



Changing your Password using the online Password Reset System

Resetting Your University Domain Password Online

To reset or change your domain password you can use the **Password Reset Service**, which can be found here <https://pwreset.gcal.ac.uk>. The **Password Reset** page will be displayed, Figure 1.

The screenshot shows the 'Password Reset' page. At the top is the GCU logo and name. Below that, the heading 'Password Reset:' is followed by the instruction 'Please enter your user name below'. A text input field contains the text 'caledonian\vmc**10'. Below the field are examples: 'CALEDONIAN\abcdef200' and 'abcdef200'. A 'Next' button is positioned below the examples. At the bottom of the page, there is a copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

Figure 1: Password Reset page

Enter your username in the field provided and click on the **Next** button. The **Verify Your Identity: Submit Your Answers** page will be displayed, Figure 2.

The screenshot shows the 'Verify Your Identity: Submit Your Answers' page. It features the GCU logo and name at the top. The heading 'Verify Your Identity: Submit Your Answers' is followed by the instruction 'You must answer 3 of the following 3 questions.' To the right, there are three questions, each with a text input field: 'What is your date of birth (DDMMYYYY)? This should be entered as numbers ONLY (no dots, dashes or slashes)', 'What is your student ID number?', and 'What is your personal email address registered in the Student Record System? This is NOT your @caledonian email address. (You will need to open your personal email account in a separate tab)'. At the bottom, there are 'Next' and 'Cancel' buttons. A copyright notice '© 2012 Microsoft Corporation. All Rights Reserved. | About' is at the very bottom.

Figure 2: Verify Your Identity: Submit your Answers page



You will be asked to answer 3 questions:

1. What is your date of birth (DDMMYYYY)?
This should be entered as numbers ONLY (no dots, dashes or slashes) (i.e. 07041982).
2. What is your student ID number?
This will be in the format S1010101
3. What is your personal email address registered in the Student Record System?
This is NOT your @caledonian email address (you will need to open your personal email account in a separate tab).

Enter the answers in the fields provided and when this information has been accepted, a code will be sent to the personal email address you entered in question 3. Click on the **Next** button.



Note: If you fail to answer these questions correctly after 4 attempts you will be locked out of the Reset process and you will have to contact the IT Helpdesk to have your account unlocked.

The **Verify Your Identity: Email Verification** page will then be displayed, Figure 3.

GCU Glasgow Caledonian University

Verify Your Identity: Email Verification

Enter your security code below. A security code was sent to the email address registered with this organization.

Security Code:

Next Cancel

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Figure 3: Verify Your Identity: Email Verification page

Keep the **Verify Your Identity: Email Verification** page open. Open a new tab either in your current browser or open a new browser and login to your personal email account. Retrieve the code from the email and enter it in the Security Code field. Click on the **Next** button. The **Password Reset: Choose Your New Password** page will be displayed, Figure 4.



Figure 4: Password Reset: Choose Your New Password page

Enter a new password in the field and then re-enter it in the field below.

Selecting a New Password

Your new password:

- Must be at least 8 characters in length
- Must not contain all or part of your name or username
- Must contain characters from 3 of the following 4 categories:
 - Upper case characters (A..Z)
 - Lower case characters (a..z)
 - Numbers (0..9)
 - Non-alphanumeric (e.g. symbols such as !,\$,#)
- You must change your password at least 5 times before you are allowed to reuse a password.

Remember your new password must meet the password criteria outlined above. If it does not, you will see a page similar to Figure 5 below.

Figure 5: Password Reset: Choose Your New Password error page



Ensure that your new password conforms to the criteria required and try again. Example Password: **PasswOrd** – this password has an Upper case letter (P), Lower case letters (asswrD) and a number (0)

When you have entered and re-entered a password which meets the criteria the **Success: Your password has been reset** page, Figure 6, will be displayed.

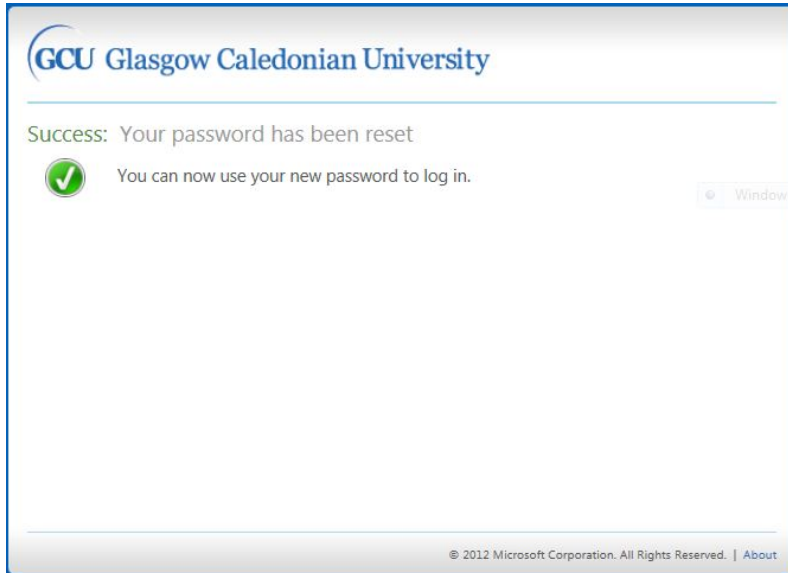


Figure 6: Success: Your password has been reset page

Further Important Information

- Once you have changed your password, you cannot change it again for at least one day.
- You can only use your new password for a maximum period of 90 days then you must change it again.
- The password history is set to 5 passwords; this means that you must have changed your password 5 times before you can reuse any password.

Having Problems?

If you have any problems with changing your password, you can:

- Contact the IT Helpdesk providing a note of any error code shown.
- Check the Student IT web pages at:
<http://www.gcu.ac.uk/student/computerstuff/passwords/>
- Go to the ICT specialist within your Learning Development Centre.