



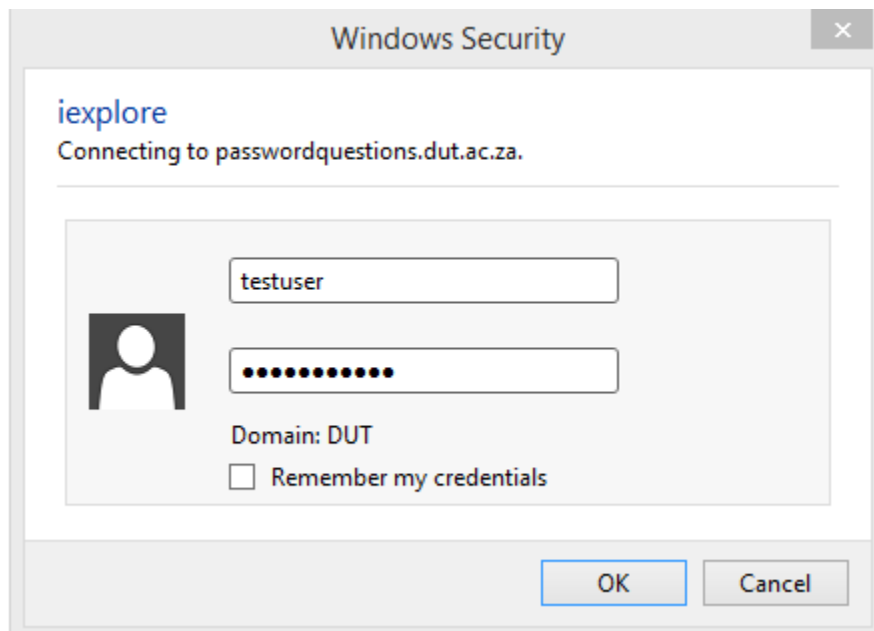
Self-Service Password Reset Guide

21 June 2013
Version 1.00
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Ext: 5434

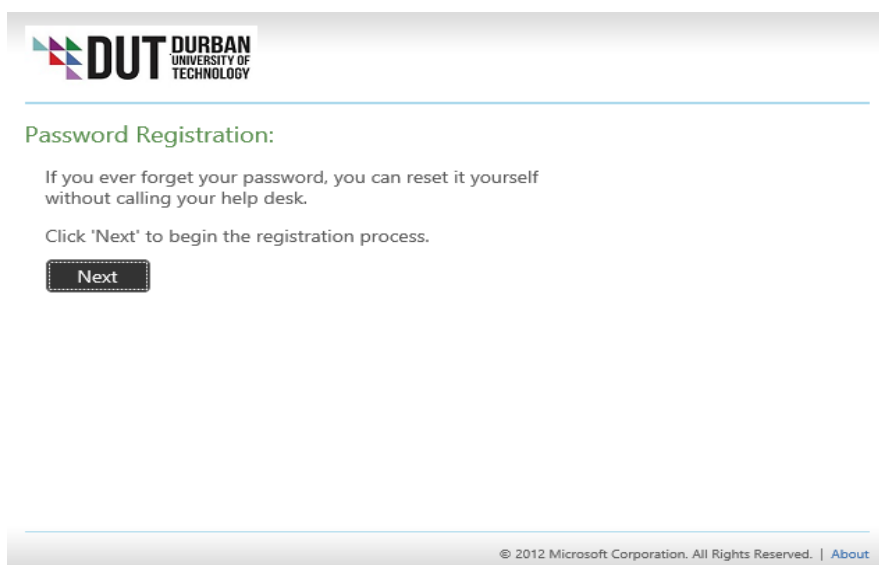
How to register for password reset using Password Self-service Portal

Open <https://passwordquestions.dut.ac.za>

Step 1 – Enter your user name and password and Click OK



Step 2 – Click Next on the password registration page



Step 3 – Enter your password (the password you use to log in to your computer)



Password Registration: Your Current Password


Enter your current password below, then click 'Next'.
(logged in as: **DUT\ashen**)

Password:

Next **Cancel**

Step 4 – Answer at least 5 questions to register and click Next.

(Preferably answer all questions)



Password Registration: Register Your Answers

You must answer at least 5 questions to register.
Each answer must contain at least four characters, and no two answers may be the same.

