

# RESET PASSWORD

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## Requirements to reset your password

To be able to reset your own password you are required to have the following:

### 1. A valid UOW staff email address

If you do not have a UOW staff email address you can contact your Payroll Officer to reset your password for you. Contact details for the Payroll Officer can be found on the Staff Services Contacts page:

<https://intranet.uow.edu.au/personnel/staffservices/contacts/index.html>

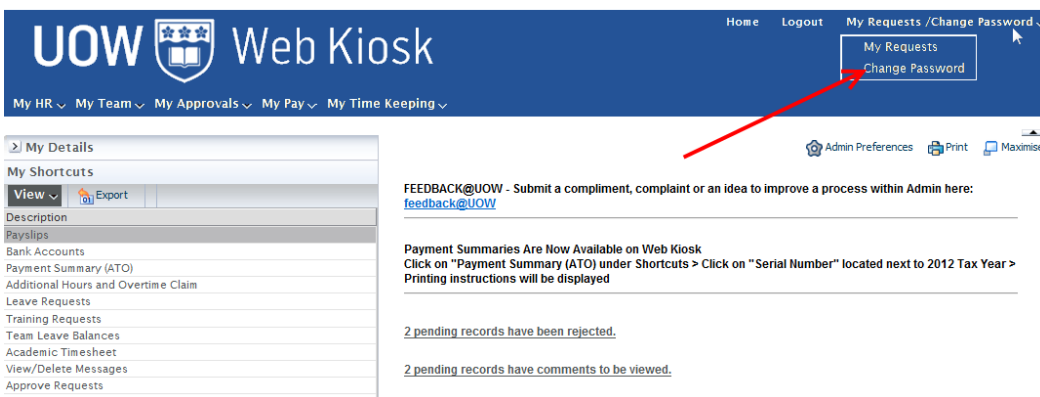
### 2. A 'secret question' and answer

You must set up a secret question and answer so that the option to reset your password using Web Kiosk is available to you in the future.

If the secret question is answered correctly you will be issued with a new password, which will be emailed to your UOW staff email address.

## Setting up a Secret Question

1. Sign into the Employee Web Kiosk
2. Click on 'Change Password'

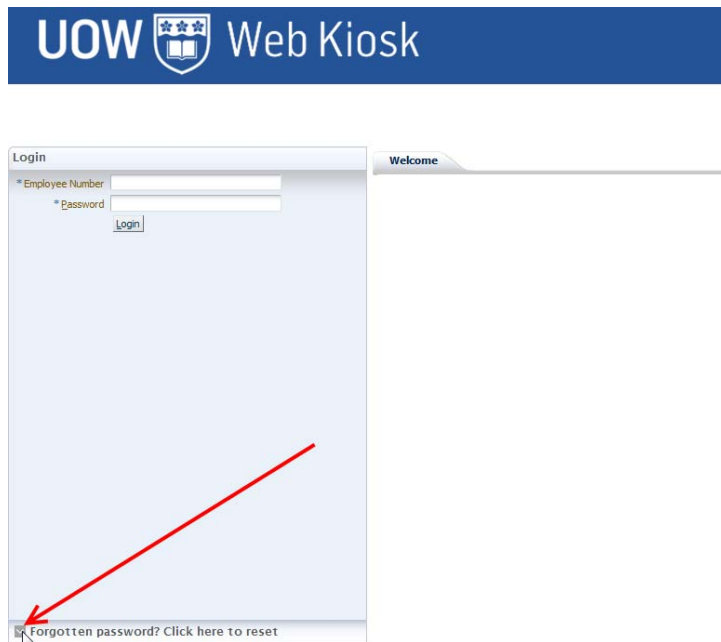


The screenshot shows the UOW Web Kiosk interface. The top navigation bar has links for 'Home', 'Logout', and 'My Requests / Change Password'. A dropdown menu is open under 'My Requests / Change Password', showing 'My Requests' and 'Change Password'. A red arrow points to the 'Change Password' link. The left sidebar contains 'My Details' and 'My Shortcuts'. The main content area includes a feedback form, a payment summaries announcement, and two pending records.

3. Complete all fields
4. Click OK

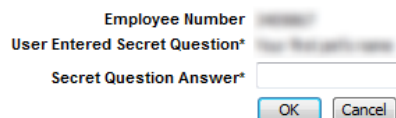
## Retrieve Forgotten Password

1. Click the 'Forgotten Password' icon to expand the panel



2. Enter Employee number and click OK
3. The screen below will appear, and you should enter the secret question answer and click OK

### Reset Password



4. The screen below will appear

### Reset Password

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A new password has been emailed to you.

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5. An email will be sent to you with a new password. Please allow at least 20 minutes for the email to appear. You may need to check your junk mail.

6. Use the system generated password to log onto the Employee Web Kiosk
7. You will be prompted to reset your password