

Self Service User Account Management System (SSUAMS)

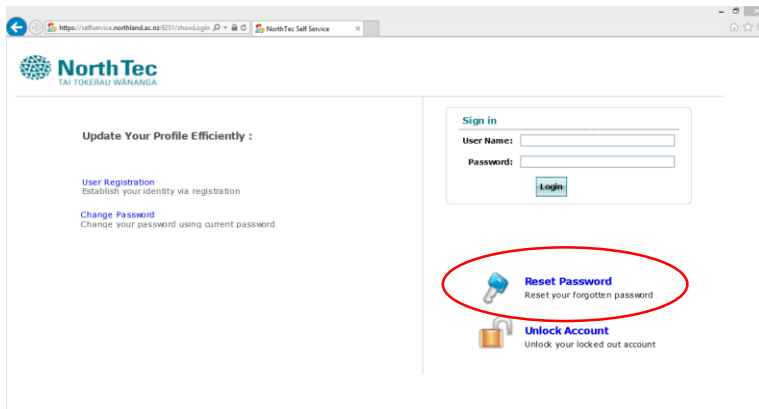
NorthTec Staff\Student Account Unlocking and Password Reset Process using the Web Browser

Below are the steps on how to Unlock Account or Reset your Password on the Self Service User Account Management System (SSUAMS) using the Web Browser. Before you can perform this, you must have enrolled your account into the system. To enrol your account, please refer to “SSUAMS – Enrolment through Web Browser” or “SSUAMS – Enrolment through Mobile App” document. This system is accessible from within and outside NorthTec Campus network across the internet.

If you wish to reset your password, proceed to step 1. If you wish to unlock your account, go to step 6.

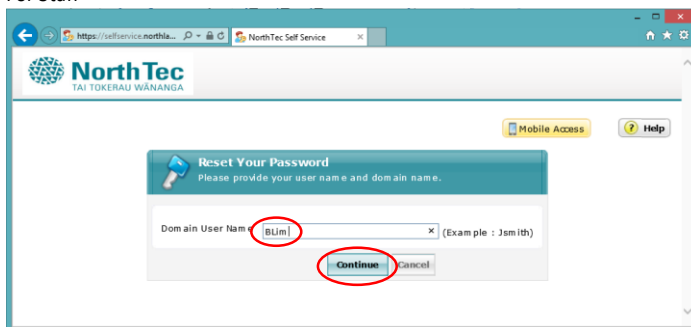
How to Reset your Password

1. Open your browser and go to the web address <https://selfservice.northland.ac.nz:9251>. Click on “Reset Password”

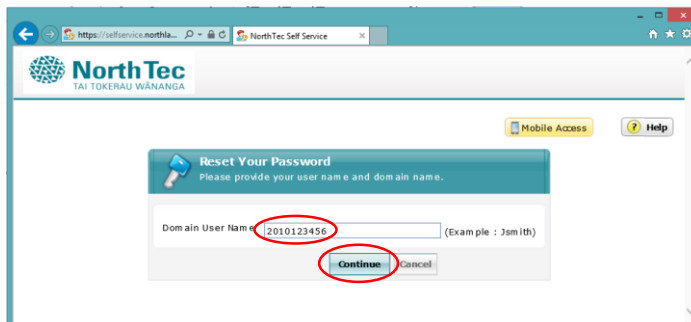


2. The next screen will request for your Staff or Student Account (Student No.). Type it in as shown below and click on “Continue”.

For Staff



For Student



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3. Security Question Screen will now appear. Type in the answers that you have provided to your secret questions during enrolment and click on “Continue”. **Note:** Answers to your secret questions are case sensitive. Please ensure that you type it in correctly. You have 3 chances to do it right. After those 3 chances, your access to this system will be blocked and you will need to wait for 30 minutes before you can try typing in answers to your secret questions again. If you’ve forgotten answers to your secret questions and needed to change them, please follow the Enrolment process. However, you can only do this if you can access your Staff or Student Account (Student Number). If your account is already locked and can’t remember answers to your secret question, your only remaining option is to call ICT Service Desk to unlock your account.

The screenshot shows a web browser window with the URL <https://selfservice.northland.ac.nz/SSUAMS/accounts/F>. The page header includes the NorthTec logo and navigation links for 'Mobile Access' and 'Help'. A timer indicates 'Time left for this operation : 04:43'. The main content area is titled 'Security Questions' and contains the following text: 'Please answer the following question(s) as per your enrollment profile to reset your password'. Below this, there is a section 'Answer the below question(s)' with two questions and their corresponding answer fields. The first question is 'Who is your childhood hero?' with an answer field containing '*****'. The second question is 'What's the colour of your first car?' with an answer field containing '***'. At the bottom of the form, there are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is circled in red.

