

Password Self Service allows students and staff to create a series of security questions and answers which will allow them to reset their password at any time, from any browser or network Connection. By registering for this service, students will no longer need to contact the Service Desk to have their password reset. All you have to do is answer the questions correctly that you have created, then you can reset your password for yourself. Please remember that if you are still having problems, you can still contact the Service Desk. You can also use Self Service to update an expired password. Just log in to Self Service using your expired password and you will be prompted to change your password.

Logon Page - <http://selfservice.abertay.ac.uk>

Step 1 - Log In to Configure your Security Questions

First of all, before you can take advantage of this service, you need to configure your security questions. You need to authenticate yourself by entering your staff or student number and password then click 'Log in'. You will then be presented with a screen where you need to setup 3 security questions and answers. You should make these as unique and personal as possible to ensure that no-one could guess the answers. Make them memorable to yourself as if you forget the answer to one of your questions you will not be able to reset your own password.

Step 2 - Carefully type in three security questions and answers and then click on 'Update' or 'Save':

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Update/change your security questions

Enter your security questions and answers below, please note that you cannot use the same answer across multiple questions. Your answers will be case sensitive.

Security Advice: Be aware of those around you, and try to shield your answers when submitting

Question 1	<input type="text" value="In what month was your mot"/>
Answer 1	<input type="text"/>
Question 2	<input type="text" value="What is your maternal grand"/>
Answer 2	<input type="text"/>
Question 3	<input type="text" value="What is your mother's maide"/>
Answer 3	<input type="text"/>

Step 3 - Reset your Password

Remember that you can only use this if you have previously configured your security questions. Simply enter your staff or student number (username) in the box as shown below.

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Login to reset an expired password or update/register your security questions

Username:

Password:

Forgotten your password?

Click [here](#) to reset your password if you have previously registered your security questions

If not, click [here](#) for more information about Self Service

Accessibility: If you have any accessibility issues that are preventing you from registering for Self Service then please contact the IS Service Desk

Step 4 - Answer your security questions as prompted – please note they are not case sensitive.

Step 5 - Once you answer these questions successfully, you will then be allowed to change your password.

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To change your password, please answer your security questions:

In what month was your mother born, eg. July?

What is your mother's maiden name?

What is your maternal grandmother's name? eg, Betty

Please read the instructions very carefully regarding the criteria for your new password so that it meets the **minimum criteria for password security**:
You will receive notification that your password has been reset successfully. You can now close this application or browser window.

If you forget the answers to your security questions, you will have to contact the Service Desk in the normal manner to have your password reset. Once reset, you can then go back into Self Service to change your security questions and answers. Please complete the [online form](#) (Please note this link is for Current students only). Students without full IT accounts will not have their password reset via this form.

IS Service Desk

Log a support call: directly into our UniDesk system via Self Service at: <https://abertay.unidesk.ac.uk>

Email: isservicedesk@abertay.ac.uk

Phone: 01382 308888 (Urgent issues only)

There are a variety of guides available in our Knowledge Base at: <https://abertay.unidesk.ac.uk>