

Forgotten University of Otago password

If you have forgotten your University **password**, there are two things you can do:

- call AskOtago on 64 3 479 7000 or 0800 80 80 98 and ask them to reset your password. Follow the steps on the AskOtago knowledgebase: [Changing a temporary password](#)
- If you have previously set up your challenge questions in the Identity Self Service console, you can reset your own password using the Forgotten your Password function.

There are six steps for using the **Forgotten your Password** function in the Identity Self Service console:

Step 1: Find your username

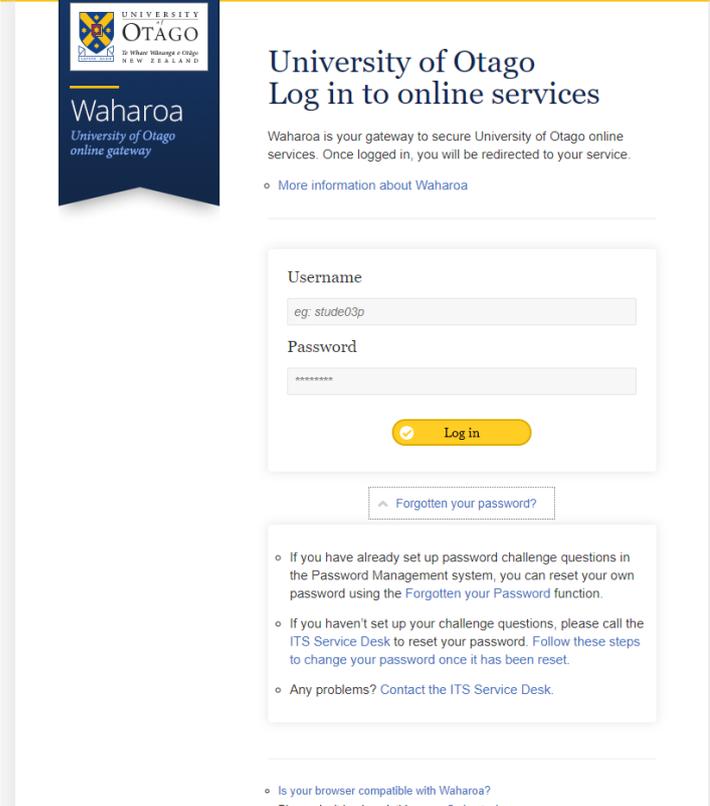
Your username is printed on your University of Otago ID card, but if you don't have an ID card, please contact AskOtago by calling 64 3 479 7000 or 0800 80 80 98 or email askotago.it@otago.ac.nz to find out your username.

Step 2: Sign in to the Identity Self Service console

Go to the Identity Self Service Console at:

<http://www.otago.ac.nz/password>

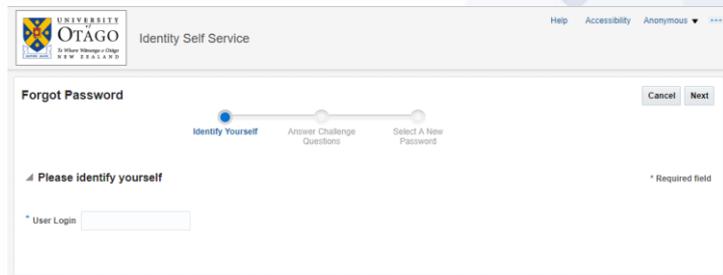
Click the **Forgotten your Password** link in the **Forgotten your Password?** drop-down information on the Login form.



The screenshot shows the 'University of Otago Log in to online services' page. On the left is the 'Waharua University of Otago online gateway' logo. The main content area has a title 'University of Otago Log in to online services' and a sub-header 'Waharua is your gateway to secure University of Otago online services. Once logged in, you will be redirected to your service.' Below this is a link for 'More information about Waharua'. The login form contains two input fields: 'Username' with the example 'eg: stude03p' and 'Password' with masked characters. A yellow 'Log in' button is below the fields. A dropdown menu is open under the 'Log in' button, showing the option 'Forgotten your password?'. Below the dropdown is a list of instructions: 'If you have already set up password challenge questions in the Password Management system, you can reset your own password using the Forgotten your Password function.', 'If you haven't set up your challenge questions, please call the ITS Service Desk to reset your password. Follow these steps to change your password once it has been reset.', and 'Any problems? Contact the ITS Service Desk.' At the bottom, there are two small links: 'Is your browser compatible with Waharua?' and 'Please don't bookmark this page: find out why.'

