

STEP 1: Reset your Identity password

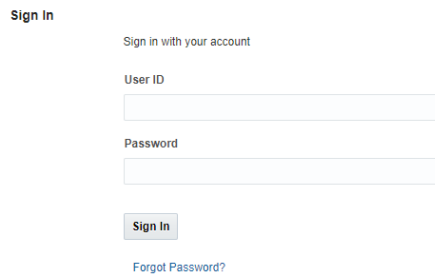
Your Identity password is your main password for accessing the network, Horus, ISIS, and Email.

Notes:

- Other applications are also connected to this password and may need updating after changes are made to your Identity password.
- If you are off campus, you will need to be connect to Global Protect (VPN) before commencing. You will also need to follow the additional steps found in the links in Step 9.

1. Navigate to identity.anu.edu.au.

2. Enter your **Uni ID** and your current **University (Identity)** password, in the **Sign in** box.



Sign In

Sign in with your account

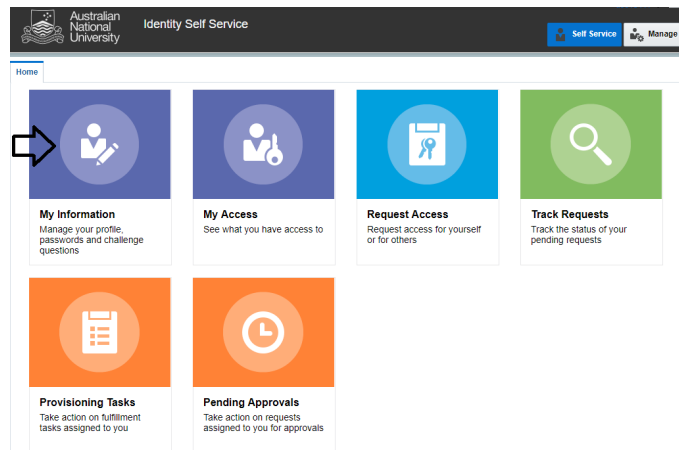
User ID

Password

Sign In

[Forgot Password?](#)

3. When the self-service homepage appears, select **My Information**.



Australian National University Identity Self Service

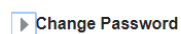
Self Service Manage

Home

- My Information**
Manage your profile, passwords and challenge questions
- My Access**
See what you have access to
- Request Access**
Request access for yourself or for others
- Track Requests**
Track the status of your pending requests
- Provisioning Tasks**
Take action on fulfillment tasks assigned to you
- Pending Approvals**
Take action on requests assigned to you for approvals

4. Once the My Information tab has opened, you will either be able to reset your password (move to point 5), or be directed to set up your Challenge Questions. Set the questions, then provide the answers and select **Apply**.


5. Select the **Change Password** drop down.



- To reset the password, **enter your old password, a new password, and then confirm the new password.**

Change Password

* Old Password

* New Password 

* Confirm New Password

- Select **Apply**.
- Log out of Identity.
- If you are on a personal device, you may be prompted in certain applications to authenticate with your password. If you are on an ANU Managed device, please see additional instructions for either [Windows](#) or [Mac](#) devices.

If you have forgotten your password and have not set answers to authentication/challenge questions, please call the ANU IT Service Desk requesting your password be reset. Alternatively, you can go to the [Service Desk community support request form](#)

Please see password policy below.

- Password must be at least 10 character(s) long.*
- Password must contain characters from at least three out of following five categories: UPPERCASE alphabetic characters (A-Z); lowercase alphabetic characters (a-z); Numerals (0-9); Non-alphanumeric characters (for example: !, \$,#, or %); Unicode characters.*
- Password must not contain any of your Uni ID, first name or last name when their length is larger than 2.*
- Password cannot be changed for 1 days after the last password change.*
- Password cannot be one of your previous 5 passwords.*

STEP 2: Update your new identity password on mobile devices and related applications

After resetting your identity password, you may be required to re-authenticate with applications such as Microsoft Teams and Outlook and Outlook app for mobile devices (which supports your email on devices). Follow instructions below:

a. If the computer is on ANU campus and connected to the network:

After resetting your identity password, wait 15 minutes and then logout and restart your device. You will need to log in with your newly set password.

You may be required to re-authenticate with applications such as Microsoft Teams and Outlook.

