signage  
Telephony (staff)

What do you want to do?

Before you change your password please read these [Password tips](#) and check the [Password FAQs](#)

[Save answers to security questions](#)

This is a one-off task that will allow you to reset your password yourself in the future without having to call the SID team.

You need to know your current password to access this.

[Change your password](#)

You need to change your password or have forgotten it and want to create a new one.

You will be asked to answer the security questions you have previously saved.

[Stop your IT account being locked](#)

You have changed your password and want to prevent your University IT account from being locked.

If you need help with any of these options please see the [Change Your Password Help Guide](#)

If you have forgotten your password and your answers to the security questions please [contact SID](#).

DESKTOP PASSWORD:  
r4ew01s s89

Remember that you should never disclose your University password. If you think someone has discovered your password then change it immediately

Before you do anything we recommend you read the **Password tips** and **FAQS**.

These contain important information about how to create a good, strong password, and how you must disconnect all your mobile devices before you change your password, if they are synchronised to university email or any other applications, as otherwise they may lock your IT account during the change process.

These also cover Staff using a Uni laptop remotely off campus.

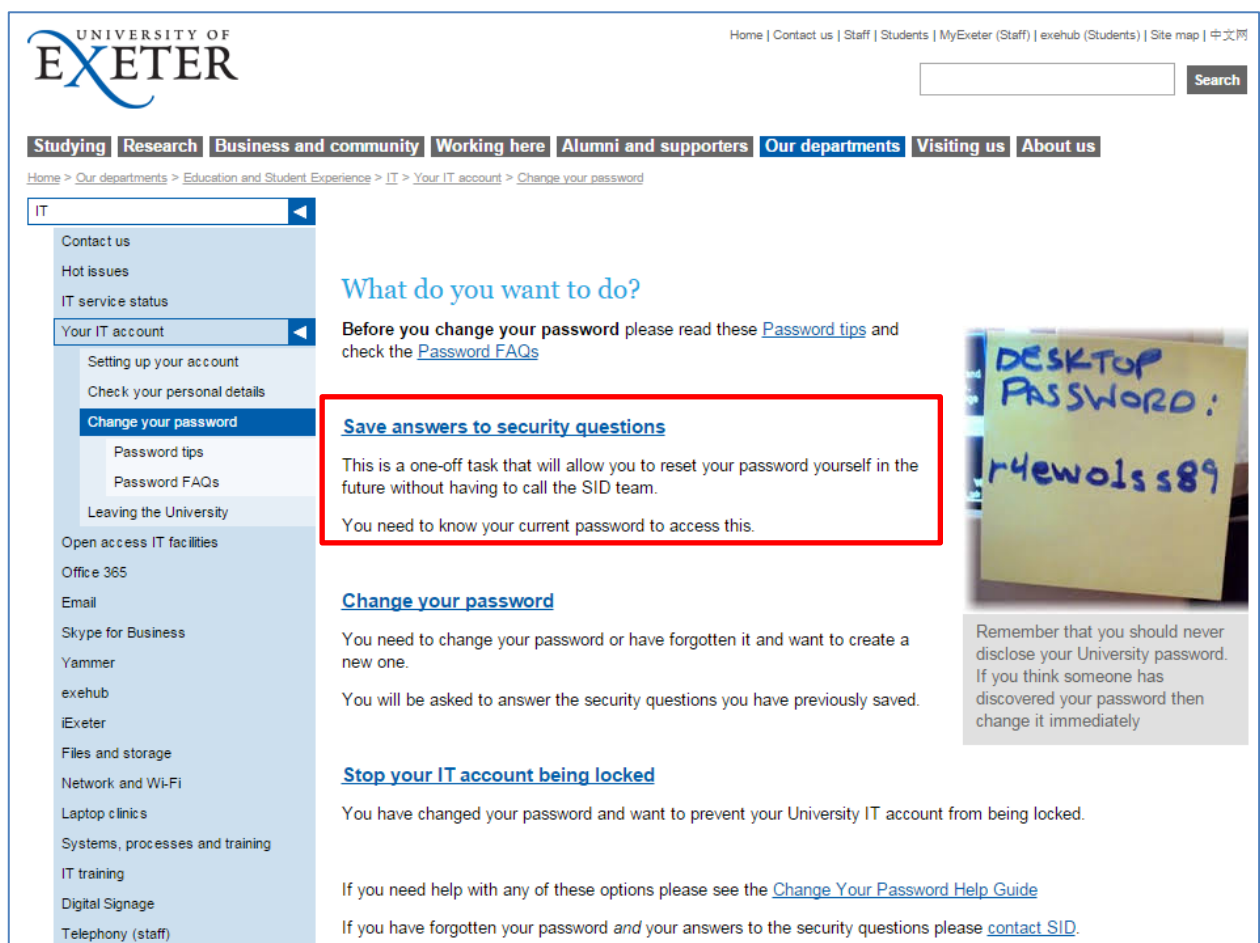
## 2 Save answers to security questions

The first thing you must do is to store your answers to security questions. This is a one-off task that will allow you to reset your password yourself if you ever need to change it or forget it. Whenever you want to reset your password in future the system can verify who you are, similar to online banking if you use that. This is called “Password Registration” in this process.

### 2.1 Navigating to “Save answers to security questions” on the University web pages

Click the ‘**Save answers to security questions**’ link on the ‘Change your password’ page. If you are working on a PC or laptop connected to the university network, this will take you straight to the Registration page – see section 2.3 below.

Alternatively, you can access this function remotely on your home laptop or mobile device – see the next section 2.2.



The screenshot shows the University of Exeter website's IT service page. The header includes the University of Exeter logo and navigation links: Home | Contact us | Staff | Students | MyExeter (Staff) | exehub (Students) | Site map | 中文网. A search bar is located on the right. Below the header is a navigation menu with links: Studying | Research | Business and community | Working here | Alumni and supporters | Our departments | Visiting us | About us. The breadcrumb trail reads: Home > Our departments > Education and Student Experience > IT > Your IT account > Change your password. The left sidebar contains a list of IT services, with 'Your IT account' selected and expanded to show options like 'Setting up your account', 'Check your personal details', 'Change your password', 'Password tips', 'Password FAQs', and 'Leaving the University'. The 'Change your password' option is highlighted. The main content area is titled 'What do you want to do?' and lists three options: 'Save answers to security questions' (highlighted with a red box), 'Change your password', and 'Stop your IT account being locked'. The 'Save answers to security questions' section explains that this is a one-off task to allow password resets and that the user must know their current password. The 'Change your password' section states that the user needs to change their password or have forgotten it and will be asked to answer previously saved security questions. The 'Stop your IT account being locked' section explains that the user has changed their password and wants to prevent their account from being locked. A sidebar on the right features a sticky note graphic with the text 'DESKTOP PASSWORD: r4ew01s s89' and a warning: 'Remember that you should never disclose your University password. If you think someone has discovered your password then change it immediately'.

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Laptop clinics  
Systems, processes and training  
IT training  
Digital Signage  
Telephony (staff)

What do you want to do?

Before you change your password please read these [Password tips](#) and check the [Password FAQs](#)

**Save answers to security questions**

This is a one-off task that will allow you to reset your password yourself in the future without having to call the SID team.

You need to know your current password to access this.

**Change your password**

You need to change your password or have forgotten it and want to create a new one.

You will be asked to answer the security questions you have previously saved.

**Stop your IT account being locked**

You have changed your password and want to prevent your University IT account from being locked.

If you need help with any of these options please see the [Change Your Password Help Guide](#)

If you have forgotten your password and your answers to the security questions please [contact SID](#).