4. Reset Password screen will now be presented and fill it up as follows:
 - a. Enter your new password twice in the appropriate boxes, paying attention to the Password Policy Requirements.
Note: Password Policy requirements are as follows:
 1. At least 7 characters long,
 2. No special characters,
 3. Contains at least one capital letter
 4. Contains at least one number
 5. Never been used from within the last 4 changes,
 - b. Complete the Captcha challenge at the bottom of the page by entering the letters and numbers in the picture in the box at the bottom.
 - c. Click the “Reset Password” button to complete the password reset process:

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North Tec
TAI TOKERAU WĀNANGA

Time left for this operation : 03:19

Mobile Access Help

Reset Password
Please enter a new password in the boxes below:

Domain Password Policy Requirements

- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 7
- No. of Passwords Remembered is 4
- The password complexity property is Enabled

Reset Password

New Password :

Confirm New Password :

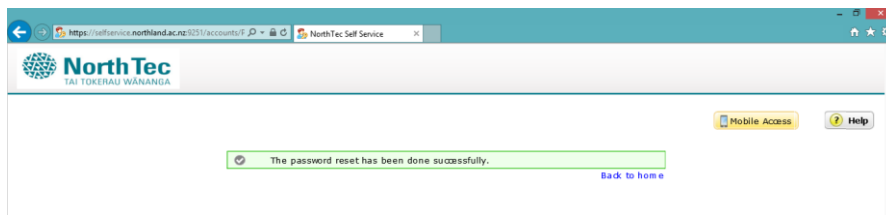
Type the characters you see in the picture below.

miribt

Letters are not case-sensitive

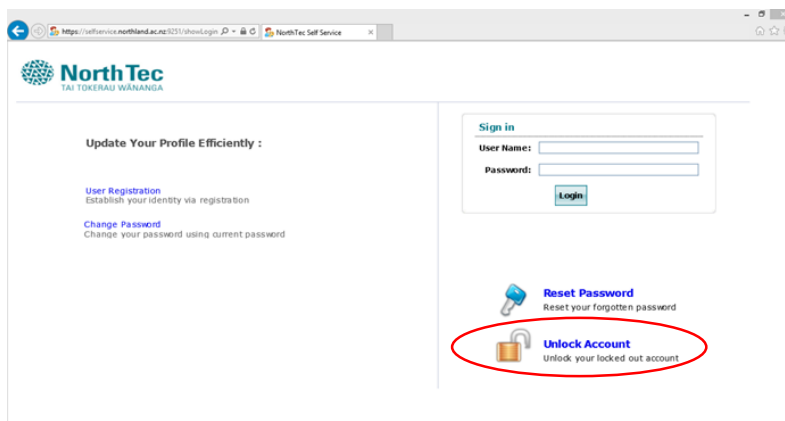
Reset Password Cancel

- Confirmation Screen will come up that your password has been reset. Please note that every time you reset your password, your account also gets automatically unlocked and ready to use.



How to Unlock your Account

- Open your browser and go to the web address <https://selfservice.northland.ac.nz:9251>. Click on "Unlock Account".

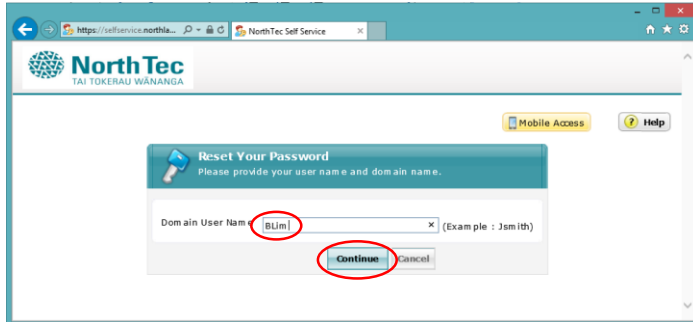


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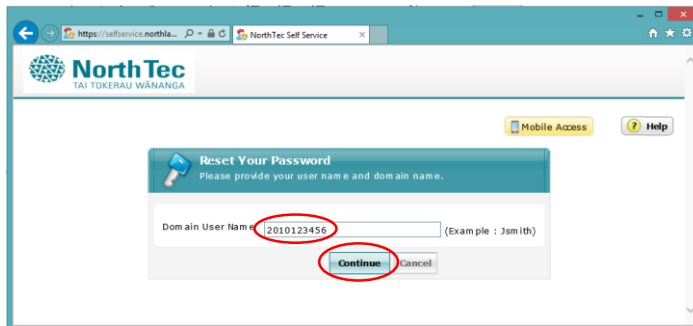
- The next screen will request for your Staff or Student Account (Student No.). Type it in as shown below and click on “Continue”.

