

GUIDE TO SELF-SERVICE PASSWORD MANAGEMENT

ENABLES PARTICIPANTS TO SELF-MANAGE THEIR OWN PASSWORDS

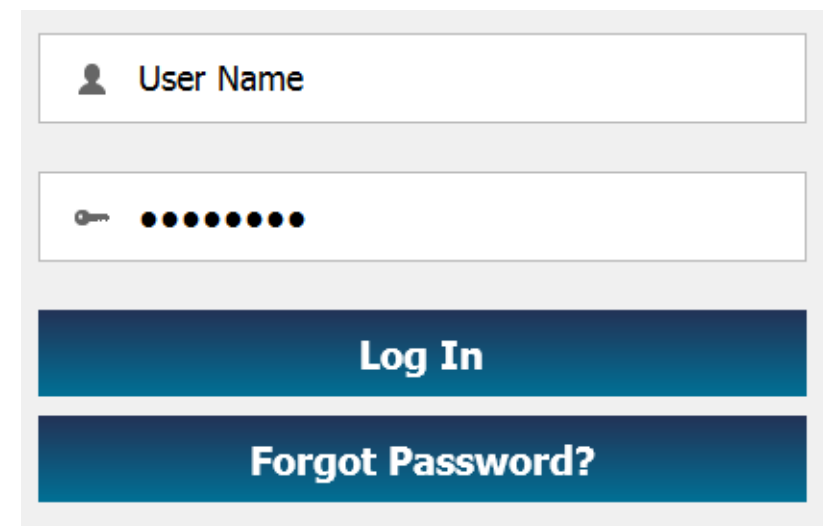
From 22 January 2017, AEMO offers participants a self-service password management system providing added security. The system allows you to reset your password and unlock your account 24/7 saving time and eliminating the need to call the Support Hub. This guide provides information about how to use self-service password management.

If you require assistance at any time, contact the Support Hub: 1300 236 600 or supporthub@aemo.com.au.

Enrolling

Before you can reset your password or unlock your account you must enrol.

1. Go to: <https://pwdreset.aemo.com.au> and click **Forgot Password**.
2. To enrol, follow the steps in Figure 1 on page 2.



The screenshot shows a login interface with the following elements:

- A text input field labeled "User Name" with a person icon on the left.
- A password input field with a key icon on the left and ten dots representing the password.
- A blue button labeled "Log In".
- A blue button labeled "Forgot Password?".

Figure 1 Self-service password management interface



Self Service Password Management



To reset your forgotten or expired password or unlock your account click on the appropriate button below.

You will be asked to provide the answers to the questions you selected when you enrolled for this service. You will also be required to enter the verification code sent to the E-mail address you previously registered with us. If you need assistance please contact the AEMO Information and Support Hub on 1300 236 600 (Option 1).

Enroll for Password SelfService

To enrol for this service Sign In below, select the Enrollment Tab and complete the enrollment form.

You can also update your identity information and change your password here. You need to know your current password to access this area.

-  **Reset Password**
Reset your forgotten password
-  **Unlock Account**
Unlock your locked out account

- 1 Enter the User Name & Password you received from AEMO's Support Hub
- 2 Select one of the following domains:
FRC Hub: AEMO
MIBB: VENProd
MIS: NEMnet
- 3 Enter the Captcha code
- 4 Click Login

Sign in

User Name:

Password:

Log on to: ---Select Domain---
AEMO

Captcha code ek94n4

Case-Insensitive

[Click to see a new captcha code](#)

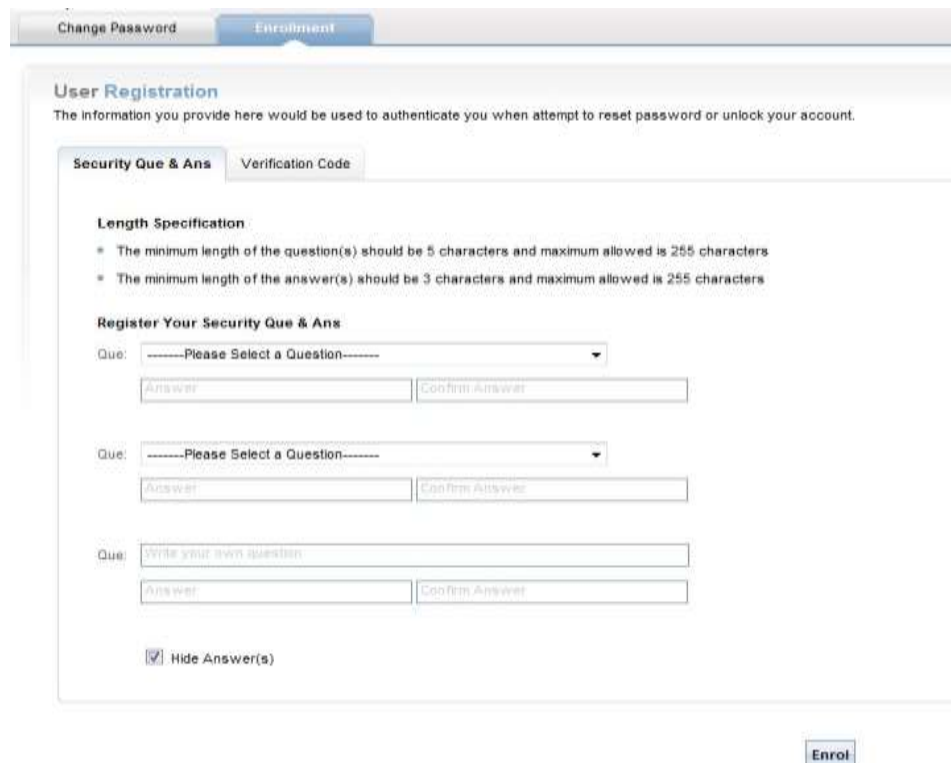
Browser Default ▼

3. Click **Click Here**.

Note: You only see this message if you have not previously enrolled.



4. In the **Enrolment** tab, click **Security Que & Ans** and enter your security questions and answers.



5. Click the **Verification Code** tab and enter the email address(es) you want the verification code sent to when you reset your password or unlock your account.



6. To complete your enrolment, click **Enrol**.

Reset your Password or Unlock your Account

1. Go to: <https://pwdreset.aemo.com.au> and click **Forgot Password**.
2. Depending on your requirement, click **Reset Password** or **Unlock Account**. For help, see Figure 1 on page 2.
3. Follow the steps in Figure 2 on page 4.

Figure 2 Reset password or unlock account

4. Select the email address you want the verification code sent to and click **Continue**.

5. When you receive the verification code, copy/paste or type it into the **Verification Code** field and click **Continue**.

6. Answer the security questions you set up during enrolment and click **Continue**.
7. Enter your new password, taking care to adhere to the password rules, see Figure 3 below.

8. Click **Reset Password**.
9. When you receive confirmation, click **[Back to home]**.

✔
The password reset has been done successfully.
 Proceed with your normal operations. [\[Back to home\]](#)

Figure 3 Password format

Password rules

- You cannot use any of your last 13 passwords.
- The password length must be 8 characters.
- 6 invalid login attempts locks your account.
- You can only unlock your password once each day.
- You cannot use copy/paste
- You must reset your password every 90 days.
- The naming convention for pre-production user names is prefixed with pp.