Teesside
University

How do I change my password?

The Password Management Suite is designed to help staff and students at Teesside University (users) to amend their password information. This site can be accessed internally and externally by users provided they have a current staff or student number.

Users of the system can not only change their passwords independently of helpdesk support, but they can also register a memorable phrase and other personal questions for the Self-Service Password Recovery. This will be useful to those users who may forget their password information.

To see the Password Management Suite, use the following link:
http://mylogin.tees.ac.uk

When you access the system you will be presented with 2 main options

Change your password
The first option will allow existing users to amend their passwords. New students will need to enter the security credentials supplied by their school helpdesk.
Entering this information and clicking 'login' will redirect users to a page where the new password can be entered.

The password you choose must be complex. It needs to have a minimum of 8 characters and you cannot use more than 3 characters from your username.

It must include three of the four following categories:
- English uppercase characters (A-Z)
- English lowercase characters (a-z)
- Base 10 digits (0-9)
- Non-alphanumeric (such as: !, $, #, or %)

These are some acceptable examples:
University9
#security0
Database%

itacs

Department of IT and Communications Services

Never reveal user password to anyone and it's not permitted to use any part of the username as the password.

Register or Update Your Details
At one time or another we have all forgotten our passwords. When this occurs it often means that we have to visit a Helpdesk to have it reset. This can be time-consuming and sometimes impractical if users are working from a remote location. Self-Service Password Reset allows the user to set up additional security information to enable them to reset their own password.

The procedure is as follows:
1. While users can still remember their password they must register on this system. The registration process involves logging in and saving answers to personal questions that they have chosen.
2. If a user forgets their password they can reset it by supplying answers to the questions they registered in the previous step by Resetting Your Password Unlock Your Account.

Things to remember
1. Users can only use this system to reset their password if they have already registered.
2. Users can re-register as many times as they like. Their previous security questions will be overwritten.
3. The system never stores the answers to their questions. Their answers are put through an algorithm which jumbles them up.
4. Users only get three attempts to answer their security questions before the system locks them out. If this happens the user will need to wait 15 minutes before trying again or contact their helpdesk as normal.
5. The system ONLY resets passwords. If users have other problems with their account(s) they should contact their appropriate helpdesk.
6. An audit trail is kept of all activity on this web site.