

Password Self-Service User Guide V1.0



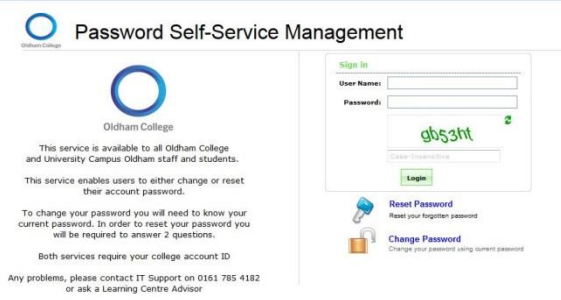
The password self-service management service is a tool that allows students and staff to change their Oldham College network passwords online either in College or externally. This service is available both from college and externally.

STEP 1 – OPENING THE PASSWORD RESET SITE:

- From a College computer, click on Reset Password at the login prompt.
- From a College computer, open a browser and go to the link below <https://pwdreset.oldham.ac.uk/showLogin.cc>
- Or, from your home computer you can access the password reset site via the Oldham Gateway Service here <http://gateway.oldham.ac.uk/> and clicking the following section.



This will direct you to the page below



Account Registration:

All College accounts are registered automatically with the Password Reset system.

All users are registered with their relevant details which are held on the College systems.

STEP 2 – USING THE FEATURES:

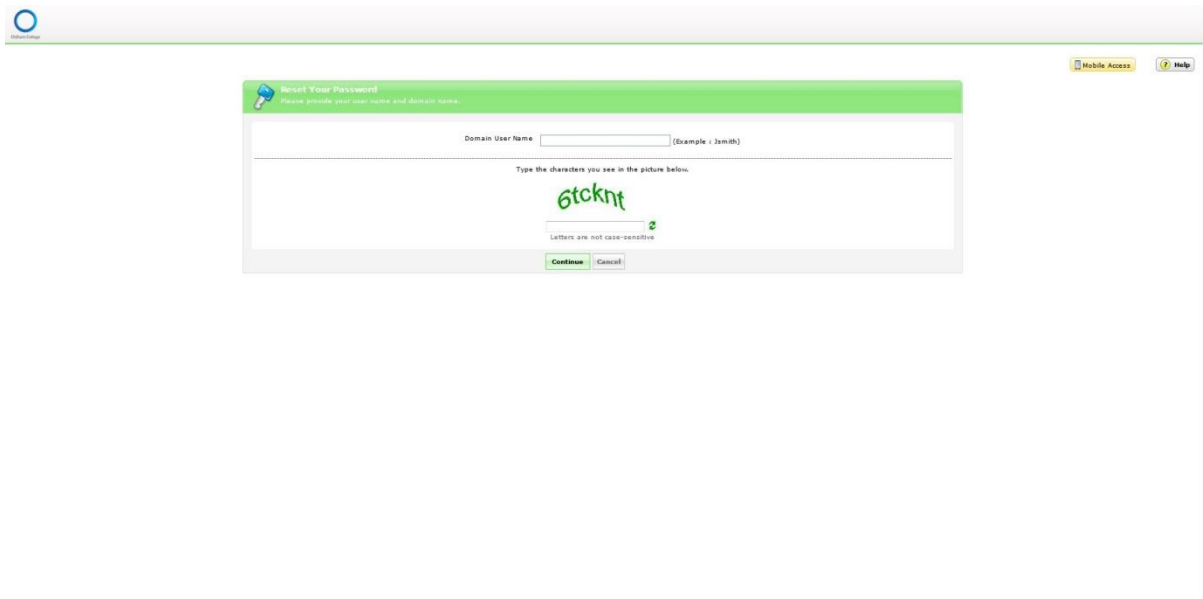
- Access the service as previously described in **STEP 1**

Reset Your Password

You can **reset** your password if you have forgotten it using your answers to the security questions.

