

How to change your default password Windows XP and Online

Introduction

This help sheet is intended for Staff and Students using the Staff or Student Windows XP 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 [temporary](#) password.

THIS PASSWORD MUST BE CHANGED BEFORE YOU CAN USE YOUR ACCOUNT.

Changing your password

IMPORTANT: The password requirements are, it needs to be a minimum of 8 characters in length and meet the following conditions:

- Upper case letters.
- Lower case letters.
- Numeric characters (0-9).
- Special characters (Symbols).

**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 XP on Campus

- Hold down the 'Ctrl + Alt' keys and press the 'Delete' key.
- Click the 'Change Password...' button.
- The 'User name:' box should contain your **UEA username** (e.g. *abc08xyzx*).
- Ensure the 'Log on to:' box says **UEA**.
- Enter your existing password in the 'Old Password:' box.
- Enter your **new password** in the 'New Password:' box.
- Confirm your **new password** by re-typing it in the 'Confirm New Password:' box.



Please note: It may take up to 60 minutes for the changed password to take effect, so preceding this time, if the changed password will not allow you to log on, please try entering your old password.

Forgotten your password? See the IT Helpdesk (Library, Floor 0). If your password has been changed, 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.

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Method 2: Online using the IMS (Identity Management System)

To change your default password online you will need to visit the following website below:

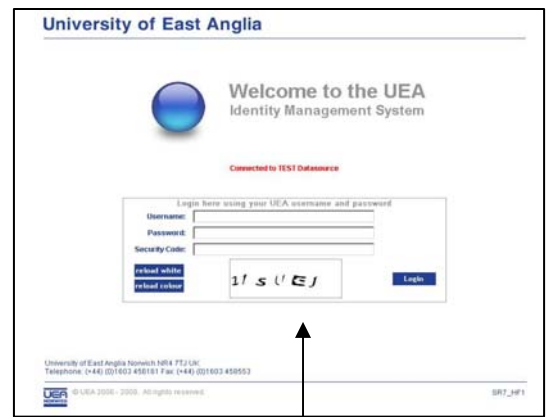
<http://spot.uea.ac.uk/gui>

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

- Enter your UEA *username* in the '**Username**' box (for example, *abc08xyz* or *x0123456*)
- Enter your *temporary password* in the '**Password**' box (for example, *a012345Z*)
- Enter the *security code* into the '**Security Code**' box which is displayed underneath (examples to the right)

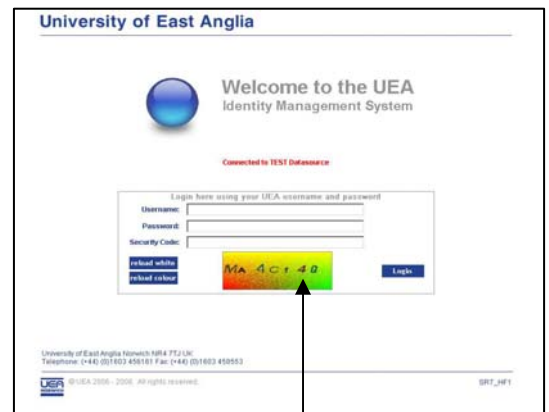
The '**Security code**' is a new system which displays random letters in random cases, and random numbers. This system adds extra security when accessing the **IMS** from outside the UEA. This system was put in place to stop automatic computer systems from changing your password.

By default, the security code will be in colour. You can change this to black and white by using the blue buttons on the left of the login box.



The screenshot shows the UEA Identity Management System login page. It features a header with the UEA logo and the text 'Welcome to the UEA Identity Management System'. Below the header, it says 'Connected to TEST Database'. The main login area has three input fields: 'Username:', 'Password:', and 'Security Code:'. To the left of the 'Security Code' field are two blue buttons labeled 'black white' and 'white black'. The 'Security Code' field contains the text '17 s U' E J'. Below the input fields is a 'Login' button. At the bottom of the page, there is contact information for the University of East Anglia Norwich NR4 7TJ UK, including telephone and fax numbers, and a copyright notice for UEA 2006-2008.

Security code box in back and white



The screenshot shows the UEA Identity Management System login page, similar to the one above. However, the 'Security Code' field contains the text 'Y A 4 c r 4 P' in a multi-colored font. The blue buttons on the left are still present.

Security code box in colour

Important: Network registration

If you intend to register your PC or laptop on the UEA network you will need to change your password first. Please follow the above procedures to do this.

For further help, please contact the **IT Helpdesk**.

Student Tel: **(01603) 593169** Email: it.helpdesk@uea.ac.uk
Staff Tel: **(01603) 592345** Email: staff.help@uea.ac.uk

This helpsheet and others are available online at: <http://www.uea.ac.uk/is/ithelp>

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