

# Password Services System – General Information



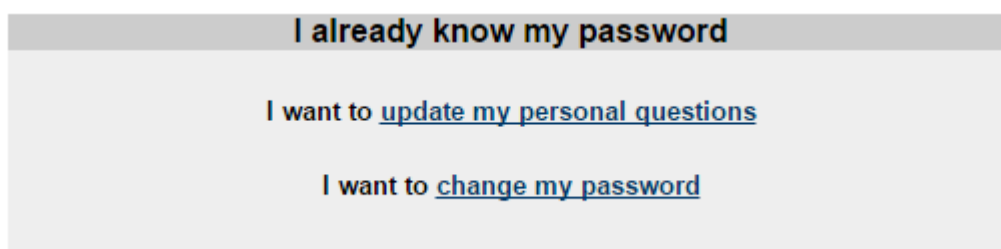
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[cqu.edu.au](http://cqu.edu.au)

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

## Setting your Personal Identification Questions

In the event CQUniversity students or staff forget their password, they can answer their personal identification questions registered in the password services system. Once their identity has been verified, they will be able to reset their password.

1. Go to the password services system: <http://password.cqu.edu.au>
2. Select the option “I want to update my personal questions” (pictured below).



3. Students and staff need to log into the system for the Please Set Your Personal Questions window to open.

4. Students and staff must enter all 6 separate question and answer combinations. Please take time to consider personal questions and ensure the information is not readily available to the broader community.

5. Click “Set” once the 6 question and answer fields have been completed.

Please Set Your Personal Questions	
<p>If you forget your password in the future, you will be asked two randomly chosen questions from what you enter here. It is strongly recommended that you use questions that only you will know the answer to.</p> <p>We value the privacy of your data, so your answers are saved in a secure format. Nobody can see what the answer actually is.</p>	
Question	Answer
What is the middle name of your oldest child?	Answers are case-insensitive
Question	Answer
What is the name of your favorite childhood friend?	Answers are case-insensitive
Question	Answer
What is the name of your favorite childhood teacher?	Answers are case-insensitive
Question	Answer
What is your favourite TV show?	Answers are case-insensitive
Question	Answer
What is your favourite colour?	Answers are case-insensitive
Question	Answer
What is your maternal grandmother's maiden name?	Answers are case-insensitive
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Note: When students and staff forget their password, they will only have to answer 2 of these 6 personal identification questions. These will be randomly generated from the 6 question and answer combinations established in the steps above.

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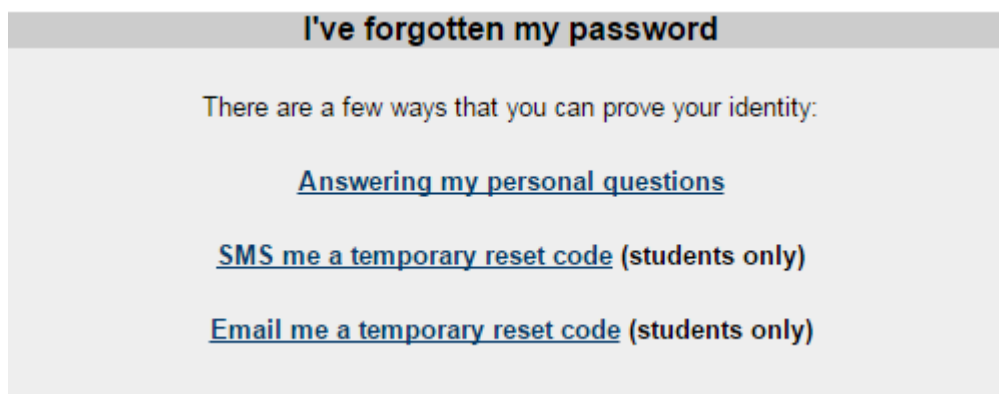
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## Resetting Forgotten Passwords

Once students and staff have set their personal identification questions in the password services system, they will be able to self sufficiently reset and change their password.

1. When students or staff forget their password, click on the “Forgot Password?” link that is available from the CQUniversity Sign In page.
2. The CQUniversity Password Services page will open.
3. Select the “I’ve forgotten my password” option (pictured below).



4. An Identification window will open.
5. Enter your student or staff username and type the randomly generated letters and numbers in the space provided.

Please enter all letters in lowercase. If the randomly generated letters/numbers are hard to read, click “refresh image” to change the image.

6. Click “Continue”.

7. Students and staff will now be prompted to answer 2 personal identification questions. If the user has not established any personal identification questions in the password services system, they will be advised to contact the Technology and Services Assistance Centre (email: [tasac@cqu.edu.au](mailto:tasac@cqu.edu.au)).

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8. Once the personal identification questions have been answered correctly, the Please Enter Your New Password window will open (pictured below). Students and staff can now reset their password.

Please Enter Your New Password

Passwords must conform to the CQUniversity password strength policy.

The password must contain characters from at least 3 different character sets (Uppercase letters, Lowercase letters, Numbers and Symbols) and be at least 8 characters long.

[Need help choosing a password?](#)

New Password

Confirm Password

Continue Cancel

## Changing 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: <http://password.cqu.edu.au>
2. Select the “Change Password” option.
3. Students and staff will need to log into the system for the Please Enter Your New Password window to open.
4. Enter and confirm the new password (pictured below).

**Note: The password must be 8 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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5. Click “Continue”.

Please Enter Your New Password

Passwords must conform to the CQUniversity password strength policy.

The password must contain characters from at least 3 different character sets (Uppercase letters, Lowercase letters, Numbers and Symbols) and be at least 8 characters long.

[Need help choosing a password?](#)

**New Password**

**Confirm Password**

## Changing your Password Off Campus

Students and staff that work exclusively off campus will need to register their personal identification questions and answers on the password services system. This resource will enable them to self sufficiently reset or change their password in the event they are locked out of the CQUniversity network.

- 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.

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## 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 Microsoft website:  
<http://www.microsoft.com/protect/yourself/password/checker.mspx>

**Revision Date:** 29/08/2017

### **Related Articles:**

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](mailto:tasac@cqu.edu.au)