PASSWORD ASSISTANCE
Introduction
Students, staff and authorised contractors require a network password to access the RMIT network on and off campus. This brochure contains information about what to do if you forget or want to update your password.

What is my initial password?
Your initial password is the letter ‘p’ followed by your date of birth backwards with an exclamation mark ‘!’ at the end. For example, if your date of birth is 8 April 1992, your password is p19920408! Make sure you change your password after your first login.

For further information, go to the Password assistance web page at [www.rmit.edu.au/its/password](http://www.rmit.edu.au/its/password)

Choosing a valid password
Your password should meet the following criteria:

>> Passwords cannot contain the user’s account name or parts of the user’s full name that exceed two consecutive characters

>> Passwords must be at least eight characters in length

>> Passwords must contain characters from three of the following four categories:
   - English uppercase characters (A through Z)
   - English lowercase characters (a through z)
   - Numeral digits (0 through 9)
   - Non-alphabetic characters: ~!#$%^*_-+=`|}{[]":;'<>?,./ (with the exception of & and/or ? which are not supported by some systems).

Cannot be one of your previous 15 passwords

How often do I have to change my password?
You will be prompted to change your network password every 180 days. It is recommended you change it as soon as you are notified, to avoid the temporary disablement of your account.
What do I do if I’ve forgotten my password?
If you’ve previously created a challenge question, you can establish a new password by following the online prompts – refer to www.rmit.edu.au/its/password
If you haven’t created a challenge question, you will need to contact the IT Service Desk to reset your password.

How do I change my password?
If your password is valid (current), you can use your current (not expired) or temporary password to change your password by following the online prompts – refer to www.rmit.edu.au/its/password

If you have a challenge question:
>> You can change your password by following the online prompts - refer to www.rmit.edu.au/its/password
>> If you haven’t created a challenge question, you will need to contact the IT Service Desk to reset your password.
How do I create a challenge question?

It is strongly recommended you create a challenge question in case you forget your password. This will allow you to reset your password by answering several questions to which only you will know the answer.

For example:

What city were you born in?
Where did you go to high school?
What is the name of your favourite pet?

Please note: The answer does not have to be true; it just has to be memorable for you!

A ‘passphrase’ is one technique for an easy-to-remember password. The following are some examples:

 >> GoSaints2012
 >> Ihave3dogs!
 >> Sally4me
 >> IhateMondays!
 >> Tobeornot2be (To be or not to be)
 >> L84dinner (late for dinner)
 >> 2plus2isfour!
 >> 8SmithStreet

In addition to creating your own challenge question, you are also required to provide answers to a series of standard questions.

Note: You must have a valid (not expired) password to set your challenge question.

Use the ‘Password manager’ via www.rmit.edu.au/its/password to create a challenge question.
Where can I get assistance?

If you experience problems or need help managing your password, please refer to the following:

Password FAQs web page
www.rmit.edu.au/its/passwordfaqs

IT Service Desk
Tel. 9925 8888
Email itservicedesk@rmit.edu.au

www.rmit.edu.au/its/password

www.rmit.edu.au/its/password