DESKTOP PASSWORD: r4ew01s s89

Remember that you should never disclose your University password. If you think someone has discovered your password then change it immediately

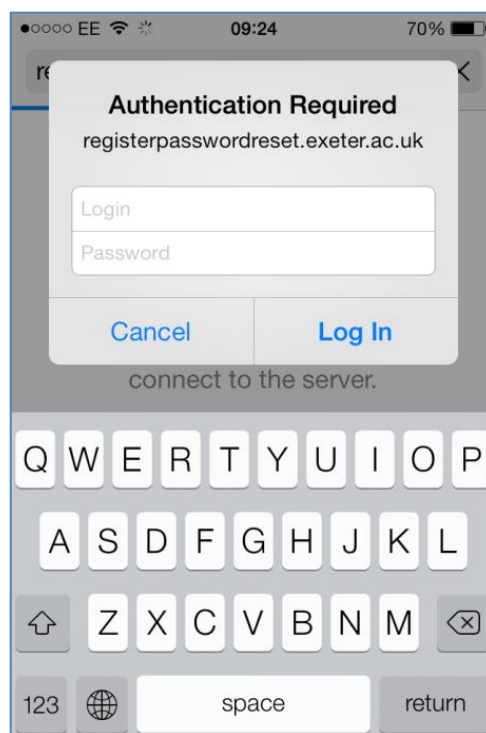
## 2.2 Navigating to “Save answers to security questions” on your own laptop or mobile device

You don't need to be logged on to the university network to access Password Registration, you can also access it directly from your laptop, tablet, or smart phone's native browser (e.g. Safari for Apple) at

<https://registerpasswordreset.exeter.ac.uk/>

As examples:

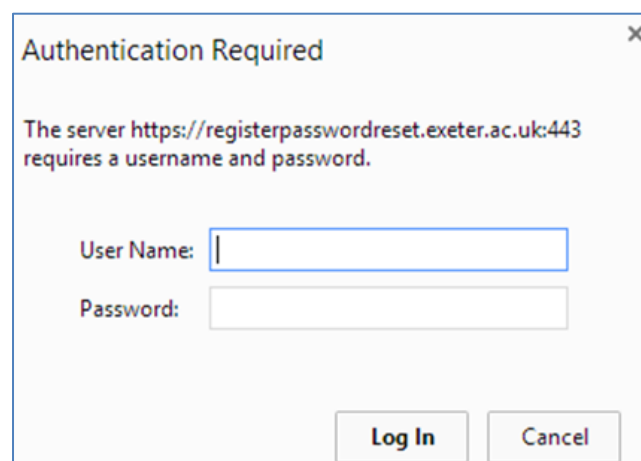
on your smart phone it will look like this:



on Internet Explorer it will look like this:



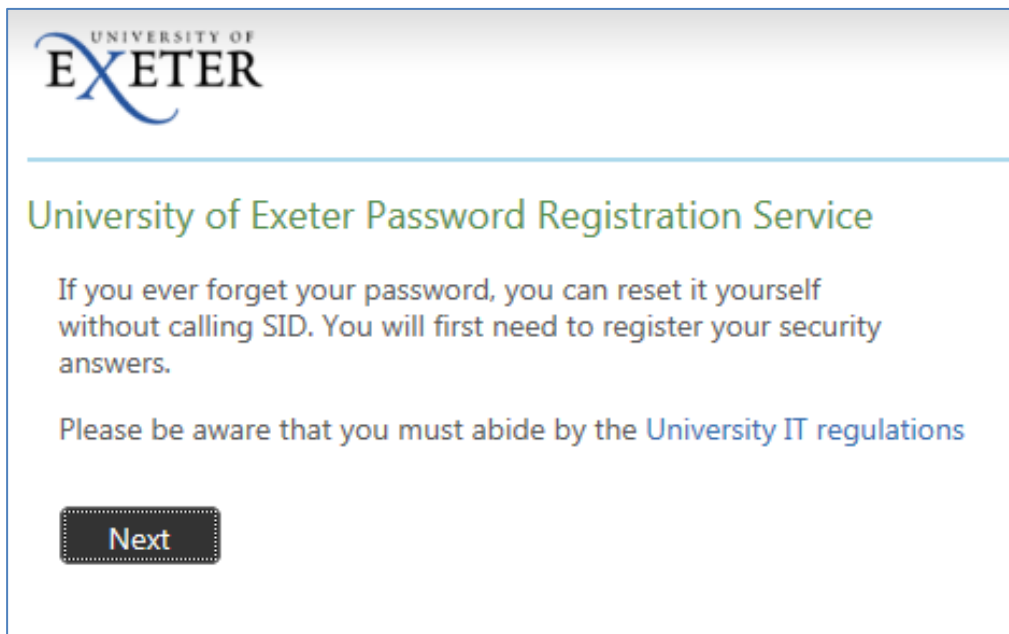
on Google Chrome it will look like this:



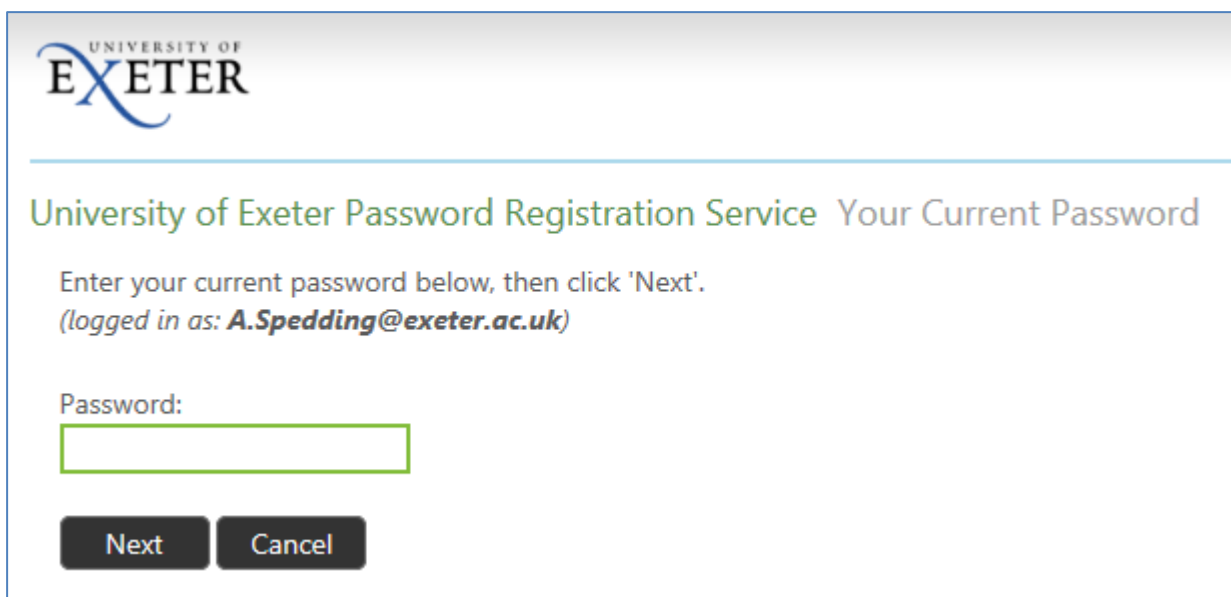
**You need to use your full university email address when asked to enter your “User name”** when using your mobile device or via a browser on your personal laptop This is the same for Internet Explorer, Google Chrome, Firefox etc.

## 2.3 Password Registration login

You will then see the 'Password Registration' screen:

The screenshot shows the 'University of Exeter Password Registration Service' screen. At the top left is the University of Exeter logo. Below the logo, the title 'University of Exeter Password Registration Service' is displayed in green. The main text reads: 'If you ever forget your password, you can reset it yourself without calling SID. You will first need to register your security answers.' Below this, a link 'University IT regulations' is provided in blue. At the bottom, there is a dark grey button with the word 'Next' in white.

Click the '**Next**' button. This will then show the following screen:

The screenshot shows the 'University of Exeter Password Registration Service - Your Current Password' screen. At the top left is the University of Exeter logo. Below the logo, the title 'University of Exeter Password Registration Service' is displayed in green, followed by 'Your Current Password' in black. The main text reads: 'Enter your current password below, then click 'Next'.' Below this, it says '(logged in as: **A.Spedding@exeter.ac.uk**)'. There is a label 'Password:' followed by a text input field with a green border. At the bottom, there are two dark grey buttons: 'Next' and 'Cancel'.


Enter your current password carefully as it is case-sensitive, then click '**Next**'.

