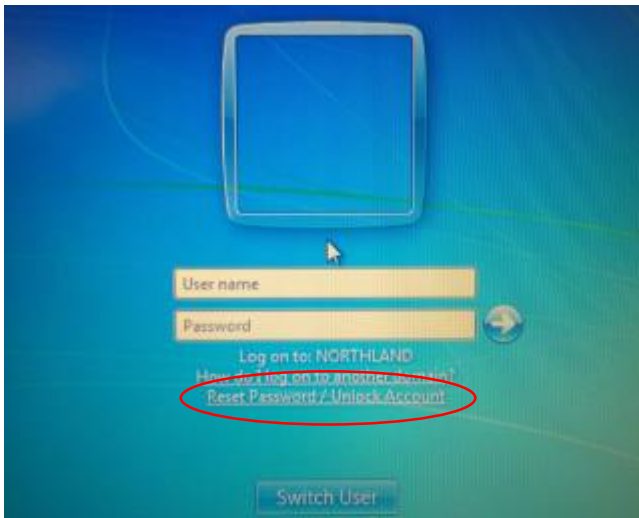


Self Service User Account Management System (SSUAMS) NorthTec Account Unlocking\Password Reset using Desktop Login Screen

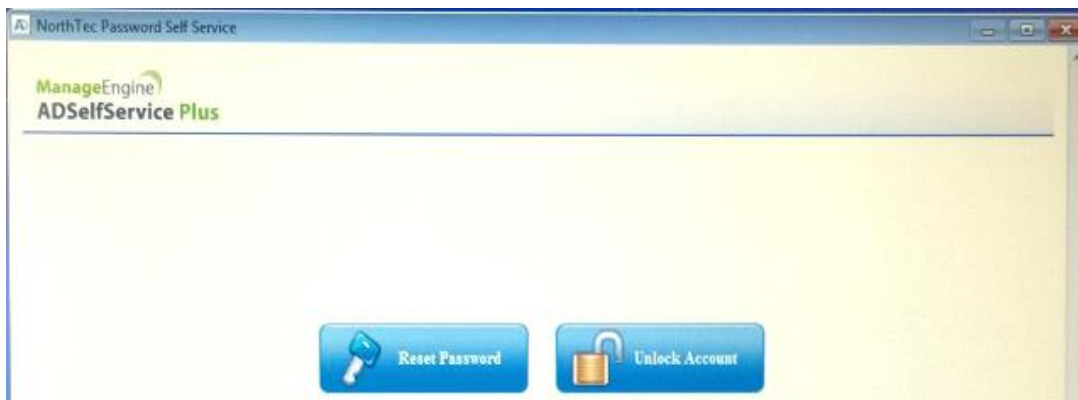
Below are the steps on how to unlock NorthTec account or reset passwords using NorthTec supplied Desktops and Laptops from within NorthTec campus network. Please ensure that you have registered your NorthTec Account onto Self Service User Account Management System before using this process. To enrol your account, please refer to “SSUAMS – Enrolment through Web Browser” or “SSUAMS – Enrolment through Mobile App” document.

The Desktop Login Screen

1. When a computer boots up, you are provided with below login screen. Please click on “Reset Password / Unlock Account”



2. If you click on “Reset Password / Unlock Account” you will be presented with the following screen:




For password reset, please go to step 3. For unlocking account, please go to step 6.

Self Service User Account Management System (SSUAMS)
NorthTec Account Unlocking\Password Reset using Desktop Login Screen

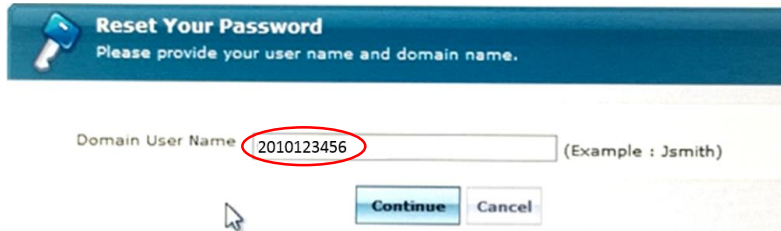
Resetting Your Password

3. Upon clicking the “Reset Password Button”, your Staff or Student Account (Student No.) will be requested. Type it in as shown below and click on “Continue”.

