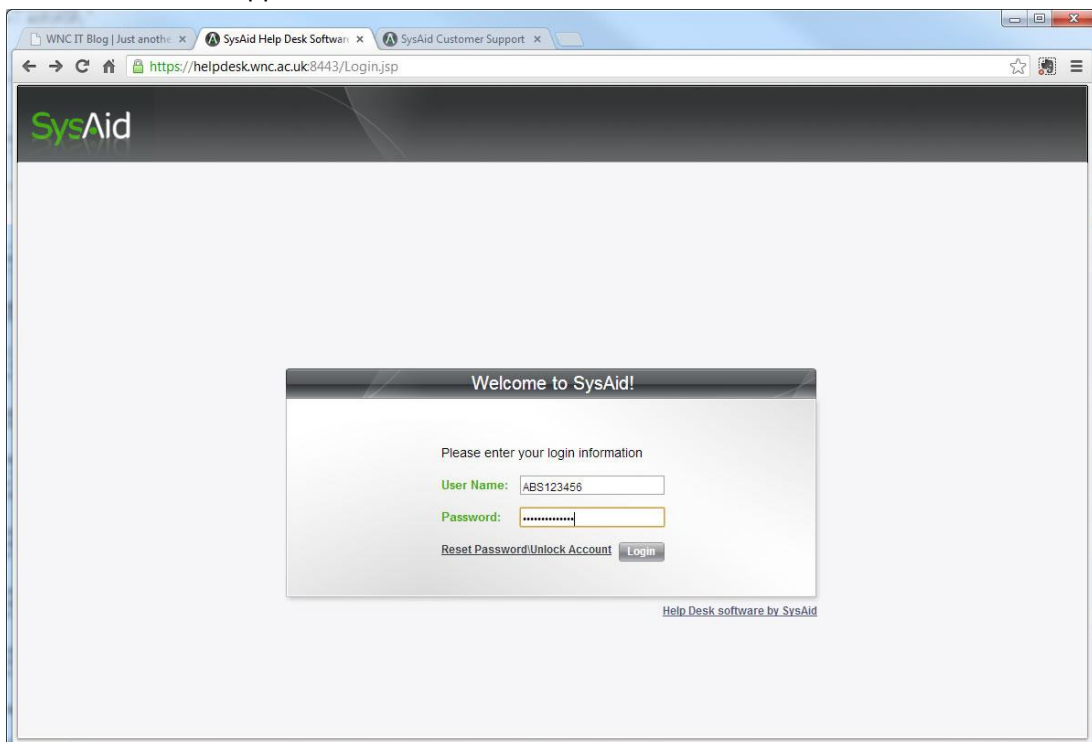
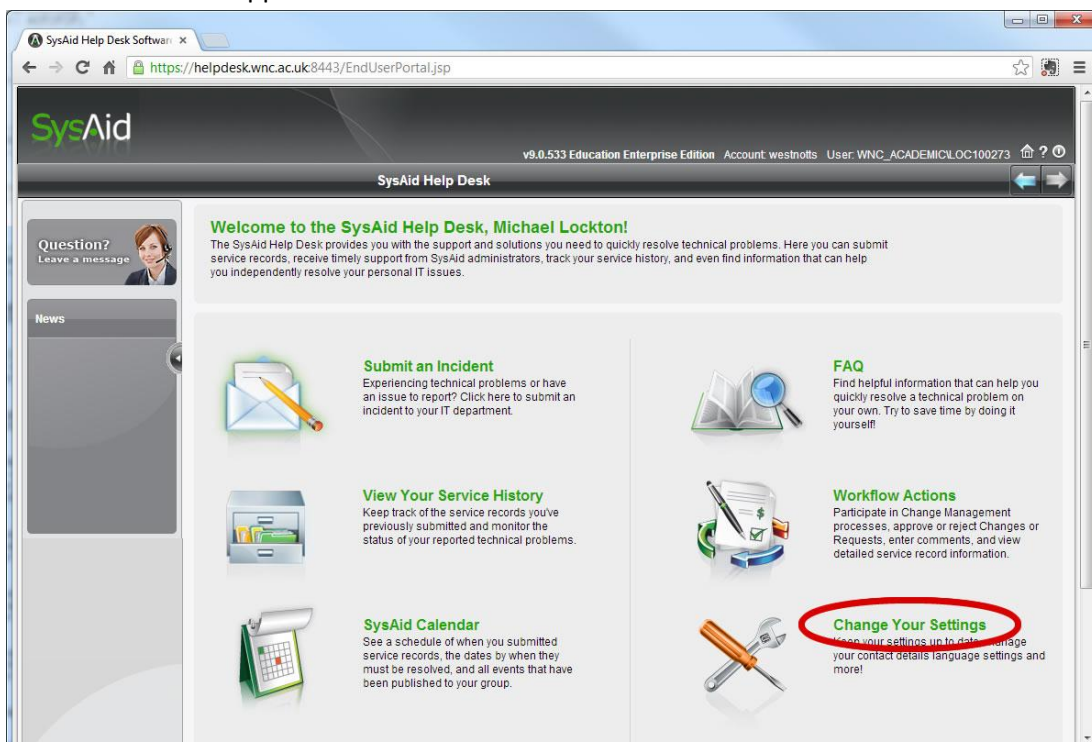