What is my mother's maiden name?

Where was I born?

My favourite car?

My favourite actor?

My favourite actress?

My favourite food?

My favourite activity?

The responses you provide are stored by your organization in Forefront Identity Manager.

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Step 5 – You have now completed the password registration



Completed: You are now registered



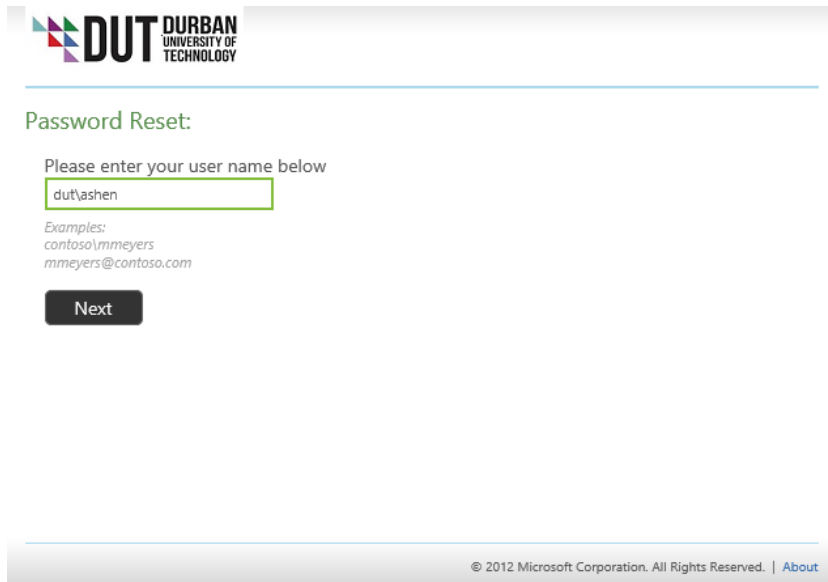
If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

How to reset password using Password Self-service Portal

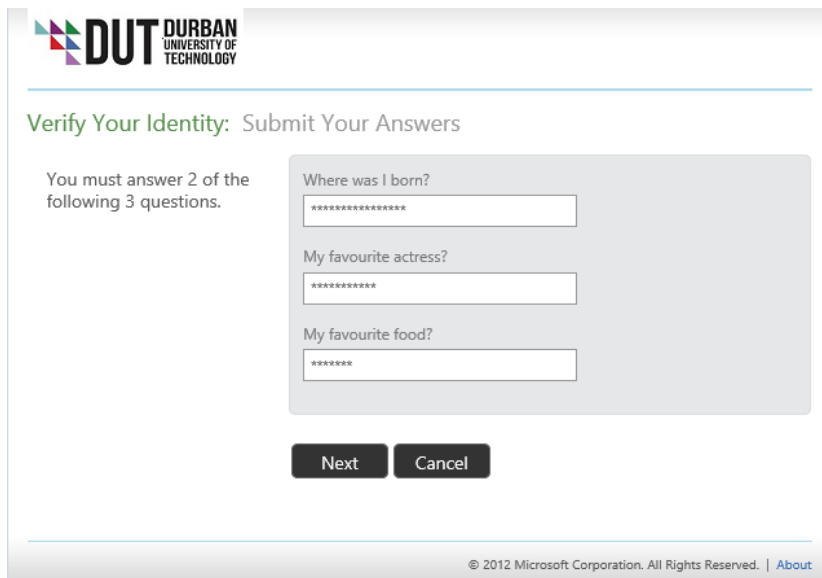
Step 1 – Open <https://passwordreset.dut.ac.za>

