1. Introduction

For username queries please contact the following:

- Staff – Staff Service Centre on ext 86000 (09 923 6000)
- Students, alumni and others – from within NZ 0800 61 62 63, from outside NZ +64 9 373 7513

Once you have your username, follow the instructions below to reset your password

**NB** If you do not have a username, refer to the Onboarding for external users guide

2. Password resets

A. From the University of Auckland internet page click on **About us**
B. In the **About the University** list, click on **Identity and access management**
C. Click on **Password management** link
D. Click on the **Change or reset your password** link
E. Work through the **Password Reset** wizard