



Help sheet:

Password: managing and changing

All Deakin staff and students are provided with a unique username and password which enables access to Deakin's IT services. Your combined username and password allow you to use your Deakin email, home directory storage, printing, and workstations in the computer laboratories, StudentConnect, Deakin Studies Online and to gain internet access from Deakin's network.

Managing your password

It is vital that you protect your password just as you would the PIN for your ATM card. Change your password regularly and **never** give it to anyone.

You are responsible for any usage costs or activity that originates from your username.

Never leave yourself logged in to an unattended workstation (in either an office or an IT lab).

Some Deakin systems (e.g. library and some corporate applications) use passwords and usernames *other* than your Deakin username. Check with the area involved.

Forgotten your password?

Staff must contact the IT Service desk to have their password reset, see the *Need help?* below.

If you are a student and have forgotten your password, go to www.deakin.edu.au/password/. Select the **I have forgotten my username or password** option. You will need your identifying information to be able to change it.

If your username may have been used by someone else

Immediately change your password and contact the IT Service Desk for assistance.

Using your username and password for the first time

Student usernames and passwords are automatically generated once an offer of a place at Deakin is made. Staff usernames are manually created either by the staff member themselves, or their supervisor or admin area once their employment details are finalised.

See the *Username: managing* help sheet for information about your Deakin username and activating it for first-time use.

Conditions of use

You must comply with the various University policies, rules and regulations governing your password. They are located at www.deakin.edu.au/theguide.

Changing your password

If you want to change your password and are not using a University workstation, or are connected to the network remotely (e.g. from home or a hotel), then you should use the web-based password change facility, located at www.deakin.edu.au/password. See the *Password rules* section following to make sure that your password will be accepted.

Using a University workstation

If you are using a University supported workstation, connected whilst on-campus, then you can change your password using the desktop functionality.

Using this method ensures that for PC users your new password is immediately synchronised with other Windows services, such as Outlook email and for Mac users your new password is immediately synchronised with other desktop services, such as the Keychain and Outlook.



Windows workstation

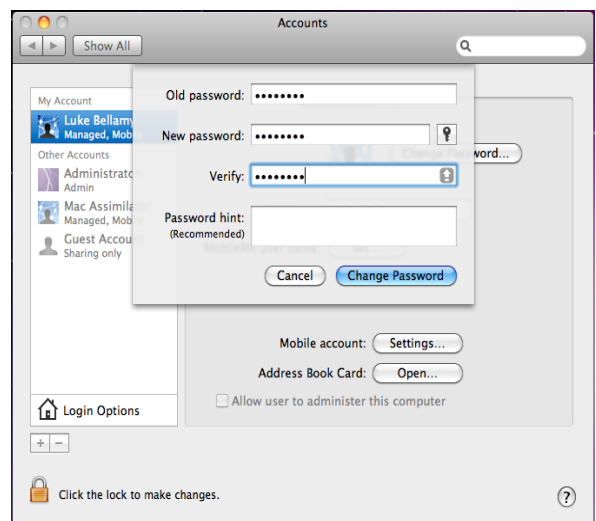
- *Changing your password once logged into the workstation*
 1. Simultaneously hold down **Ctrl-Alt-Del** which will bring up the option to select **Change Password**.
 2. Click **Change Password (Windows XP)** or **Change a password (Windows 7)** which will open the **Change Password** window
 3. In the **User Name** field, enter your Deakin username (it should have defaulted if you used it to log onto the workstation).
 4. Select **DU** from the **Log on to** list (it should have defaulted if you logged onto the domain).
 5. Enter your current password into the **Old Password** field.
 6. Enter your new password into the **New Password** field complying with the *Password rules* section of this document.
 7. Re-enter your new password into the **Confirm New Password** field.
 8. Click **OK**. Your password has been changed. It will be synchronised to all services within an hour.
 9. If your new password wasn't accepted, you will see an error message.

This indicates that the new password did not meet one of the complexity requirements set out in the password complexity rules. You should review your password and try again.
 10. If you use a mobile device to access your Deakin email, then you must also change your password on this device to the new value, to ensure continued access to your email

Macintosh workstation

Mac users please note: this functionality only applies to Macintosh computers running OS X 10.5 and later. Workstations running 10.4 should continue to use the web-based password change process.

- *Changing your password once logged into the workstation*
 1. From the **Apple** menu, click **System Preferences**
 2. In the **System Preferences** window, click the **Accounts** icon.
 3. You will see the **Accounts** window, which should look similar to the adjacent image.
 4. In the left-hand column of the window, click the name of the account that you use to connect to your workstation.
 5. Click **Change Password** on the right-hand side of the window.
 6. The **Accounts** window should now show the password change screen.
 7. Enter your old password in the **Old Password** field.
 8. Enter your new password in the **New Password** field complying with the *Password rules* section of this document.
 9. Re-enter your new password in the **Verify** field.
 10. In the **Password Hint** field, type a hint to help you remember your new password (optional)





11. Click **Change Password**. Once changed, this password will propagate immediately to all other University IT services.
12. If your password wasn't accepted, you will see an error message.

This indicates that either the old password you entered was incorrect or the new password did not meet the password rules. You should review your password and try again.

Note: You may be prompted for a password by Outlook or other applications that store passwords in the keychain when they are next run – simply enter your new password and it will be stored for future use.

13. If you use a mobile device to access your Deakin email, then you must also change your password on that device to the new value, to ensure continued access to your email.

Changing your password after it's already expired

If you are a staff member and log into a University workstation once your password has already expired, you will immediately be prompted with the Change Password dialogue. You must enter your old and new password to be able to log onto your workstation.

Password rules

Password rules are also displayed on the Password web site at www.deakin.edu.au/password/

Your Deakin password must be:

- a. **Exactly eight** characters in length
- b. Contain a combination of at least **3** of the following 4 character types:
 - i. Lowercase (a-z)
 - ii. Uppercase (A-Z)
 - iii. Numbers (0-9)
 - iv. Punctuation (.-!_@#&())
- c. Must not contain **three** or more characters from your username.
- d. Must be different to your previous **five** passwords.

You can use memory aids to create and remember your password (e.g. make up a phrase that has numbers and punctuation; use the first, second, fifth letter of words to create your password; substitute numbers for words etc.).

Password changes can take up to two hours to take effect and your old password may still function during this time.

Need help?

Go to the ITSD Passwords website located at www.deakin.edu.au/password/ and check out the information there.

Go to the ITSD Publications website located at www.deakin.edu.au/its/publications/ for the latest version of this and other ITSD-published guides and help sheets.

Check out the Atomic Learning online tutorials at www.atomiclearning.co.uk/ for assistance with a wide range of software applications.

Note that there is no internet charge for accessing Atomic Learning from a Deakin network location. You can also access Atomic Learning from home, using the username and password available from the *Deakin Software Library* at www.deakin.edu.au/software/.

Contact the IT Service Desk for further assistance, if needed.