

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.





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 provided 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.



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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.

	ion you provid	e here would be used to	authenticate you when attem	pt to reset passwo	ord or unlock your acco	oun
Security	Que & Ans	Verification Code				
Leng	th Specificat	ion				
			ould be 5 characters and max			
= Th	e minimum lenç	yth of the answer(s) sho	uld be 3 characters and maxim	num allowed is 25	5 characters	
Regis	ster Your Sec	curity Que & Ans				
Que	Please	e Select a Question		*		
	Answer		Coofirm Annown		1	
Que:	Please Select a Question					
	Adswar		Confirm Allowers		1	
	Write your own assessmen					
Que			Coolitin Antiwet			
Que	Answer:					
Que	onswer:					

 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.

er Registration		
information you prov	ide here would be used	to authenticate you when attempt to reset password or unlock your account.
ecurity Que & Ans	Verification Code	
Register Your Em	ail Address(es)	
my address@my	org.com.au	
Enter your email i	9	

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

2	Enter your Use	er Name	Domain User Name			(Example : Jamith)
			Domain Name	Select Domain	1	
	Select one of t domains FRC Hub MIBB MIS	AEMO VENProd NEMnet	Type Captcha code	This eg	e picture bel	Brof.
	Enter the Cap	tcha code		-	10	Click to see a new captcha co

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

		Œ	Time left for this operation : 04:16
Solect where you want t	o receive the vorification code If is indeed "you" that we are taking with		
	🚾 🔍 My E-Mail Id		
	my.address@myorg.com.au		
	Continue		

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

>	a ta constato " yang" final pangan salarang nati
Please check your E-mail	
A verőcation code has been sent to you	E-mail Please check
Drice you receive the code, either it in th	
Venhoaten Cede	
	Continue Canant



- 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.

		0	Time left for this operation 1 D4
Resort Preservind Plane reserves reserved in the lange ball			
Domain Password Policy Requirements			
 The minimum password age is 1 			
 The maximum password age is 90 			
 The minimum peasaord length is 8 			
 No. of Password Remainisand is 13 			
· The password complexity property is inshied			
Reset Password			
New Password +	1	Parawok	d Strength i
Confirm New Persword 1			
	Sevel Personnel	Cancel	
		Petropet 1	

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

The password reset has been done successfully. 1 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 unlook 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.