

# Changing your University Password

## What happens when I change my password?

When you change your password, it changes for all applications and systems that use your password. These include:

- logging into your staff computer or student desktop
- eVision
- StudentMail and Staff WebMail
- Staff Web Kiosk
- accessing your emails via Outlook or device
- wireless access

When you change your password, your computer is still trying to use the old one to authenticate to the server, so if you don't log off and back on again with the new password, your account will eventually lock and you won't have access for 30 minutes.

If you have received an initial password (issued with your username), or 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

You can change your password through eVision, Staff Web Kiosk, or via the Self-Service Password Management system at:

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

For the same reason above, any mobile devices (such as laptops, smartphones, or tablets) that you log in to will also continue to use the incorrect password when trying to authenticate your access, unless you change them too (or turn them off).

## Changing your iOS device wireless password

You will need to forget and then reconnect to the network.

1. Go to **Settings > Wi-Fi**.
2. Click on the SSID of the network or the arrow beside it.
3. Click on **Forget this network**, then click **Forget** in the pop-up prompt (5)
4. Return to your Wi-Fi SSID list, choose the wireless network again, enter your username and new password and click **Join**.



Accept the security certificate if you are prompted.

## Changing settings for email access on your iOS device

First, you need to have wireless or mobile data network access.

1. Go to **Settings > Mail, Contacts, Calendars**.
2. Click on your staff email account, change your password, and then click **Done**.

## Changing your Android device wireless password

You will need to forget and then reconnect the network.

1. Go to **Settings > Wi-Fi**.
2. Click on the SSID of the network and choose **Forget**.
3. Go back to **Wi-Fi** and choose the wireless network again.
4. Enter your username and new password at the prompt, then click **Connect**.

## Changing settings for email access on your Android device

First, you need to have wireless or mobile data network access.

1. Go to **Settings > Mail, Contacts, Calendars**.
2. Click on **Exchange** to access your email account settings
3. Select your University email account and change your password.
4. Click **Done**.



If I need help?

- Students: contact Student IT on (479) 5170 or visit the Central Library, Dunedin campus
- Staff: contact AskOtago on (479) 7000 or 0800 80 80 98, or visit the AskOtago Central Hub, Information Services Building, Dunedin campus