

Password Services System – General Information



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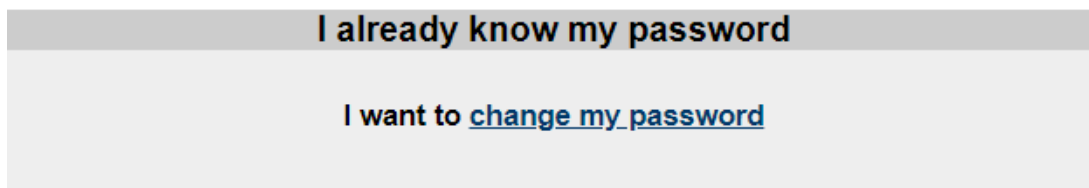
cqu.edu.au

CQUniversity's password services system enables students and staff to change and reset their password. CQUniversity Password Services System can be found at: <https://password.cqu.edu.au>

Changing Known Passwords

CQUniversity students and staff are encouraged to change their password on a regular basis. To change a password, staff and students will need to access the online self help Password Services system, or follow the "Forgot Password?" link located on all CQUniversity login pages. The following instructions will assist with changing passwords using the password services system:

1. Go to the password services system: <https://password.cqu.edu.au>
2. Select the "I want to change my password" option under the "I already know my password" heading (pictured below).



3. You will be taken to the Update Password page Pictured below.

Update Password

Your username or email address

Old password

New password

Confirm new password

Submit Cancel

Passwords must:

- contain characters from at least 3 different character sets (uppercase, lowercase, numbers or symbols)
- be at least 10 characters long
- not contain part of your name or your username

4. Enter your student number or staff username, your old password that you wish to change and enter your new password in each the "new" and "confirm" password boxes.

5. Click Submit.

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Resetting Forgotten Passwords

Students who forget their password can follow the below process to reset. If a staff member forgets their password, they should call TaSAC on Internal x59090 or Toll Free 1300 666 620 so validation can be performed before a reset.

1. When **students** forget their password, click on the “Forgot Password?” link that is available from the CQUniversity Sign In page or by going to <https://password.cqu.edu.au>
2. The CQUniversity Password Services page will open.
3. Select either "SMS me a temporary reset code" or "Email me a temporary reset code" from the “I’ve forgotten my password” heading (pictured below).

4. An Identification window will open.
5. Enter your student number and type the answer to the equation in the box provided.

If the randomly generated numbers are hard to read, click the circular arrows to change the image.

6. Click “Continue”.

7. You will be prompted to confirm the phone number or email address for the reset code to be sent to (pictured below).

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8. Once you have received the reset code, it will be valid for 15 minutes. Enter it into the box (pictured below).

We've sent you a reset code

The code may take a few minutes to arrive, please be patient. Your code will be valid for 15 minutes.

Please enter the 6 digit reset code

9. Click Continue.

10. The "Please Enter Your New Password" window will open (pictured below). Students can now reset their password.

Please Enter Your New Password

Passwords must conform to the CQUniversity password strength policy.

Your password must contain characters from at least 3 different character sets (uppercase letters, lowercase, numbers and symbols) and be at least 10 characters long. Your password cannot contain part of your name or username, and cannot be a password that you've used in the last year.

We also check against billions of real world passwords that have been exposed in data breaches from around the internet. Remember, it's risky to use common passwords, or the same password across multiple websites.

New password

Confirm password

Note: The password must be at least 10 characters in length and include at least 3 different character sets (i.e. uppercase letters, lowercase letters, numbers, and/or symbols). It can not contain part of your name or username.

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Changing your Password Off Campus

- 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.
- As a result staff may need to reset the password for each device, such as an iPhone, 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! Or "We all live in a yellow submarine, The Beatles" Password = Waliay\$,TB
- Students and staff can test the strength of their password at this Security.org website:
<https://www.security.org/how-secure-is-my-password/>

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If you require further assistance, please contact the Technology and Services Assistance Centre (TaSAC).

Online: <http://tasac.cqu.edu.au>

Phone: Internal x59090 or Toll Free 1300 666 620

Email: tasac@cqu.edu.au