Microsoft Teams or OneDrive:

After you have reset your password, restart your device so the password can replicate with the servers. This should allow you to enter the new password and access the applications.

Outlook

After restarting your PC, Outlook will prompt you to update your password. If you have, any functional accounts connected to your email it will ask you to authenticate to these.

1. When prompted make sure you change the address name to your UniversityID@anu.edu.au (not FXXXX@anu.edu.au).
2. Type in your new password.
3. Then check the **remember password box**.

Outlook may prompt you to do this a few times for each account as it authenticates with multiple servers.

b. If you are using a Windows computer off campus

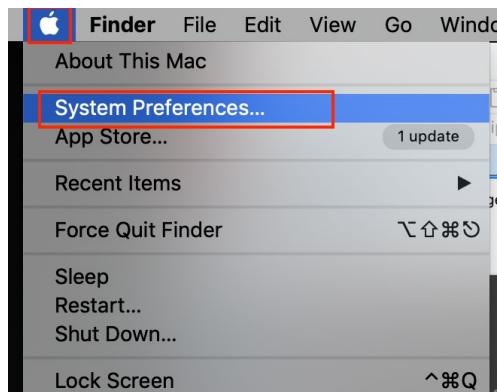
1. Connect the device to Global Protect (ANU VPN).
More Information about connecting to Global Protect can be found at:

<https://services.anu.edu.au/information-technology/login-access/remote-access>

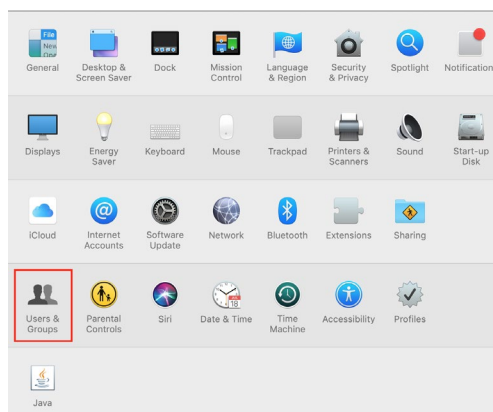
2. Login to Global Protect with updated password.
3. Wait for 20 minutes.
4. Restart your device and login with your new password.

c: If you are using a Mac device off campus

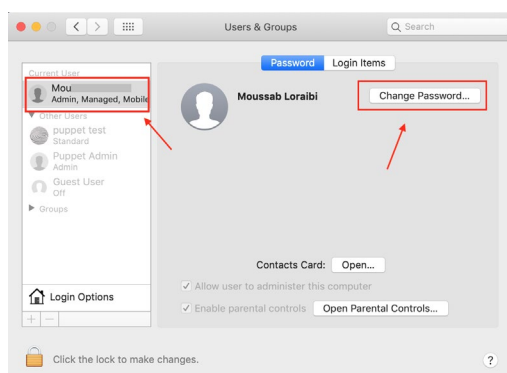
1. Connect the device to Global Protect (ANU VPN).
More Information about connecting to Global Protect can be found at:
<https://services.anu.edu.au/information-technology/login-access/remote-access>
2. Log into Global Protect with new password.
3. Click on the Apple Menu in the upper-left hand corner of your screen.
Select **System Preferences**.



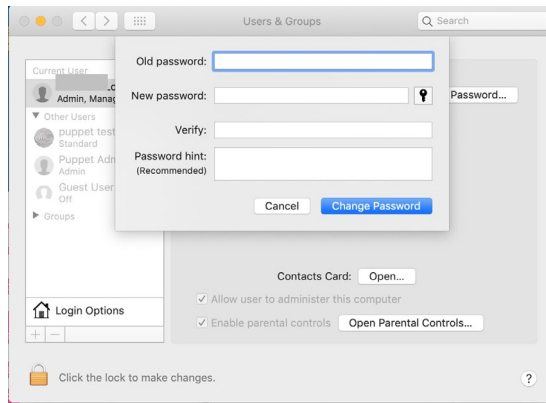
4. In System Preferences, select **Users & Groups**



5. Select your username from the list and click **Change Password...**



6. Enter your Old password into **Old password:** field, and new password into the **New password:** and **Verify:** fields.



7. Click **Change Password** to finish changing your password.
8. Wait for 20 minutes.
9. Restart your device and login with your new password. After login, you will be prompted to update your Key Chain password. Click **Yes**.