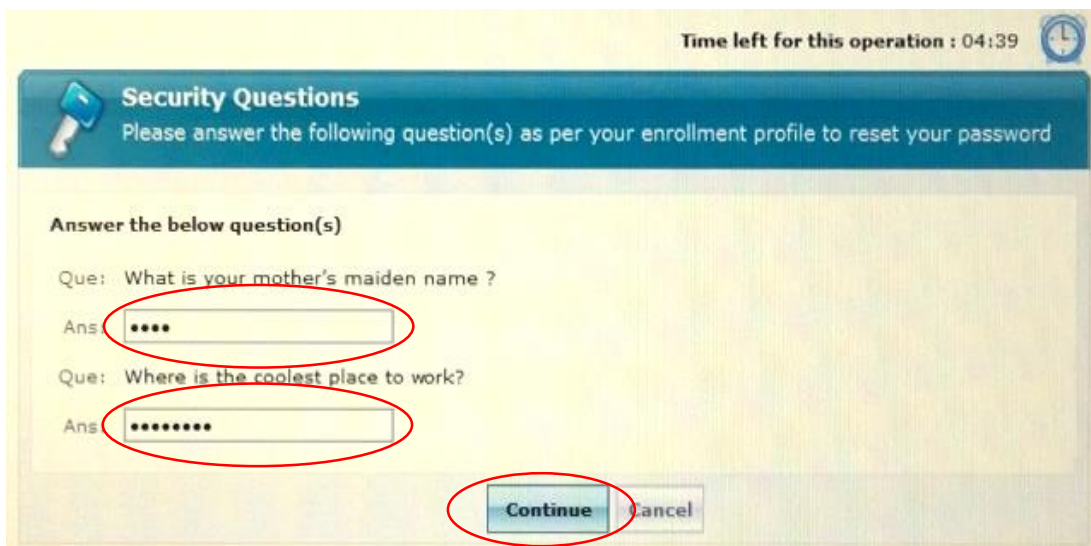
For Staff



For Student



4. Your secret questions will be presented to you. Enter the appropriate answers 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.



Self Service User Account Management System (SSUAMS)
NorthTec Account Unlocking\Password Reset using Desktop Login Screen

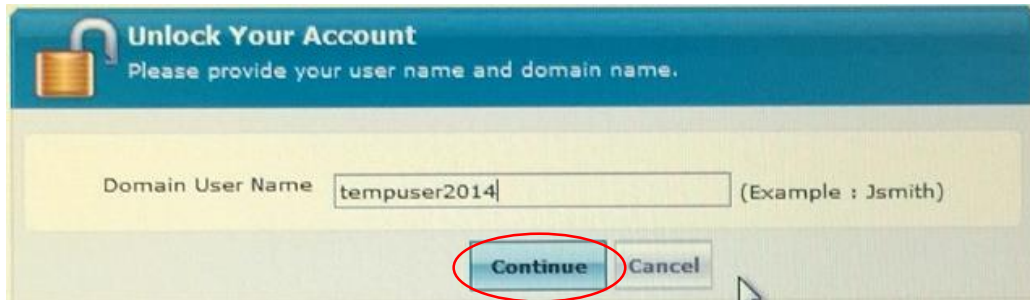
5. Reset Password screen will now be presented and fill it up as follows:
 - a. Enter your new password twice in the appropriate boxes, paying attention to the Password Policy Requirements.
Note: Password Policy requirements are as follows:
 1. At least 7 characters long,
 2. No special characters,
 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:

You have now completed the Password Reset process and can log in with your new password.

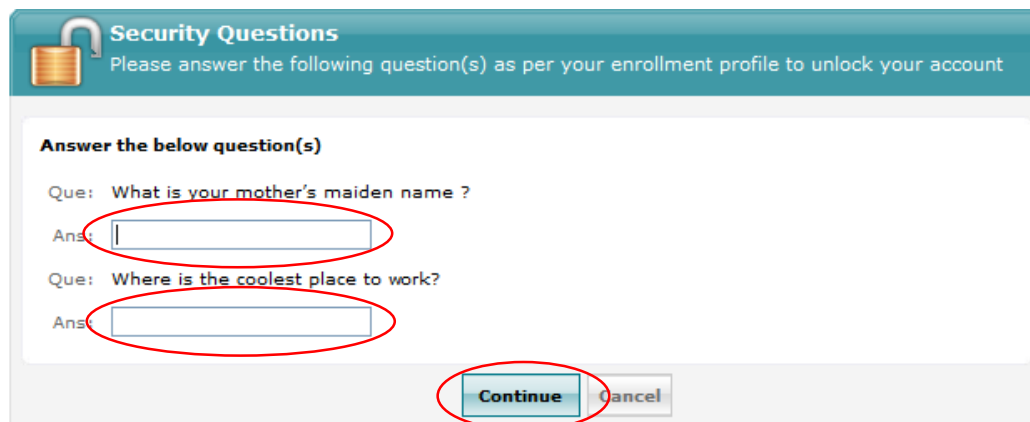
Self Service User Account Management System (SSUAMS)
NorthTec Account Unlocking\Password Reset using Desktop Login Screen

Unlocking Your Account

6. Upon clicking the “Unlock Account” button, your Staff or Student Account (Student No.) will be requested. Type it in and click on “Continue”.



7. Your secret questions will be presented to you. Enter the appropriate answers 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.



Self Service User Account Management System (SSUAMS)
NorthTec Account Unlocking\Password Reset using Desktop Login Screen

8. 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 password reset process:



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