**Please note: You must abide by the University's IT Regulations and not attempt to access anyone else's account or change their password.**

See the regulations at <http://www.exeter.ac.uk/it/regulations/>

## 2.4 Answer the security questions

You will now see a screen showing several questions:



University of Exeter Password Registration Service Personal Answer Setting

You must answer at least 6 questions to register. Each answer must be unique and must be at least 4 characters long, and you cannot type the same characters, for example 'aaaaaaa'.

What was your place of birth?

Who is your childhood hero?

What is the furthest foreign country you have travelled to?

What is the name of the first school you attended?

What is the name of your childhood best friend?

What is the title of your favourite movie?

Who is your favourite Actor, Musician or Artist?

Specify a date which is memorable to you (dd/mm/yyyy)

Specify a place which is memorable to you

What is your favourite hobby or leisure activity?

The responses you provide are stored by your organization in Forefront Identity Manager.

Next

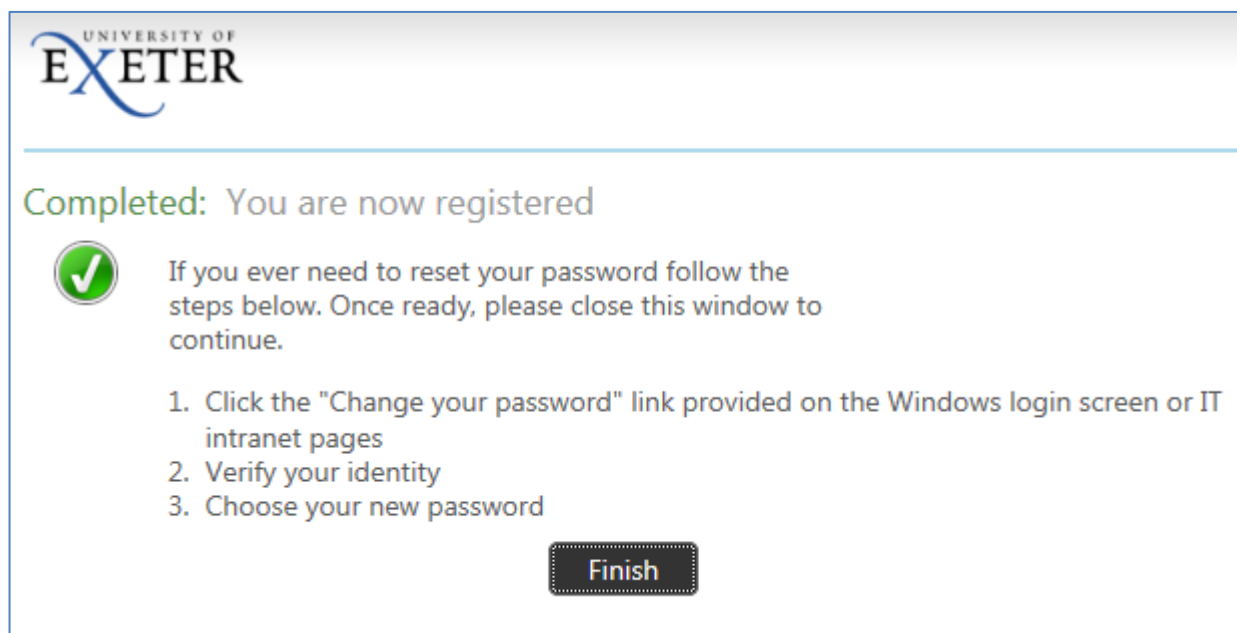
Cancel

You must answer at least six questions from those displayed. Each answer must be unique and must be at least four characters long, and you cannot type the same characters, for example "aaaaaaa".

When you are happy with your answers, click '**Next**'.

## 2.5 Registration complete

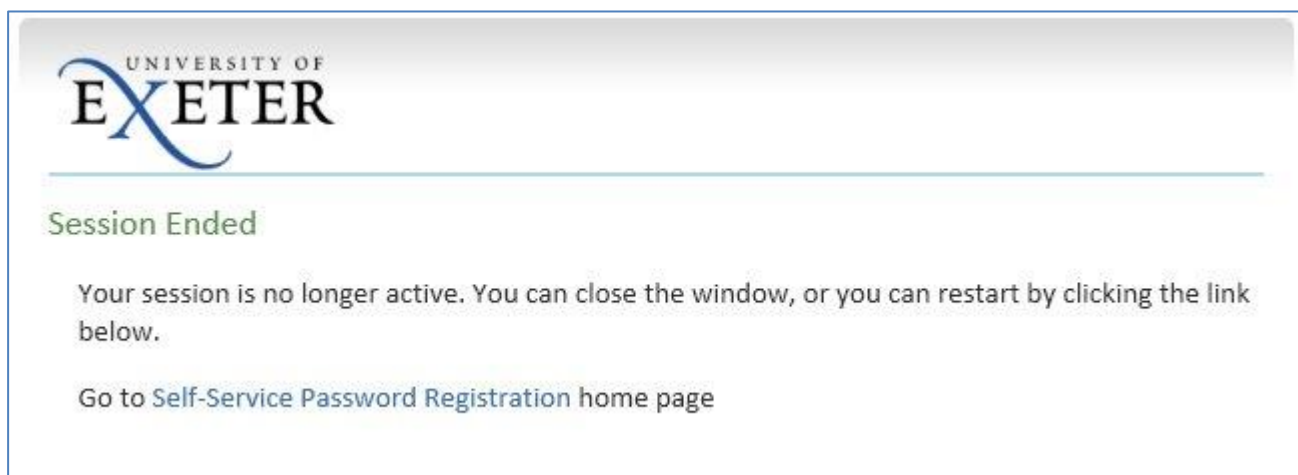
You have now successfully registered your Password Reset security questions



Click the “**Finish**” button to exit.

## 2.6 Cancel the process or start again

If you click ‘Cancel’ on any screen during Password Registration, you will see the following:



Any answers you may have entered won't be saved.

Click the ‘**Self-Service Password Registration**’ link if you want to start again.



## 3 Changing your password or resetting a forgotten password

### 3.1 Navigating to Self-Service Password Reset

If you need to change your password or you have forgotten your password, you can reset it yourself at any time without having to call SID.

You must first have stored your answers to the security questions. If you haven't already done that, you can do it now and then come back to this process – *see the previous section*.

Navigate to the 'Change your password' web page at <https://as.exeter.ac.uk/it/account/changepassword/> and then click the '**Change your password**' link.

The screenshot shows the University of Exeter's IT account management interface. On the left is a sidebar with a search bar and a list of IT services. The 'Change your password' option is highlighted in blue. A blue arrow points from this option to the 'Change your password' section in the main content area, which is enclosed in a red rectangular box. The main content area has a heading 'What do you want to do?' and three options: 'Before you change your password', 'Save answers to security questions', and 'Change your password'. The 'Change your password' option is the one highlighted with the red box. To the right of the main content area is a yellow sticky note graphic with the text 'DESKTOP PASSWORD: r4ew01s s89' and a warning about not disclosing the password.

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Yammer  
exehub  
iExeter  
Files and storage  
Network and Wi-Fi  
Laptop clinics  
Systems, processes and training  
IT training  
Digital Signage  
Telephony (staff)

What do you want to do?

**Before you change your password** please read these [Password tips](#) and check the [Password FAQs](#)

**Save answers to security questions**

This is a one-off task that will allow you to reset your password yourself in the future without having to call the SID team.

You need to know your current password to access this.

**Change your password**

You need to change your password or have forgotten it and want to create a new one.

You will be asked to answer the security questions you have previously saved.

**Stop your IT account being locked**

You have changed your password and want to prevent your University IT account from being locked.

If you need help with any of these options please see the [Change Your Password Help Guide](#)

If you have forgotten your password *and* your answers to the security questions please [contact SID](#).

DESKTOP PASSWORD: r4ew01s s89

Remember that you should never disclose your University password. If you think someone has discovered your password then change it immediately

Alternatively you can access the password reset function directly from your laptop, tablet, or smart phone's native browser (e.g. Safari for Apple) at <https://passwordreset.exeter.ac.uk/>.