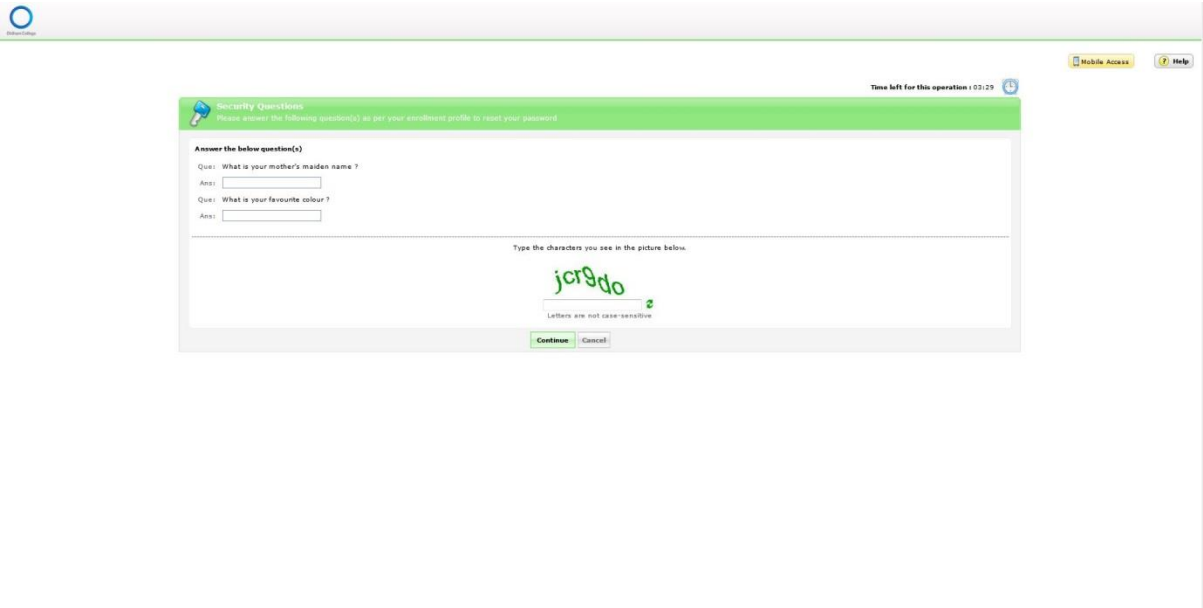
Click on the Reset Password option.

You will be prompted to enter your domain username and the Captcha details at the screen below.

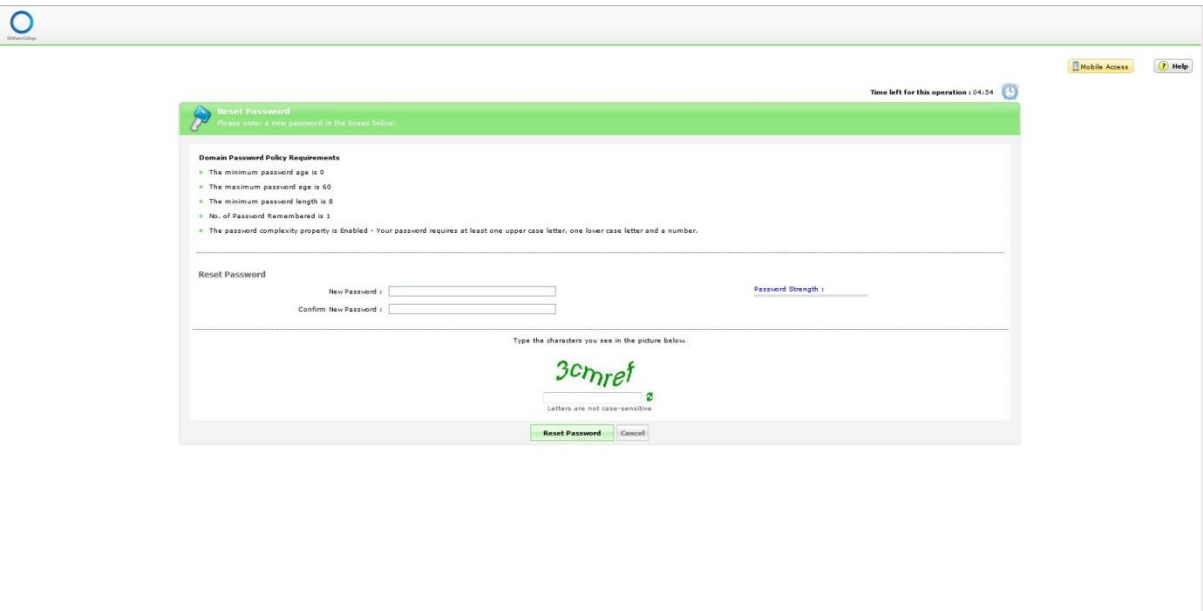


The screenshot shows a web browser window with a white background and a green header. The header contains the text "Reset Your Password" and "Please provide your user name and domain name." Below the header is a form with a "Domain User Name" input field and a "(Example : jsmith)" label. Below the input field is a Captcha image showing the word "6tokht" in green, handwritten-style letters. Below the Captcha image is a "2" and the text "Letters are not case-sensitive". At the bottom of the form are "Continue" and "Cancel" buttons. In the top right corner of the browser window, there are "Mobile Access" and "Help" buttons.

Answer the 2 security questions and complete the Captcha code at the screen below.



