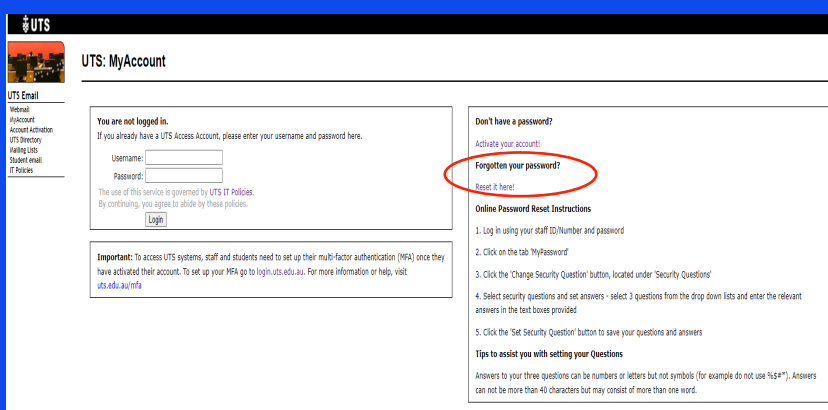


PASSWORD RESET – OLD vs NEW

OLD PROCESS

NAVIGATE

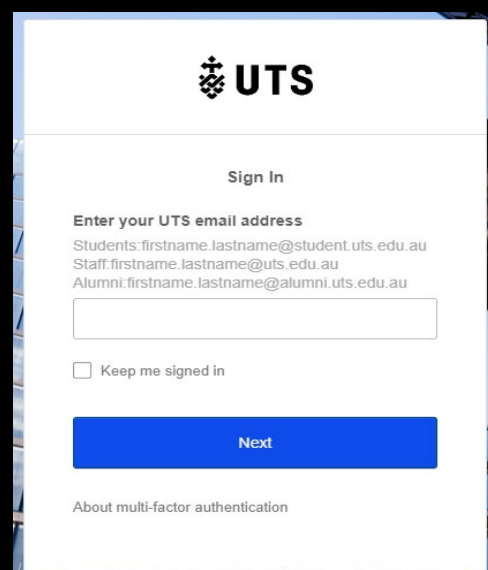
Navigate to [UTS: MyAccount](#) and click on the [Reset it Here](#) link - circled below



NEW PROCESS

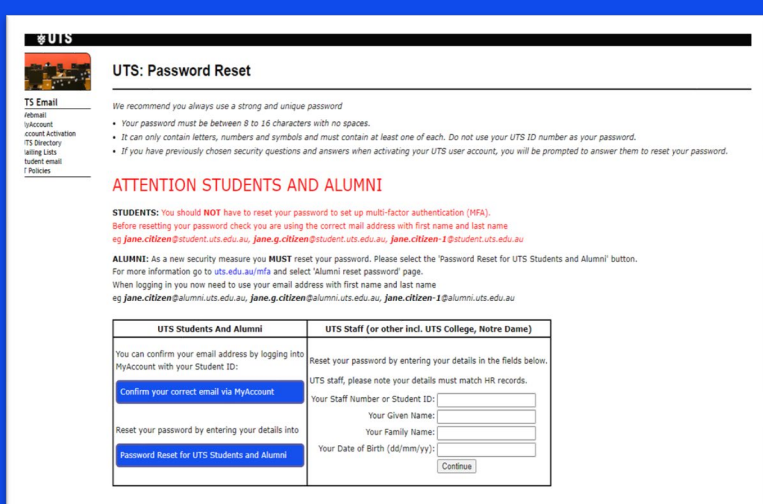
IDENTIFY

[UTS login](#) - Identify yourself by entering your [UTS email address](#)



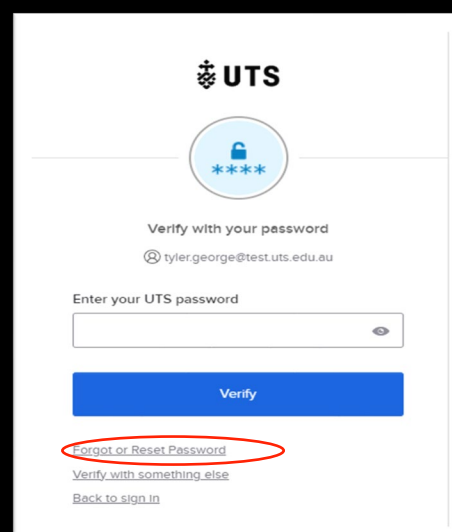
IDENTIFY

Identify yourself by entering your [Staff/Student ID](#), [First name](#), [Family name](#) and [Date of Birth](#)