## Instructions For Setting Up The Online Password Reset Facility

1. Click this link: <https://helpdesk.wnc.ac.uk:8443/Login.jsp>
2. This screen should appear:



3. Enter your college username and password
4. Click the 'Login' button
5. This screen should appear:



6. Click 'Change Your Settings'

7. This Screen should appear:

SysAid Help Desk Software x  
https://helpdesk.wnc.ac.uk:8443/Preferences.jsp?EndUserSettings=FillForm&RedirectedFromEUPreferences=true

SysAid  
v9.0.533 Education Enterprise Edition Account: westhotts User: WNC\_ACADEMICLOC100273

My Settings

Question? Leave a message

News

First Name: Any

Last Name: One

Display Name:

Password: Confirm Password:

Email:

Secondary Email:

Phone:

Text message:

Chat Nickname:

Language: English (United Kingdom)

Time Zone: GB (GMT) 28/03/13 14:45

Date Input Style: European

Receive automatic SR email notifications: Yes

8. Scroll to the bottom of the page

9. This section should appear:

SysAid Help Desk Software x  
https://helpdesk.wnc.ac.uk:8443/Preferences.jsp?EndUserSettings=FillForm&RedirectedFromEUPreferences=true

News

Display Name:

Password: Confirm Password:

Email:

Secondary Email:

Phone:

Text message:

Chat Nickname:

Language: English (United Kingdom)

Time Zone: GB (GMT) 28/03/13 14:45

Date Input Style: European

Receive automatic SR email notifications: Yes

Security Questions for Password Services

In which city were you born? Answer Retype answer

What was the name of your first pet? Answer Retype answer

Submit

10. Click on the first list arrow

11. A list should appear:

The screenshot shows a web browser window with the URL <https://helpdesk.wnc.ac.uk/8443/Preferences.jsp?EndUserSettings=FillForm&RedirectedFromEUPreferences=true>. The form contains various fields for user information. A dropdown menu is open, displaying a list of security questions. The question "In which city were you born?" is highlighted in blue and circled in red. Other questions in the list include "What is the name of your favorite cartoon character?", "Who was your childhood hero?", "What was the name of your first school?", "When is your parents wedding anniversary?", "What is the first name of your grandmother (mother's mother)?", "What was the name of the company where you held your first job?", "What was the name of your first pet?", "What is your favorite movie?", and "What is your favorite TV program?".