Reset your password at the screen below.



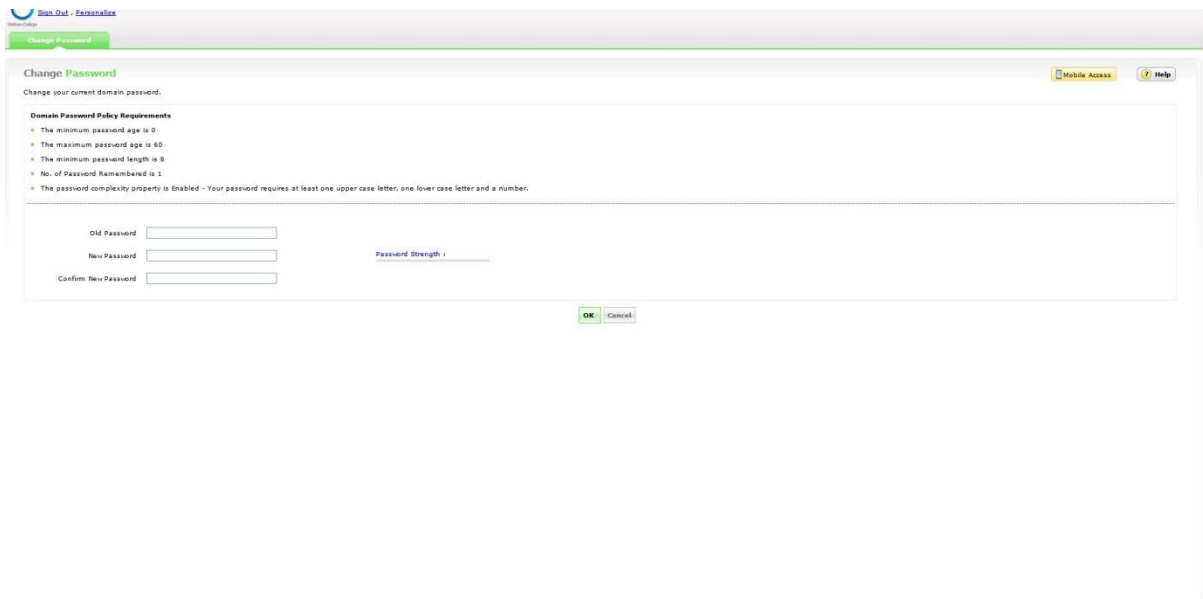
An email will be sent to your Oldham.ac.uk account to indicate that your account password has been reset.

Change Your Password

You can **change** your password using your old password, for instance if you think your password has become known to someone else.

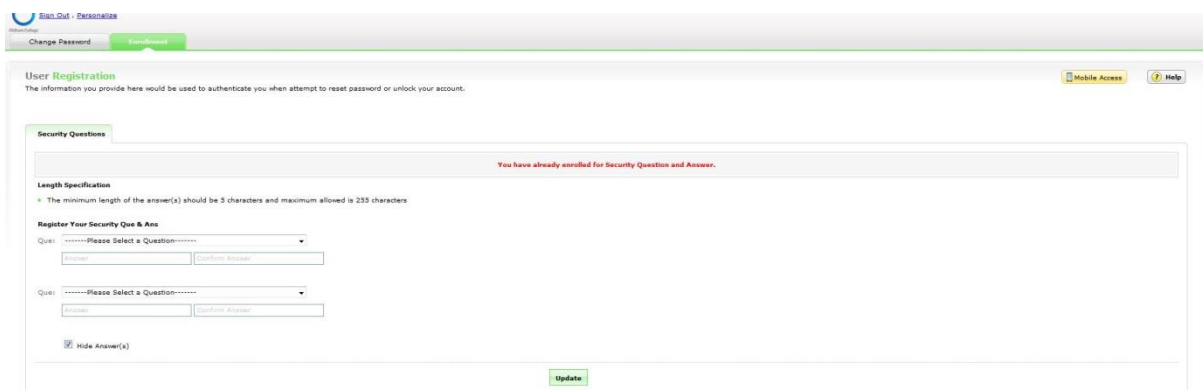
Enter your domain username, password and the Captcha details and click on the Login Option.

The following page will then be provided to allow you to change your password.



Adding Additional Security Questions:

If you wish to add additional security questions, login to the system as per the Change your Password instructions and click on the Enrollment tab which will provide the screen below where you can add additional questions & answers. Each answer needs to be typed in twice in order to avoid any errors. Once complete, click on the Update button at the bottom of the screen.



www.mcolla.com/en-US/infocx/central/

Any problems, please contact IT Support on 0161 785 4182.