Password Management for Staff: Restting your IT Password

If you forget your password, you can reset it anytime, anywhere, using the self-service Password Manager. You will need to register first, by verifying your identity (username and current password) and setting up your personal security questions and answers.

If you simply want to change your password, use our Password Change utility.

Register your security questions

Login

- Launch your web browser and go to https://passwordregistration.abdn.ac.uk/.
You will be presented with a Windows Security prompt.

- Login with your University username and current password. **Note:** If you have forgotten your current password, you will be unable to register your security questions. Contact the Service Desk for advice – servicedesk@abdn.ac.uk.

- Make sure the Remember my credentials checkbox is NOT ticked.

- You are taken to the Password Registration welcome screen. Click Next:

- Login with your current password, then click Next:
Register your security questions

The next screen asks you to register your security questions and answers. In order to reset your password at a later date – if you forget your password, for example – you will need to recall the answers to 3 of your security questions.

- As prompted, provide answers to at least 5 of the questions, typing them in the text boxes provided and then click Next:

Once your security answers have been registered by Password Manager, you will see the confirmation screen:

Once you have set your security questions, you can reset your password at any time at https://passwordreset.abdn.ac.uk.
Reset your password

Before starting the password reset process, please close any application that might use your existing password (e.g. Outlook, SharePoint, etc.).

Login

- Launch your web browser and go to https://passwordreset.abdn.ac.uk/
- Enter your username in the text box on the Password Reset screen, then click Next:

Verify your Identity

On the Verify Your Identity screen, you are prompted to answer 3 of your security questions.

- Type in your answers, then click Next:
  
  - You have 3 attempts to answer the questions before you are prevented from using the Password Reset for 30 minutes.
  
  - You will be presented with a different set of questions after each attempt.
Reset your Password

On the Login Assistant screen you are prompted to choose your new password.

- First make sure the Password Reset radio button is selected.
- Enter your new password twice, as instructed, making sure you comply with the password rules, then click Next:

![Password Reset Screen](image)

Confirmation

When you have successfully reset your password you will see a confirmation screen:

![Confirmation Screen](image)

- There is no log out. Close your browser to end the session.

Need help?

If you need help registering for the self-service Password Manager, or resetting a forgotten password, please contact the IT Service Desk for advice:

- servicedesk@abdn.ac.uk
- https://myit.abdn.ac.uk/