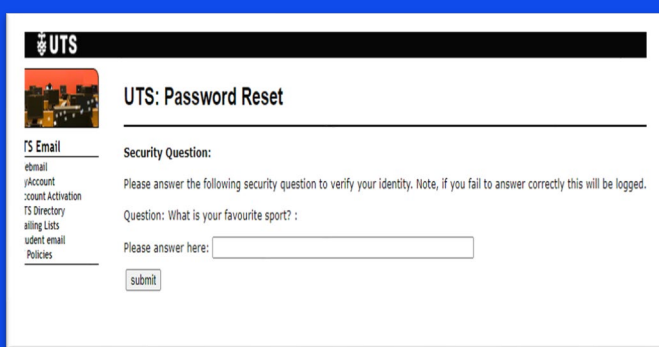
NAVIGATE

Navigate to the Password Reset process by selecting the [Forgot or Reset Password](#) link – circled below



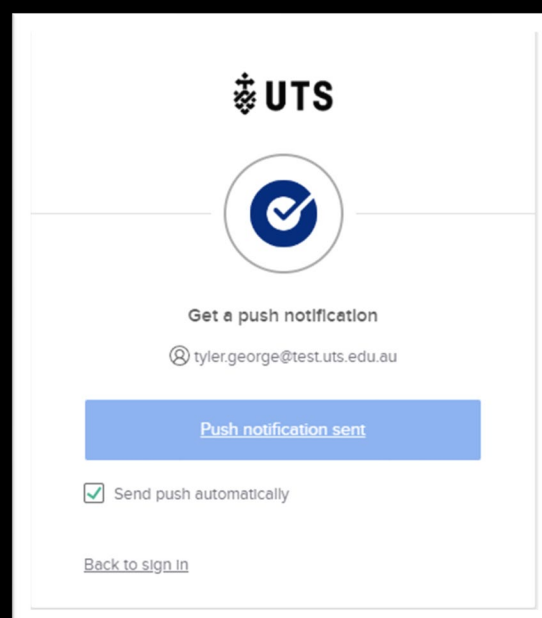
VERIFY

Verify yourself using your security question set up when you activated your account



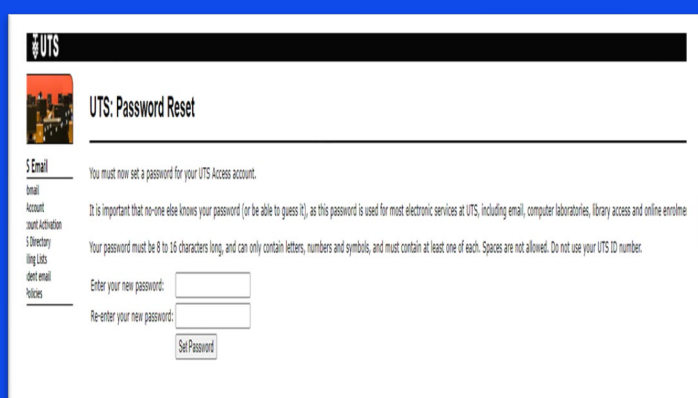
VERIFY

Verify yourself using one of your registered Multifactor authentication methods



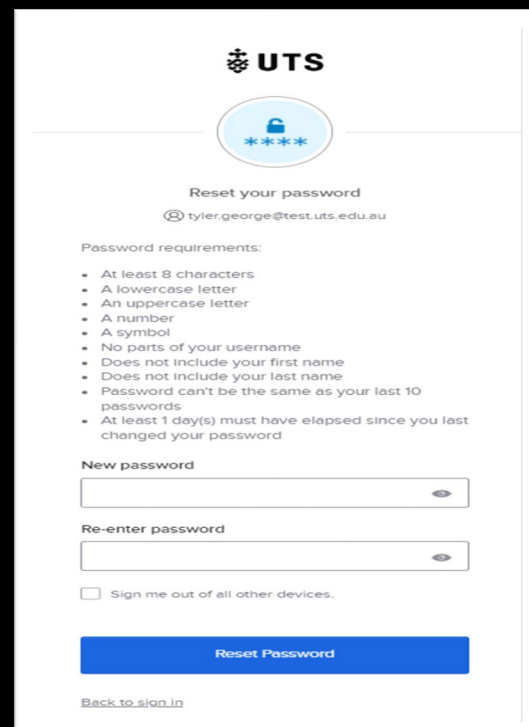
RESET

Create and Save your new password



RESET

Create and Save your new password. User will receive a password updated confirmation email



The new process improves security and simplifies the identification and verification steps of the password reset process by leveraging the authentication factors users have configured in their OKTA profiles.

For any questions, feel free to reach out to the UTS Identity services team

IdentityServices@uts.edu.au