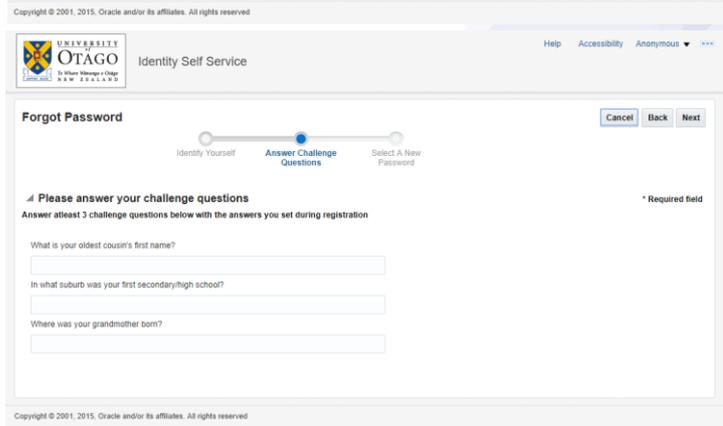
Step 3: Enter your username

Enter your username into the **User Login** field. Click the **Next** button (on the right).



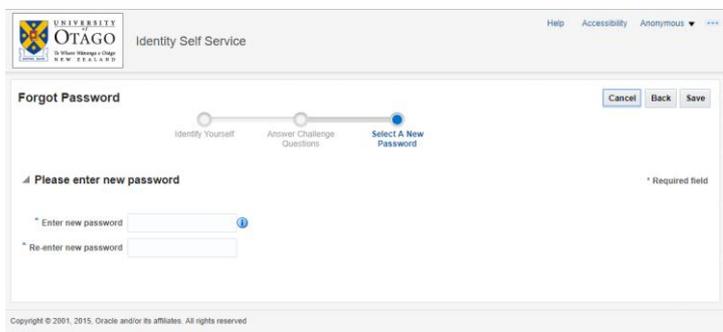
Step 4: Enter the answers to your challenge questions

Enter the answers for each challenge question shown. Your answers are not case-sensitive. (If you don't remember choosing the challenge questions shown, please call AskOtago and ask for your password to be reset. See: [Changing a temporary password](#))



Step 5: Enter a new password

If you click on the information (i) button beside the **Enter new password** field, you will see a pop-out box explaining the Password Policy (password rules). Note that the list of the forbidden characters includes spaces.



Think of a new password that meets the rules, and see the [Creating strong passwords](#) answer for a guide to creating a strong password. Enter this new password into the **Enter new password** field. Type this new password again into the **Re-enter new password** field.

Click the **Save** button on the right-hand side.

Password Policy

- Password must not contain the following character(s): "#\$ %& ' : .
- Password must not be longer than 20 character(s).
- Password must be at least 8 character(s) long.
- Password must not match or contain user ID.

* **New Password**

Step 6: Sign Out

You should receive a message that your password has been reset. Click on the **Back to Login** button. Sign out of the Identity Self Service console by using the **Sign Out** link under your username at the top right of the page.



Remember that when you change your University of Otago password, any device or application that stores your password (such as desktop computers, laptops, or mobile devices) will still try to use the old password to authenticate. Make sure to log off and log back on your desktop computer and email, and manually change the password on your mobile devices straight away. Until all your stored logins are updated with the new password, your account may be locked. If your computers and devices continue to use your old password, your account will stay locked till they are updated.

[Please see the Changing your University Password guide](#) (.pdf, 525KB) which includes instructions on how to update the passwords for:

- Windows computers
- Outlook email access
- Windows 7 laptop wireless connection
- iOS device wireless connection
- iOS device email access

If I need help?

Contact AskOtago by phoning 64 3 479 7000 or 0800 80 80 98 or email askotago.it@otago.ac.nz if you need further assistance.