For Staff



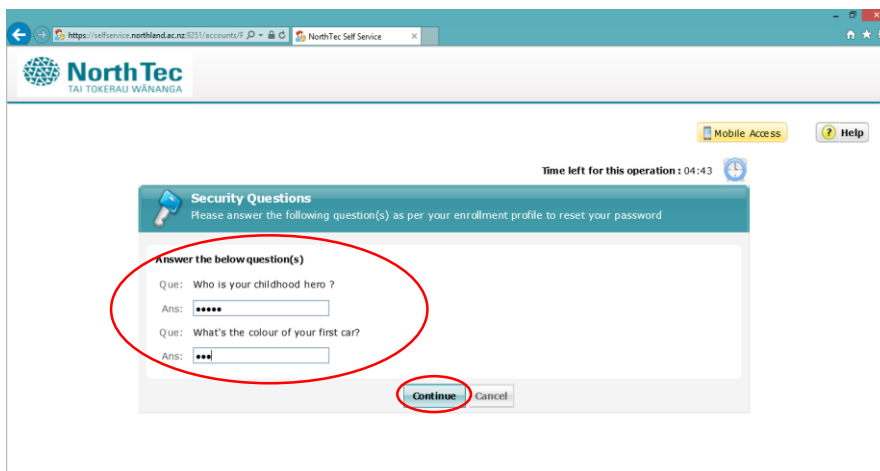
The screenshot shows the 'Reset Your Password' interface for staff. The page title is 'North Tec TAI TOKERAU WĀNANGA'. Below the title are links for 'Mobile Access' and 'Help'. The main heading is 'Reset Your Password' with the instruction 'Please provide your user name and domain name.'. There is a text input field for 'Domain User Name' containing 'BLM'. To the right of the field is an example '(Example : Jsmith)'. Below the field are two buttons: 'Continue' and 'Cancel'. Both the 'Continue' button and the text 'BLM' in the input field are circled in red.

For Student



The screenshot shows the 'Reset Your Password' interface for students. The page title is 'North Tec TAI TOKERAU WĀNANGA'. Below the title are links for 'Mobile Access' and 'Help'. The main heading is 'Reset Your Password' with the instruction 'Please provide your user name and domain name.'. There is a text input field for 'Domain User Name' containing '2010123456'. To the right of the field is an example '(Example : Jsmith)'. Below the field are two buttons: 'Continue' and 'Cancel'. Both the 'Continue' button and the text '2010123456' in the input field are circled in red.

- Security Question Screen will now appear. Type in the answers that you have provided to your secret questions during enrolment and click on “Continue”. **Note:** Answers to your secret questions are case sensitive. Please ensure that you type it in correctly. You have 3 chances to do it right. After those 3 chances, your access to this system will be blocked and you will need to wait for 30 minutes before you can try typing in answers to your secret questions again. If you’ve forgotten answers to your secret questions and needed to change them, please follow the Enrolment process. However, you can only do this if you can access your Staff or Student Account (Student Number). If your account is already locked and can’t remember answers to your secret question, your only remaining option is to call ICT Service Desk to unlock your account.



The screenshot shows the 'Security Questions' screen. The page title is 'North Tec TAI TOKERAU WĀNANGA'. Below the title are links for 'Mobile Access' and 'Help'. A timer indicates 'Time left for this operation : 04:43'. The main heading is 'Security Questions' with the instruction 'Please answer the following question(s) as per your enrollment profile to reset your password'. Below this is the text 'Answer the below question(s)'. There are two questions: 'Que: Who is your childhood hero?' and 'Que: What's the colour of your first car?'. Each question has an 'Ans:' field with masked characters. Below the questions are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is circled in red.

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Browser

9. Complete the Captcha challenge at the bottom of the page by entering the letters and numbers in the picture in the box at the bottom. Click the "Unlock Account" button to complete the account unlocking process:



You have now completed the Unlock Account process and can log in.