Changing/Resetting your password

Overview: This guide explains the process of changing your ResnetID password or, in the event that you have forgotten it, having it reset for you.

Preparation: Before you begin, make sure you have the following information:
- Name
- UQ Username
- Telephone Extension (this will consist of the last three digits of your phone number).

Procedure: Changing your password

1. Log into a computer lab computer with your ResnetID. Make sure that CAPS lock is not on.
2. Once the computer has finished loading and you can see the desktop, press CTRL + ALT + DEL
3. You will be presented with the Windows Security window. Click on the button to change your password.
4. Enter your old password (the one you used to log on to the computer), enter your new password (the one you would like to change it to) and confirm your new password a second time.
5. Click OK.
6. You should receive a message telling you that your password has been changed. Click OK.
7. Remember to use this password the next time you log in.

NOTE: For security reasons you should change your password regularly and use a strong combination of letters and numbers.

Procedure: Resetting your password

If you are having problems with your password or have forgotten it completely you will need to have it reset.

1. Go to your college office and request to have your password reset.
2. Staff will reprint your Resnet letter which will automatically reset your password.
3. Please change your password as soon as possible to something you will remember.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone (kings 805 777)