Whichever way you choose to get to the password reset function, you will first need to answer the security questions you answered at Password Registration, and then you can reset your password yourself.

**But please read the next section (3.2) first .....**

## 3.2 Disable all your mobile devices

### BEFORE YOU CHANGE YOUR PASSWORD

If you have your University of Exeter email or other apps set up on your mobile devices (smart phone, tablet etc) please disconnect the Wi-Fi **and** 3G or 4G connections on every device before you change your password here.

The easiest way to do this is to “Forget Network” for Wi-Fi and turn off “Mobile Data” for 3G or 4G on **all** your devices.

If you don’t do this your device(s) will constantly try to connect to the university network using your old password and could lock your university IT account. It is not sufficient to just turn off your device as this could still happen very quickly when you turn it back on after changing your password.

Once you have successfully changed your university password, make sure you update it in the account settings on **ALL** your devices before you reconnect to Wi-Fi and 3G or 4G again on them.

**If your account does get locked out, please wait 15 minutes then it will be automatically unlocked.**

If you continue to have problems, please contact [SID](#).

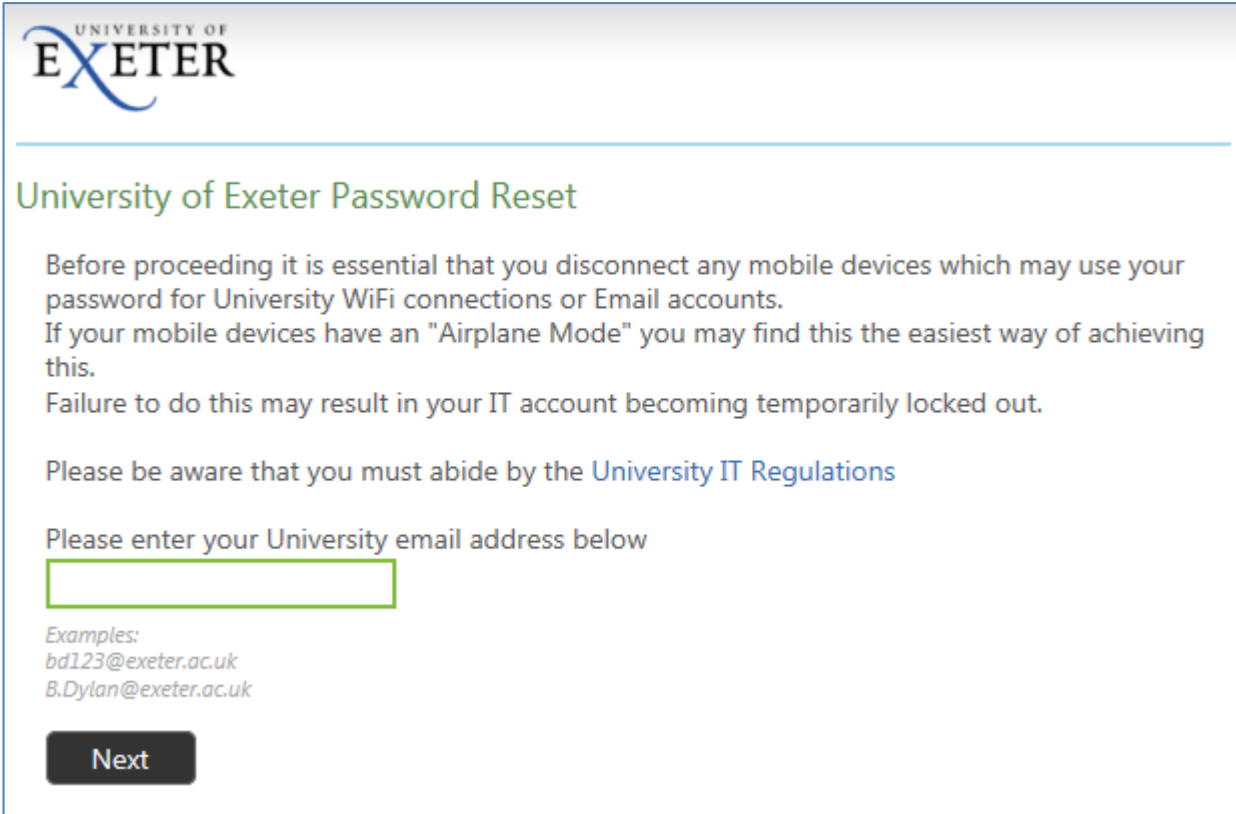
## 3.3 Changing your password on a Staff laptop when working remotely

If you have a Staff university laptop and you are working remotely away from the university, that is, your laptop is not physically connected to the university network, then you are still able to change your IT account password as described above, via a browser or VPN session. This will then be your active new password for accessing university systems and applications online, including your email, Trent, Expenses etc.

**But please note** your laptop’s local login password will remain as your old password until the next time you connect the laptop to the university network, when it will then be automatically updated to your new password.

### 3.4 Enter your university email address

Both the browser 'Change your password' link and direct access from your mobile device will display this screen:



The image shows a web page for the University of Exeter Password Reset. At the top left is the University of Exeter logo. Below it, the title "University of Exeter Password Reset" is displayed in green. The main text explains that before proceeding, users must disconnect any mobile devices using their password for University WiFi or Email accounts, and that failure to do so may result in their IT account becoming temporarily locked out. It also states that users must abide by the University IT Regulations. A prompt asks the user to enter their University email address below, followed by a text input field. Below the field, examples of email addresses are provided: "bd123@exeter.ac.uk" and "B.Dylan@exeter.ac.uk". At the bottom, there is a dark button labeled "Next".

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## University of Exeter Password Reset

Before proceeding it is essential that you disconnect any mobile devices which may use your password for University WiFi connections or Email accounts.  
If your mobile devices have an "Airplane Mode" you may find this the easiest way of achieving this.  
Failure to do this may result in your IT account becoming temporarily locked out.

Please be aware that you must abide by the [University IT Regulations](#)

Please enter your University email address below

*Examples:*  
*bd123@exeter.ac.uk*  
*B.Dylan@exeter.ac.uk*

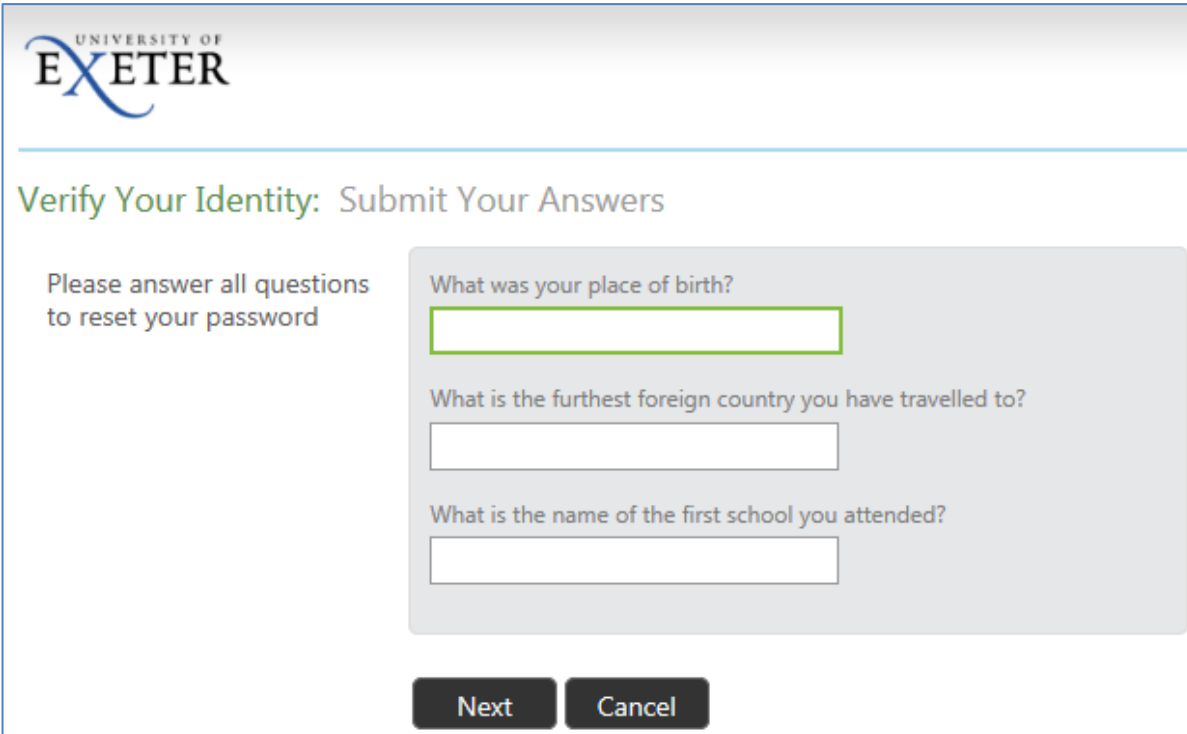
Next

Enter your full university email address and click 'Next'

