Changing a supplied temporary password

If you have received a temporary password from AskOtago when your password details have been reset, please note that:

- this will expire after 7 days if it isn't changed, and
- it must be changed before you can log in to any University application

There are five steps you need to follow for changing the temporary password.

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 Management Console

1. Go to the Identity Management Console at: http://www.otago.ac.nz/password
2. Enter your username into the **Username** field.
3. Enter the temporary password supplied by AskOtago into the **Password** field.
4. Click the **Sign In** button.

Step 3: Enter a new password

◢ **Change Password**
 * Indicates Required Fields

 * Old Password   [   ]

 * New Password   [   ]   ⓘ

 * Confirm New Password   [   ]

 Apply   Cancel

◢ **Challenge Questions**
 Your secret questions and answers have already been set. However, you can use the form below to reset them.

 * Question1 [What is your oldest cousin's first name?   ▾]   * Answer1 [   ]

 * Question2 [In what suburb was your first secondary/high school? ▾]   * Answer2 [   ]

 * Question3 [Where was your grandmother born?   ▾]   * Answer3 [   ]

 Apply   Cancel

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1. Enter the password in the **Old Password** field (this is the temporary password you used to sign in to the Identity Self Service Console.)
2. Choose a new password. Your new University of Otago password must:
   - be at least 8 characters long but no longer than 20 characters
   - not contain the following symbols: "#$' :| or a blank space
   - not include or be your username.
   See the knowledgebase answer: [Creating strong passwords](#) for guidance.
3. Enter this new password into the **New Password** field.
4. Type this new password again into the **Re-Type New Password** field.

Step 4: Choose three challenge questions

Choose three different challenge questions to verify your identity if you forget your password and want to change your password yourself. This step cannot be skipped.
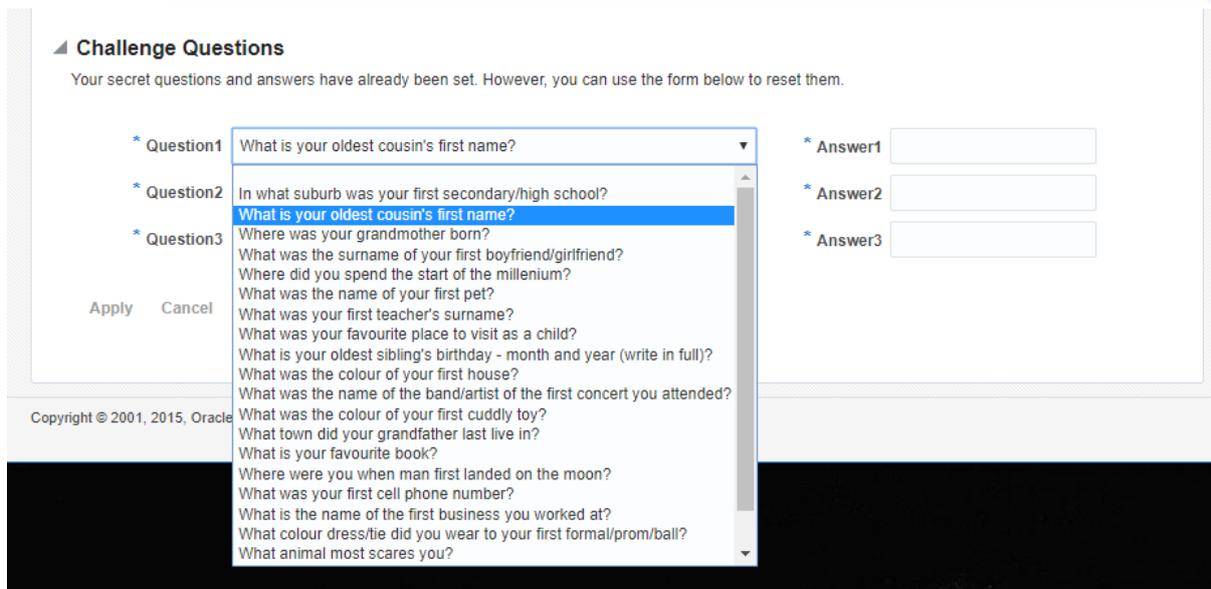
1. Select a challenge question from each drop-down list and write in your own answer (you don't need to use the examples shown above!)
2. Once you have selected all three questions and written your answers, click the **Submit** button in the top right.
3. Your password has now been successfully changed. If you receive an error message after submitting your answers, please try again, or contact AskOtago.

Step 5: Sign Out

Once you have finishing saving your password, you can sign out of the Identity Management Console by using the **Sign Out** link 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:

- iOS device wireless connection
- iOS device email access
- Android device wireless connection
- Android device email access

If I need help?

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