12. Select one of the questions

13. Now fill in your answer, and retype the same answer in the boxes provided:

The screenshot shows the same web browser window. The dropdown menu is now closed, and the question "In which city were you born?" is selected. The "Answer" and "Retype answer" fields are filled with asterisks and circled in red. Other fields in the form are also filled, including "Language" (English (United Kingdom)), "Time Zone" (GB (GMT)), "Date Input Style" (European), and "Receive automatic SR email notifications" (Yes). The "Submit" button is visible at the bottom left.

14. Repeat the process for the second list:

Display Name

Password  Confirm Password

Email

Secondary Email

Phone

Text message

Chat Nickname

Language

Time Zone  28/03/13 14:45

Date Input Style

Receive automatic SR email notifications

Security Questions for Password Services

	Answer	Retype answer
In which city were you born?	.....	.....
What was the name of your first pet?	.....	.....

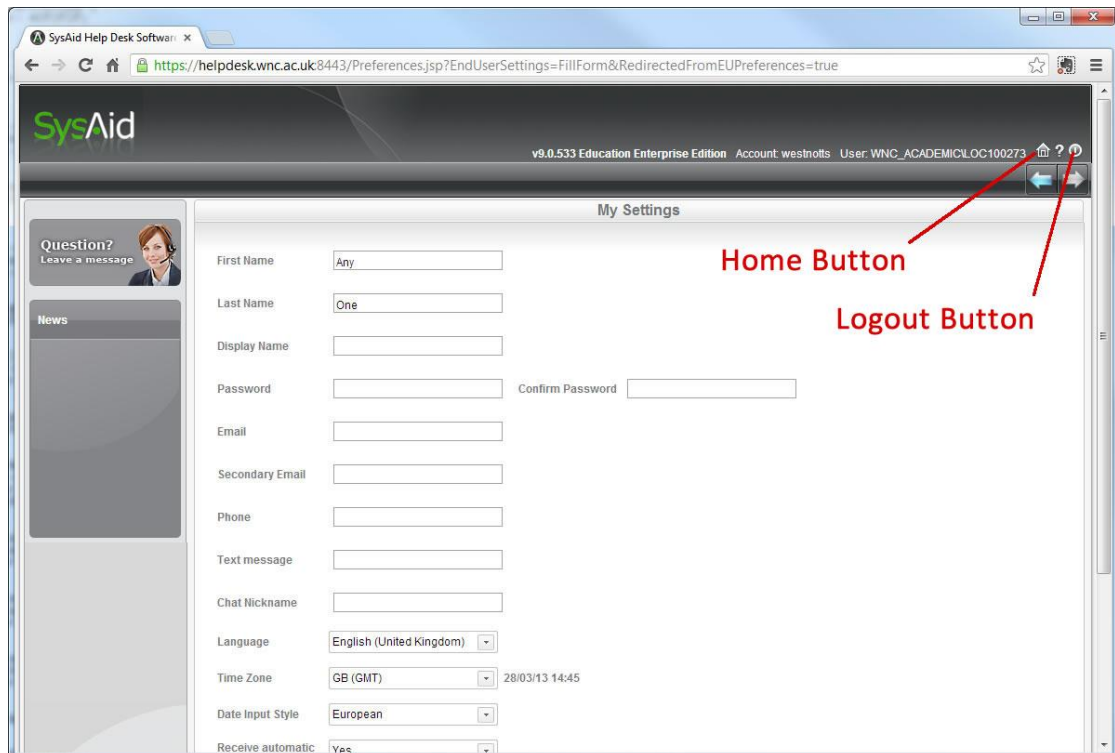
15. Click the 'Submit' button

16. A box should appear:

Please enter your password:

17. Enter your college login password to confirm the changes, and click 'Save'.

18. This screen should appear:



19. On this screen, click on 'Home' to return to the Help Desk main menu, or click on 'Logout' to end your session

20. You will now be able to use the Password Reset Facility which can be accessed here:

<https://helpdesk.wnc.ac.uk:8443/EndUserSelfService.jsp?accountID=westnotts>