**You must abide by the University's IT Regulations and not attempt to access anyone else's account or change their password.** See the regulations at <http://www.exeter.ac.uk/it/regulations/>

### 3.5 Answer the security questions

You will then see three of the security questions that you answered at Password Registration, for example:



The screenshot shows a web page for the University of Exeter. At the top left is the University of Exeter logo. Below it, the heading "Verify Your Identity: Submit Your Answers" is displayed. To the left of the question box, it says "Please answer all questions to reset your password". The question box contains three questions, each with a text input field: "What was your place of birth?", "What is the furthest foreign country you have travelled to?", and "What is the name of the first school you attended?". At the bottom of the question box are two buttons: "Next" and "Cancel".

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Verify Your Identity: Submit Your Answers

Please answer all questions to reset your password

What was your place of birth?

What is the furthest foreign country you have travelled to?

What is the name of the first school you attended?

Next Cancel

The three questions shown here are taken at random from the six or more questions that you answered at Password Registration.

Your answers are not case-sensitive, so you don't need to use capitals for example.

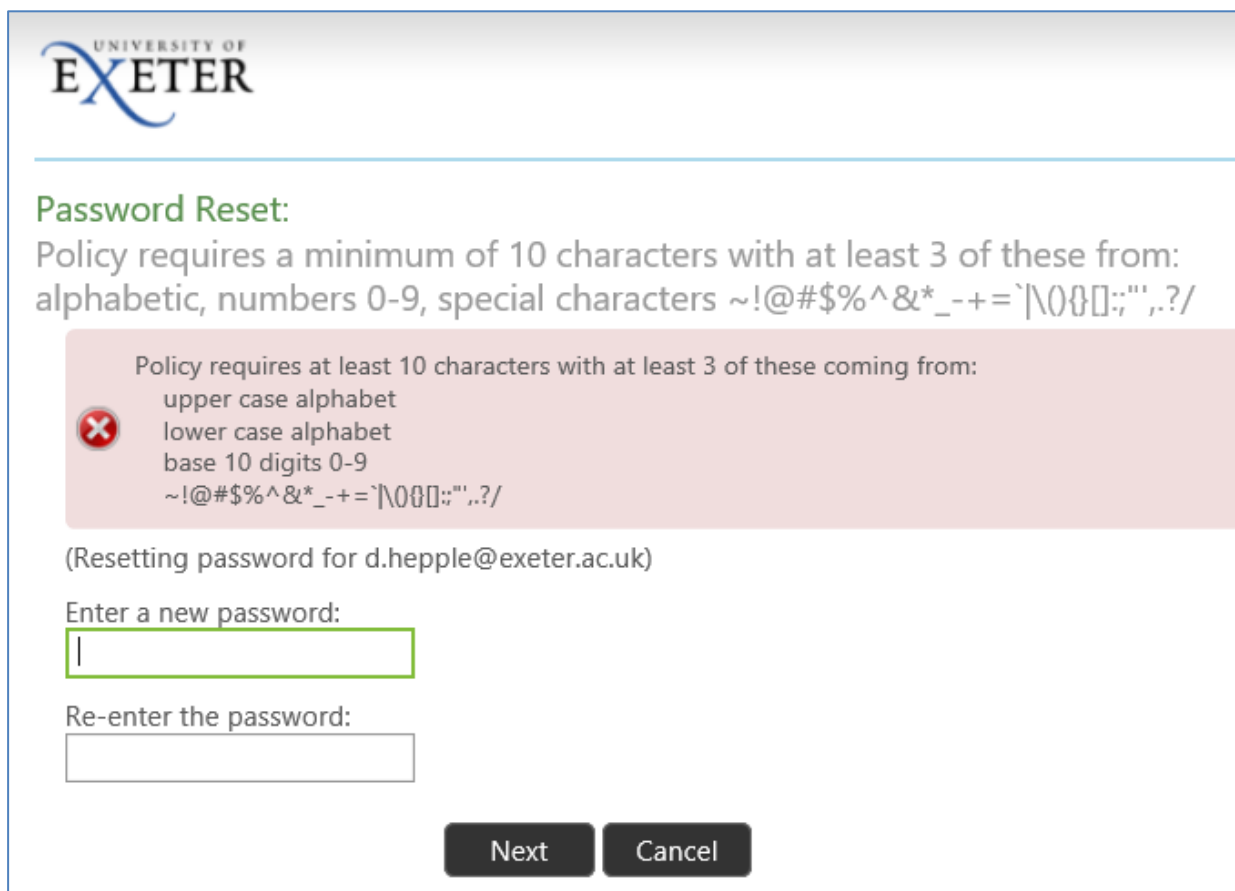
Enter the same answers you gave when you Registered your security answers, then click '**Next**'.

If you want to see different questions click '**Cancel**' then start the Reset process again.

If you can't remember any of your answers, you can re-Register new security answers, then come back to reset your password. However you will need to know your existing password to be able to do this.

### 3.6 Create your new password

Once you are ready and have temporarily disabled your device(s) internet connections if applicable, you can now enter a new password. You need to enter this twice to confirm it.



The image shows a web form for password resetting at the University of Exeter. At the top left is the University of Exeter logo. Below it, the heading "Password Reset:" is in green. A greyed-out policy requirement is shown: "Policy requires a minimum of 10 characters with at least 3 of these from: alphabetic, numbers 0-9, special characters ~!@#\$\$%^&\* \_-+=`\"{ } [ ] ; : ' , . ? /". Below this is a red error box with a white 'x' icon. It contains the text: "Policy requires at least 10 characters with at least 3 of these coming from:", followed by a bulleted list: "upper case alphabet", "lower case alphabet", "base 10 digits 0-9", and the same special characters list. Below the error box, it says "(Resetting password for d.hepple@exeter.ac.uk)". There are two input fields: "Enter a new password:" and "Re-enter the password:". At the bottom right are two buttons: "Next" and "Cancel".

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**Password Reset:**

Policy requires a minimum of 10 characters with at least 3 of these from:  
alphabetic, numbers 0-9, special characters ~!@#\$\$%^&\* \_-+=`\"{ } [ ] ; : ' , . ? /

Policy requires at least 10 characters with at least 3 of these coming from:

- upper case alphabet
- lower case alphabet
- base 10 digits 0-9
- ~!@#\$\$%^&\* \_-+=`\"{ } [ ] ; : ' , . ? /

(Resetting password for d.hepple@exeter.ac.uk)

Enter a new password:

Re-enter the password:

Next Cancel

### 3.7 Minimum password criteria

Your new password must be at least 10 characters long, preferably longer to be more secure, and **must** include a mix of characters from any 3 of the following character types:

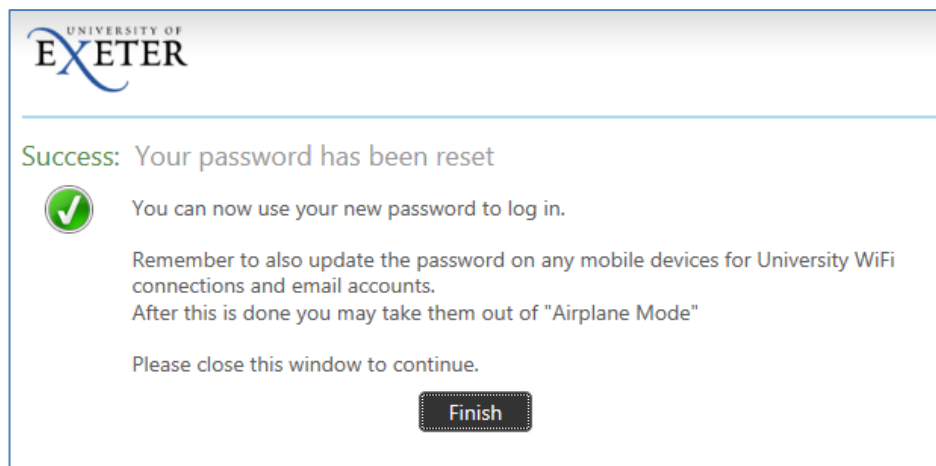
- upper case characters
- lower case characters
- numeric characters from 0 to 9
- any of the special characters ~ ! @ # \$ % ^ & \* \_ - + = ' | \ ( ) { } [ ] ; : ' , . ? /

**Note1** : you *cannot* use any special characters other than those listed above, especially < or > as these are coding characters and can prevent your account from working properly

**Note 2**: Read the information in the [Password tips](#) link on the 'Change your password' page for guidance on how to choose a good password that meets the required criteria.

### 3.8 Password Reset complete

You have now created your new password, and can use this to log in to University of Exeter systems. It may take a few minutes to synchronise your new password across all University of Exeter systems.



Click the “Finish” button to exit.

**Remember to update your new password on all your mobile devices before reconnecting to Wi-Fi or 3G.**

### 3.9 Email confirmation of reset password

You will get an automated email confirming that your password has been changed:

Your University of Exeter IT password was successfully reset using the self-service option and you can now log in using the new password.

If you have not recently used the password reset function, please contact SID as soon as possible on 0300 555 0444 or email [sid@exeter.ac.uk](mailto:sid@exeter.ac.uk).

SID

Phone: 0300 555 0444

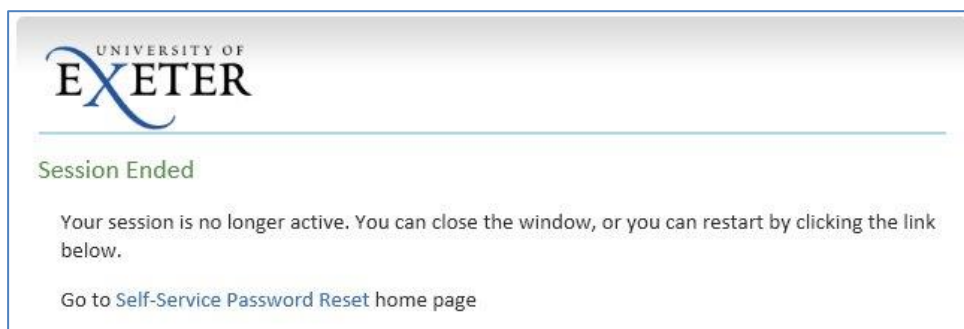
Email: [sid@exeter.ac.uk](mailto:sid@exeter.ac.uk).

Web: [sid.exeter.ac.uk](http://sid.exeter.ac.uk)

As the email states, if you have **not** changed your password yourself you must contact the [SID](#) desk as soon as possible using any of the contact details provided, as your account may have been hacked.

### 3.10 Cancel the process or start again

If you click ‘Cancel’ on any screen during the Reset process you will see the following:

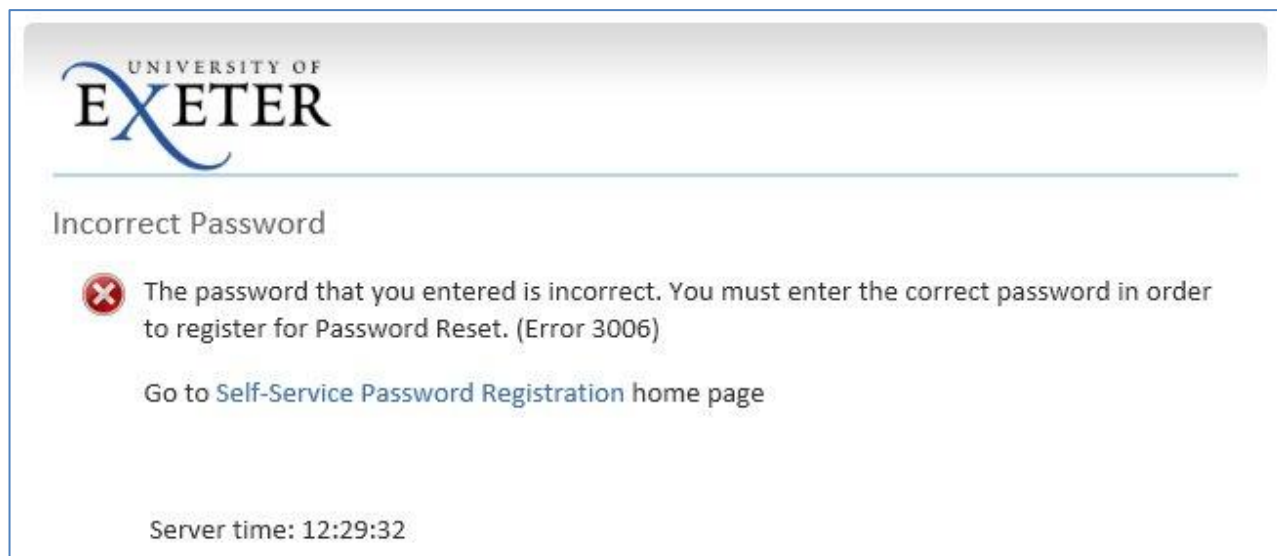


Click the ‘Self-Service Password Reset’ link if you want to start again. This is useful if you can’t remember some of your answers and want to see different questions.

## 4 What if I make a mistake?

### 4.1 Password Registration - Incorrect Password

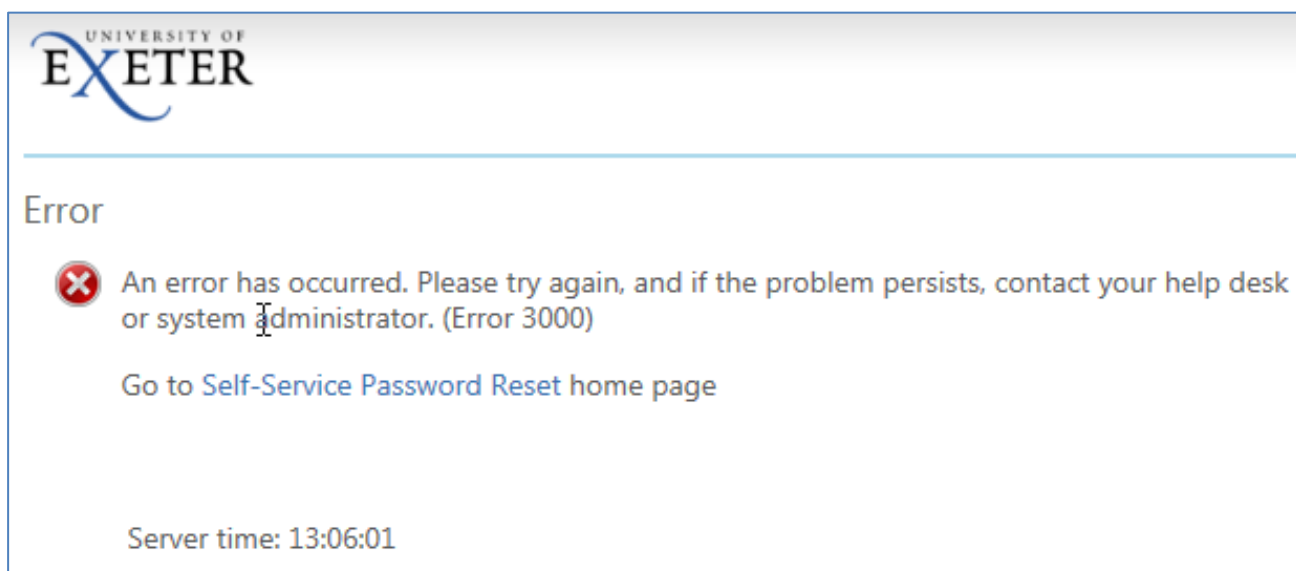
Your password is case-sensitive, so if you enter it incorrectly when you start the Registration process, you will see this screen:



