



Cardiff and Vale College  
Coleg Caerdydd a'r Fro

# Self Service Password Reset

## Student Guide

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# Password Self Service

## What is Password Self Service?

Password Self Service is a new web based tool that allows you to manage your own password. This includes:

- Resetting expired passwords
- Changing forgotten passwords
- Activating new accounts
- Viewing account information

### Awesome, but is it available from home?

Yes! Anywhere with an internet connection! This means that you can reset your password at home, on the bus and on the beach, as well as in College.

### What! So what do I need to do?

Simple – set up your password responses as described in the next section, then sit back and do nothing – obviously until you forget your password or it expires (which, don't forget, happens every 100 days for learners).

### Hold on – you mentioned 'password responses'... what?

Password responses are four security type questions that you will be asked to set up. Two will be picked at any time you forget your password. Questions include:

- If you could meet someone from history, who would it be?
- What city/town where you born in?
- What food do you dislike the most?
- What is the name of the main character in your favourite book?
- What is the name of your favourite pet?
- What is the name of your favourite teacher?
- What is your favourite food?
- What is your favourite team?
- What is your favourite vehicle?
- What is your least favourite film of all time?
- What is your partner's nickname?
- What street did you grow up on?
- What was the name of your childhood best friend?
- What was your favourite show as a child?
- Who is your favourite author?
- Who was your least favourite teacher?

### So what passwords does this reset?

Password Self Service will reset the password you use to log in to:

- College computers
- Moodle
- VITAL
- