

# U1 IT Helpsheet

## How to change your password

This helpsheet is intended for Staff and Students using the Staff or Student Windows 7 Desktop and/or UEA Network services, including the Portal, PC Network Registration and Webmail.

All new Staff and Students registered for IT Services are provided with a UEA username and password.

THE PASSWORD MUST BE CHANGED BEFORE YOU CAN USE YOUR ACCOUNT for the first time. Passwords must also be changed at least every 12 months to improve password security. If you have not done so then you will be prompted to change it if you are logging onto a UEA networked PC.

**IMPORTANT:** Passwords must be a minimum of 8 characters in length and use at least THREE of the following four types of characters in any order:

UPPERCASE: capital/large letter ABC

lowercase: small letter abc

Number: 0-9

Special characters: ! @ \$ % ^ & \* ( ) \_ + - = { } [ ] \ " ; ' < > ? , \

Your last five passwords cannot be reused and passwords cannot contain all or part of your username

**PLEASE NOTE THE UEA ONLINE SYSTEMS DO NOT SUPPORT THE FOLLOWING SPECIAL CHARACTERS**  
€ : ~ |

In addition it is recommended you make a strong password:

- Make it lengthy.
- Use words and phrases that are easy for you to remember, but difficult for others to guess

## Method 1: Through Windows 7 on Campus

If this is the first time that you have logged on, or your password requires to be changed you will be presented with the following.

- Hold down the 'Ctrl + Alt' keys and press the 'Delete' key.
- Click the 'Change Password...'
- The 'User name:' box should contain your UEA username (e.g. abc09stu).
- Enter your existing password in the 'Old Password:' box.



**Please note:** It may take up to 5 minutes for the changed password to take effect.



## Forgotten your password?

- If your password has been forgotten, the IT Helpdesk will reset it to a new temporary password. You will then be able to change it again
- Please bring a form of photo ID, such as your campus card



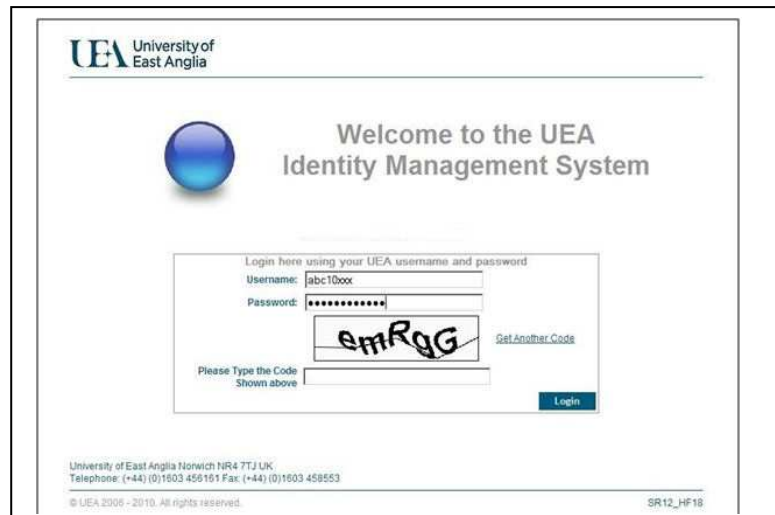
## Method 2: Online using the IMS (Identity Management System) for the following users:

- **Off campus users (this includes users who are overseas)**
- **Students or visitors in halls of residence**
- **All users with non-standard UEA computers which do not receive a password change prompt**

To change your default password online you will need to visit the following website below:  
<https://spot.uea.ac.uk/gui>

At the website above you will need to login using the username and password given to you by the UEA.

- Enter your UEA username in the 'Username' box (for example, abc10stu or x0123456)
- Enter your password in the 'Password' box (for example, a012345Z)
- Enter the code into the box provide next to 'Please Type the Code Shown above'



The 'Security code' is a new system which displays random letters in random cases, and random numbers. This system adds extra security when accessing the IMS from outside the UEA. This system was put in place to stop automatic computer systems from changing your password.

At this stage if you see a page displaying your personal details click on '**Change Password**' in the left hand menu and then proceed as follows.



The next page requires that you enter your new password and date of birth (format: dd/month/yyyy).

UEA University of East Anglia

Operations Change Password

- Log out

SPOT

Time Left: 22:00

You are required to change your password.

You will need the username and password below to access University computers, access your University webmail, numerous other network resources.

**\*\*\* Please do not disclose your password to others \*\*\***

Any email which asks for your password details is a hoax. UEA WILL NEVER ASK YOU TO CONFIRM YOUR PASSWORD BY EMAIL.

Please note, your username cannot be changed and both your username and password are case sensitive.

The user of this account agrees to abide by the UEA Conditions of Computer Use, available at: [www.uea.ac.uk/is/regs](http://www.uea.ac.uk/is/regs)

Login ID:

New Password:

Re-enter Password:

Please enter your Date of Birth for additional security.

Date of Birth:

Date format: dd-MON-YYYY

Submit

The next page will be displayed when the 'Change Password' has been successful. Please allow 5 minutes for the changes to circulate to all UEA systems (Email, Portal, SITS).

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Operations Changed Password Successfully

- Log out

SPOT

Time Left: 20:00

Your new password has been successfully set. Please wait five minutes for the system to before trying to access webmail or other UEA network resources.

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