Step 2 – Enter your login name and click next



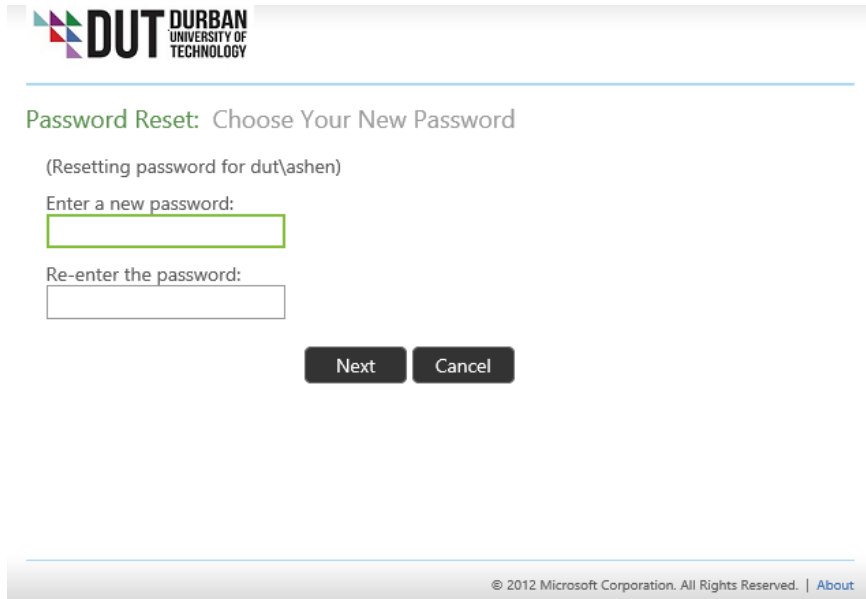
The screenshot shows the 'Password Reset' page. At the top left is the DUT Durban University of Technology logo. Below the logo, the text 'Password Reset:' is displayed in green. Underneath, there is a prompt: 'Please enter your user name below'. A text input field contains the text 'dut\ashen'. Below the input field, there are examples: 'Examples: contoso\mmeyers' and 'mmeyers@contoso.com'. A dark grey button labeled 'Next' is positioned below the examples. At the bottom right of the page, there is a small copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

Step 3 – Answer the security questions correctly and click next



The screenshot shows the 'Verify Your Identity: Submit Your Answers' page. At the top left is the DUT Durban University of Technology logo. Below the logo, the text 'Verify Your Identity: Submit Your Answers' is displayed in green. Underneath, there is a prompt: 'You must answer 2 of the following 3 questions.' To the right of this prompt is a grey box containing three security questions, each with a text input field: 'Where was I born?' (with a line of asterisks), 'My favourite actress?' (with a line of asterisks), and 'My favourite food?' (with a line of asterisks). Below the questions are two dark grey buttons: 'Next' and 'Cancel'. At the bottom right of the page, there is a small copyright notice: '© 2012 Microsoft Corporation. All Rights Reserved. | About'.

Step 4 – Enter your new password and click next



The screenshot shows the 'Password Reset' interface for DUT (Durban University of Technology). The header includes the DUT logo and the text 'DUT DURBAN UNIVERSITY OF TECHNOLOGY'. Below the header, the main heading is 'Password Reset: Choose Your New Password'. A sub-heading indicates '(Resetting password for dut\ashen)'. There are two input fields: 'Enter a new password:' and 'Re-enter the password:'. At the bottom, there are two buttons: 'Next' and 'Cancel'. The footer contains the copyright notice '© 2012 Microsoft Corporation. All Rights Reserved.' and a link to 'About'.

Step 5 – You have successfully changed your password



The screenshot shows the success message in Microsoft Forefront Identity Manager 2010 R2. The header includes the Microsoft logo and the text 'Microsoft Forefront Identity Manager 2010 R2'. Below the header, the main heading is 'Success: Your password has been reset'. A green checkmark icon is followed by the text 'You can now use your new password to log in.'. The footer contains the copyright notice '© 2012 Microsoft Corporation. All Rights Reserved.' and a link to 'About'.

Frequently Asked Questions

1. **Q: Can I reset my ITS login password using the Self-service Password portal?**
A: No. You can only reset you Active Directory (dut/dut4life email) password.
2. **Q: Do I need to register each time to reset my password?**
A: No. The Password Registration is a once off process.
3. **Q: What happens if I forget the answer to my questions?**
A: You can change the answers to the questions at any time. Simply browse to <https://passwordquestions.dut.ac.za> enter you username and password and submit new answers.
4. **Q: What happens if I forget my password for my email and answers to my questions?**
A: Please call the ITSS service desk on 9111 for assistance.
5. **Q: Can I reset my password from outside the DUT network?**
A: Yes. As long as you have access to an internet connection you should be able to access the password reset page (<https://passwordreset.dut.ac.za>)
6. **Q: Can my answers to the questions be a two or three alphabet word?**
A: No. Minimum number of characters allowed is 4.