Click the 'Self-Service Password Registration' link to start again

### 4.2 Password Reset – An error has occurred

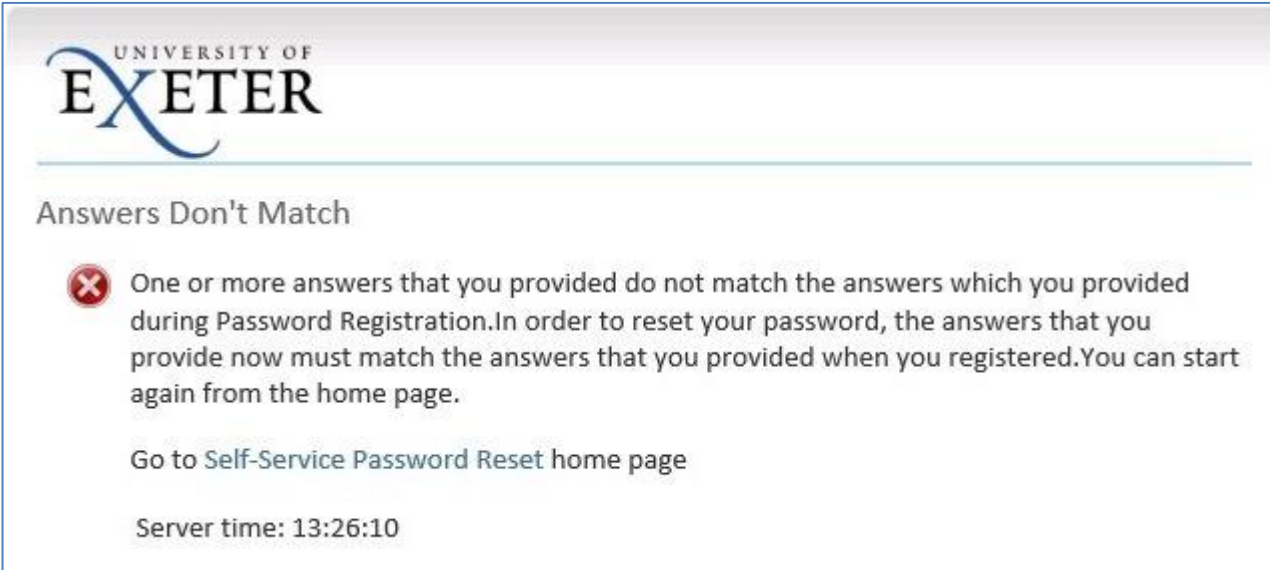
This screen is displayed if the session has timed out. You will need to start the process again by clicking on the 'Self-Service Password Reset' link.



If you continue to get this screen you will need to contact the [SID](#) desk by calling 0300 555 0444 or using their online contact details.

### 4.3 Password Reset - Answers Don't Match


If you get one or more answers wrong when answering the security questions you will see this screen:



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Answers Don't Match

 One or more answers that you provided do not match the answers which you provided during Password Registration. In order to reset your password, the answers that you provide now must match the answers that you provided when you registered. You can start again from the home page.

[Go to Self-Service Password Reset home page](#)

Server time: 13:26:10

You are allowed five attempts to answer the security questions, and you can retry straight away.

Click on the '**Self-Service Password Reset**' link to start the process again.

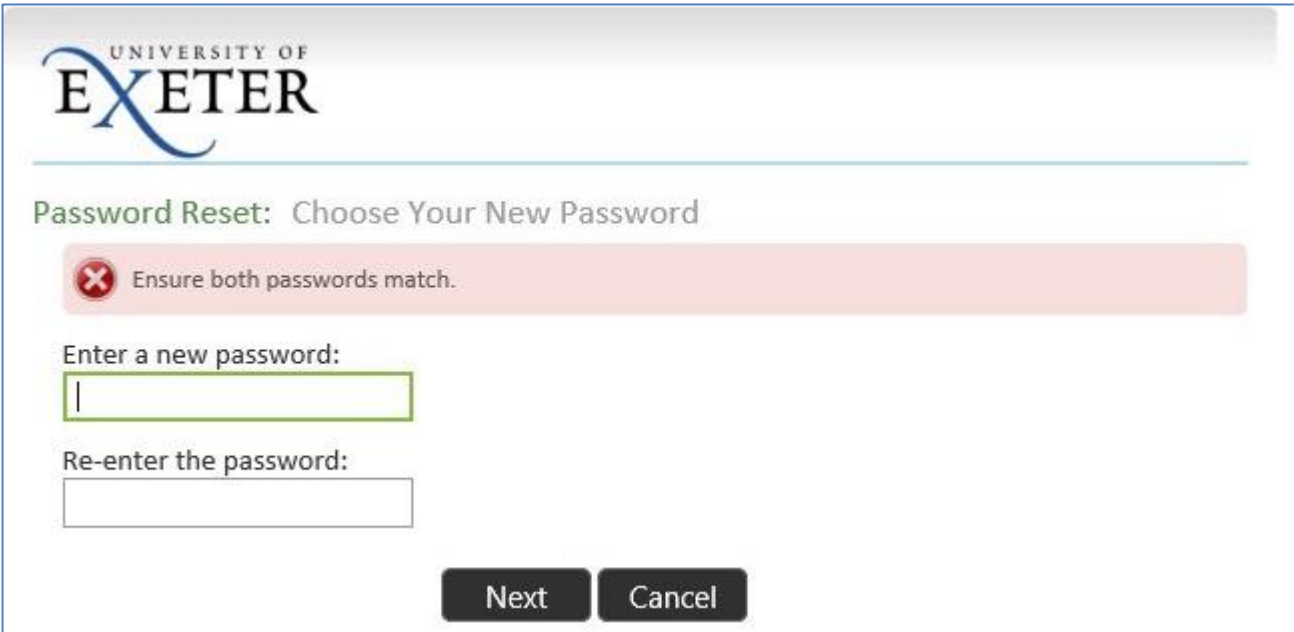
If you cannot remember your answers, you can save new answers and then change your password.

If you cannot remember your answers **or** your current password, contact the [SID](#) desk and ask them to reset your password.

The SID desk can be contacted by calling 0300 555 0444 or using their online contact details.

### 4.4 Password Reset - Passwords Don't Match


You will see this error screen if you enter two different passwords by mistake:



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**EXETER**

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Password Reset: Choose Your New Password

 Ensure both passwords match.

Enter a new password:

