

1. Introduction

For username queries please contact the following:

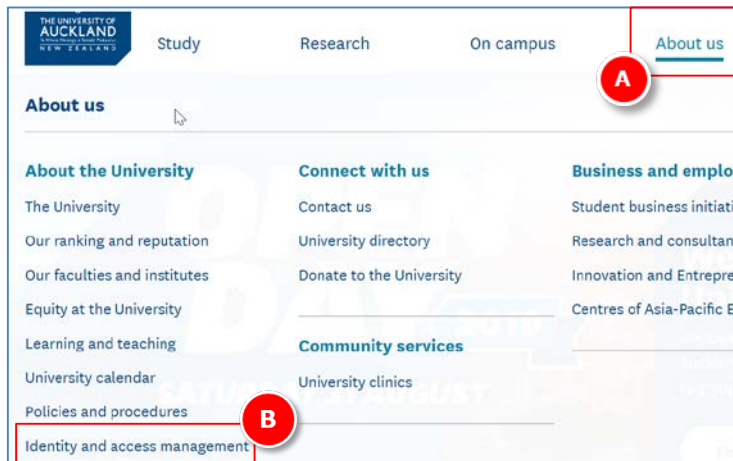
- Staff – Staff Service Centre on ext 86000 (09 923 6000)
- Students, alumni and others – from within NZ 0800 61 62 63, from outside NZ +64 9 373 7513

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

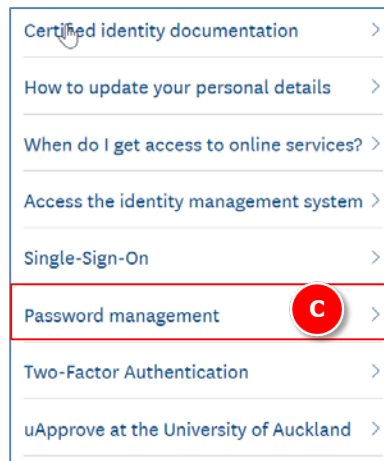
NB If you do not have a username, refer to the Onboarding for external users guide

2. Password resets

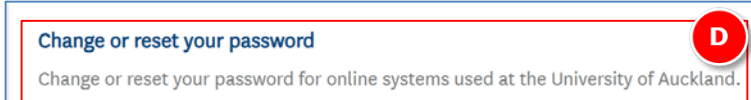
- From the University of Auckland internet page click on **About us**
- In the **About the University** list, click on **Identity and access management**
- Click on **Password management** link
- Click on the **Change or reset your password** link
- Work through the **Password Reset** wizard



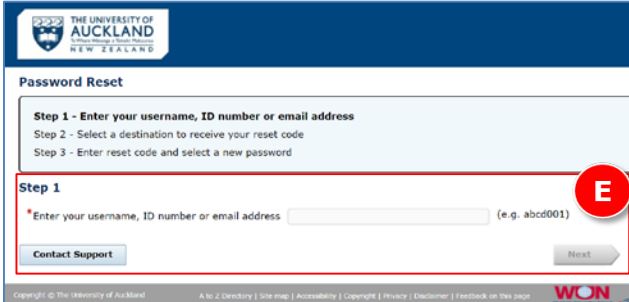
The screenshot shows the top navigation bar with 'About us' highlighted. Below it, the 'About the University' section is visible, with 'Identity and access management' highlighted.



The screenshot shows a dropdown menu with 'Password management' highlighted.



The screenshot shows the 'Change or reset your password' link highlighted.



The screenshot shows the 'Password Reset' wizard with 'Step 1' highlighted.