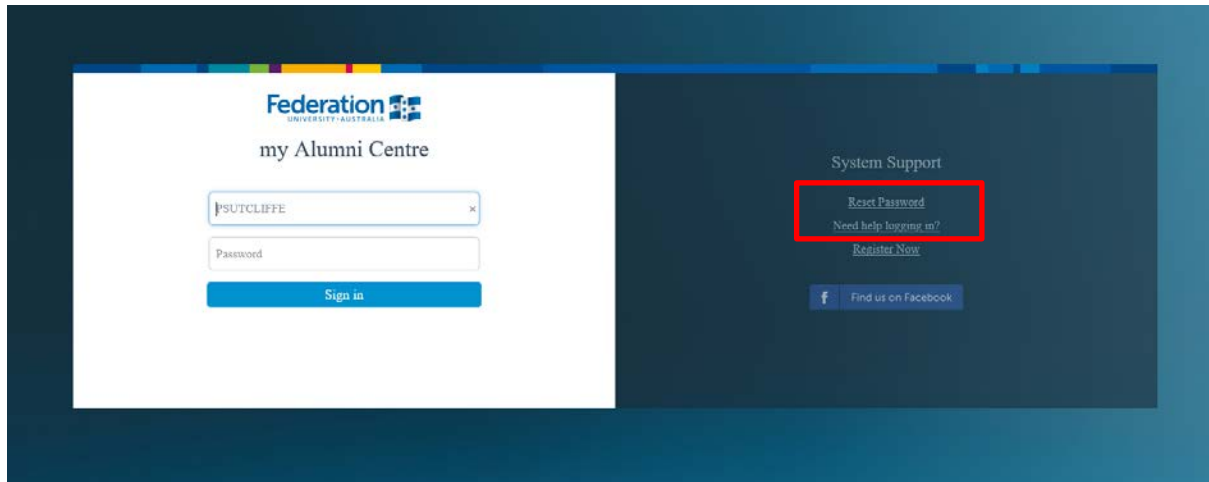


## Reset and Change Password for myAC

1. Open your web browser and go to: myAC.federation.edu.au
2. Click the "Reset Password" link.



3. Click the "Forgotten your Password" button.

Federation University Australia > Service Desk portal > Password self-service

Service Desk portal  
Password self-service  
Change password  
Forgotten your password

Need more IT help?  
Contact Service Desk  
Online: Service Desk portal  
Ph: (03) 5327 9999  
Service Desk operates Mon-Fri: 8.30am - 5.00pm  
Sat-Sun: Closed

Change password  
Change current password or view your self-service contact details.

**Forgotten your password**  
Get a security code to reset your password.

*\* If you suspect your password has been compromised you should change it immediately.*

4. Enter your personal email address as the FedUni username

The screenshot shows the Federation University Australia website. At the top, there is a navigation bar with links for 'Maps', 'Library', 'Courses', 'Students', 'Staff', and 'Contact'. Below this is a search bar. The main navigation bar includes 'Future students', 'Current students', 'International', 'Research', 'Industry and community', and 'About us'. The breadcrumb trail reads 'Federation University Australia > Service Desk portal > Password self-service'. On the left, there is a sidebar with a 'Service Desk portal' menu containing 'Password self-service', 'Change password', and 'Forgotten your password'. Below the menu is a 'Need more IT help?' section with contact information for the Service Desk. The main content area is titled 'Password self-service - reset password' and features a large image of a man and a woman looking at a phone. Below the image, it says 'Enter your FedUni username' and has a form with a 'Username' input field and a 'Submit' button. A red box highlights the 'Username' input field. At the bottom, there is a note: '\* If you suspect your password has been compromised you should change it immediately.'

5. Click the "Submit" button.

The screenshot shows the same Federation University Australia website as the previous one. The breadcrumb trail is the same. The main content area is titled 'Password self-service - reset password' and features a large image of a man and a woman looking at a phone. Below the image, it says 'A security code will be sent to your personal email address or mobile phone number specified below. Please select how you want to receive the security code.' There are two radio buttons: 'Email: p\*\*\*\*\*fe@g\*\*\*\*\*om' (selected) and 'SMS: +6\*\*\*\*\*21'. Below these is a 'Submit' button, which is highlighted with a red box. At the bottom, there is a note: '\* If you suspect your password has been compromised you should change it immediately.'

6. You will now have the option to choose how you will receive a security code to access myAlumni Centre. Choose either email or SMS (if your mobile phone is listed in the system)

7. You will receive either an email or SMS with the security code.

Once you have received, you should see this page:-

The screenshot shows the Federation University Australia website. At the top, there is a navigation bar with links for Maps, Library, Courses, Students, Staff, Contact, and a search box. Below this is a secondary navigation bar with links for Future students, Current students, International, Research, Industry and community, and About us. The main content area is titled "Federation University Australia > Service Desk portal > Password self-service". On the left, there is a sidebar with links for Service Desk portal, Password self-service, Change password, and Forgotten your password. Below this is a "Need more IT help?" section with contact information for the Service Desk. The main content area features a large image of a man and a woman looking at a phone. Below the image is the heading "Password self-service - reset password" and a message: "A security code has been sent to your registered mobile number +6\*\*\*\*\*21". There are four instructions for password requirements: 1) Passwords must be at least 8 characters in length, 2) Must contain at least 1 number (eg. 0-9), 3) Must contain at least 1 special character (eg. \$ or #), and 4) Must be a password that you have not used in the last year. Below these instructions are three input fields: "Security code" (containing 520023), "New password" (with 8 dots), and "Confirm password" (with 8 dots). A "Submit" button is located below the input fields.

*\* If you suspect your password has been compromised you should change it immediately.*

8. Enter the security code and your new password, and then confirm your new password.
9. You should now be able to go to [myac.federation.edu.au](http://myac.federation.edu.au) and enter your username (personal email address) and your new password.
10. Enter a new password into the "New Password" and "Confirm New Password" fields. Make sure that the new password is at least 8 characters long and contains a number.