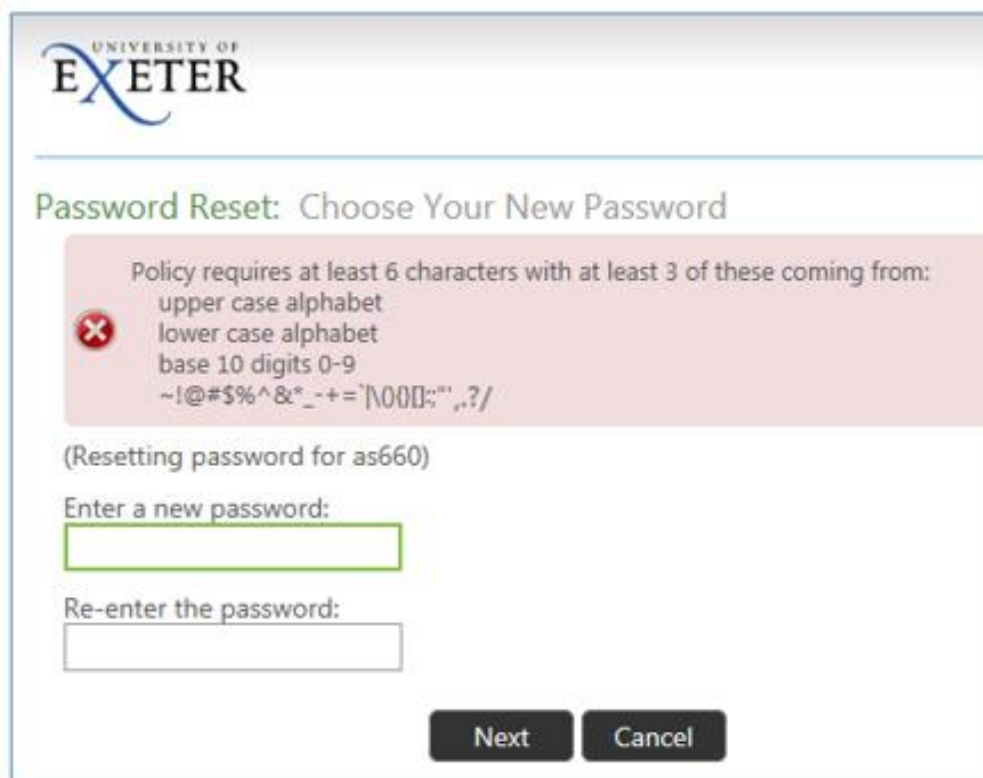
Re-enter the password:

Make sure you carefully type the same new password in twice.



#### 4.5 Password Reset - Password does not meet policy criteria

You will see this error screen if your new password does not meet the university's password policy criteria as specified in section 3.7 above:

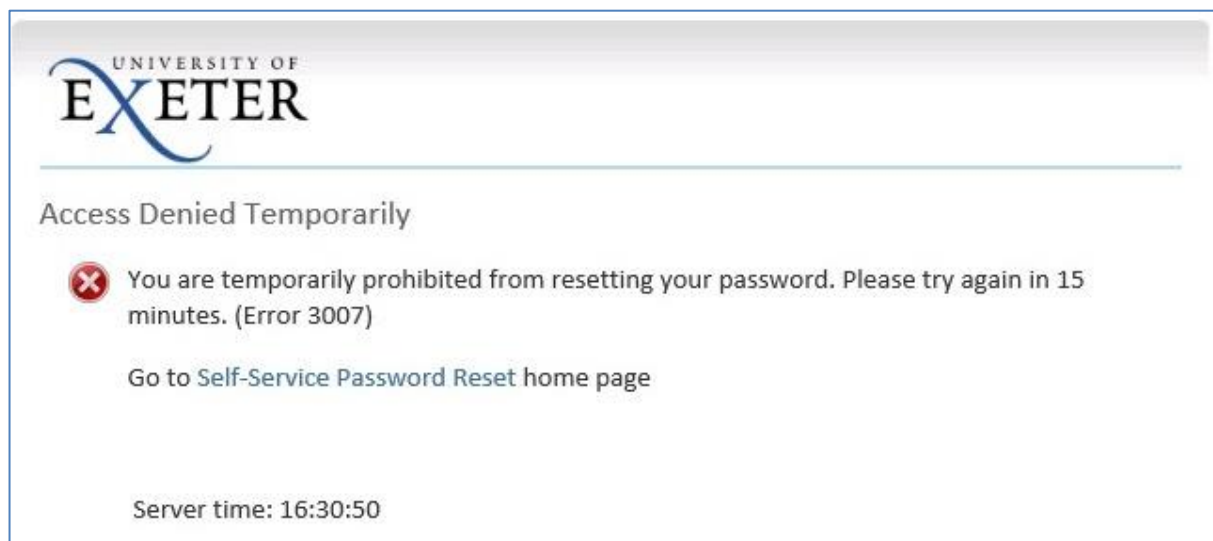


The screenshot shows the University of Exeter logo at the top. Below it, the heading "Password Reset: Choose Your New Password" is displayed. A red error box contains the following text: "Policy requires at least 6 characters with at least 3 of these coming from: upper case alphabet, lower case alphabet, base 10 digits 0-9, ~!@#\$%^&\*\_-+=`\|00[]{}',.,?/". Below the error box, the text "(Resetting password for as660)" is shown. There are two input fields: "Enter a new password:" and "Re-enter the password:". At the bottom, there are two buttons: "Next" and "Cancel".

Make sure you carefully enter the correct characters twice for your chosen new password, then click 'Next'.

#### 4.6 Password Reset – Access Denied Temporarily

If you enter one or more wrong answers five times in succession when answering the security questions, you will be timed out for 15 minutes and will see this screen:



The screenshot shows the University of Exeter logo at the top. Below it, the heading "Access Denied Temporarily" is displayed. A red error box contains the following text: "You are temporarily prohibited from resetting your password. Please try again in 15 minutes. (Error 3007)". Below the error box, there is a link: "Go to Self-Service Password Reset home page". At the bottom, the text "Server time: 16:30:50" is shown.

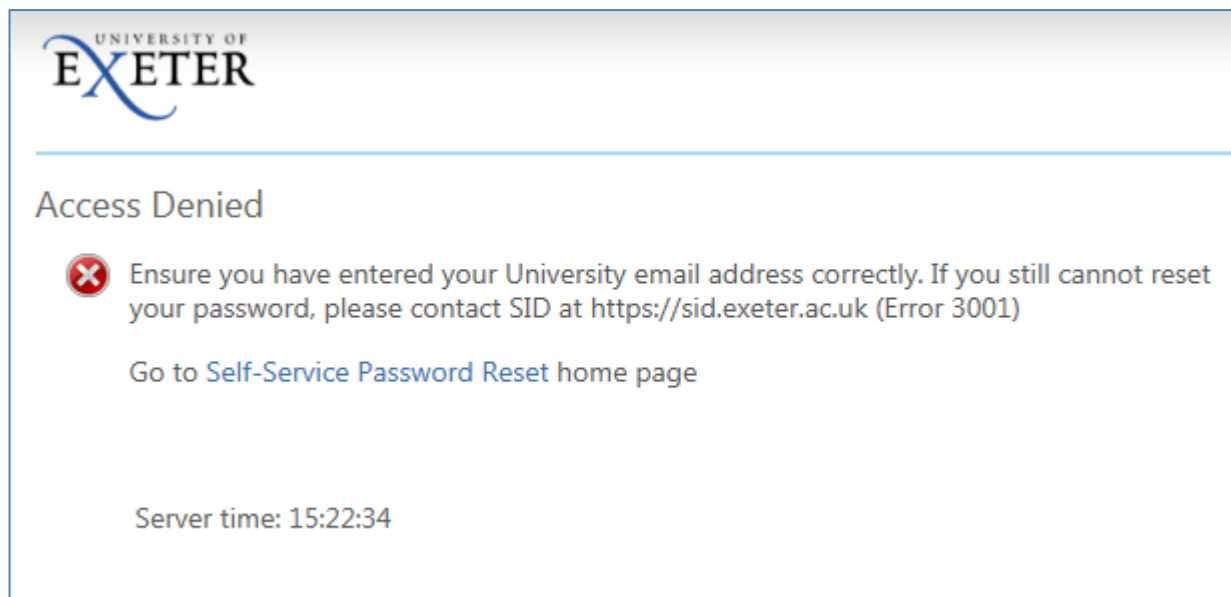
You are then allowed two more attempts to answer the security questions, that is, three lots of 15 minute timeouts in total. Click on the 'Self-Service Password Reset' link to start the process again.

If you get the process wrong three times in a row your account will be locked out and will need to be reset by the [SID](#) desk.

Alternatively, if you do know your old password, you can re-Register your security answers and then reset your password.

#### 4.7 Password Reset - Access Denied

If you enter your university email address wrongly, **or** if you get the answers wrong after three temporary timeouts, you will see this screen:



If you have entered your university email address wrongly, click on the '**Self-Service Password Reset**' link to try again.

If you have been timed out three times, you will be denied further access. However, if you know your existing password then you can re-Register answers to your security questions and this will unlock the block. Otherwise you will need to contact the [SID](#) desk by calling 0300 555 0444 or using their online contact details.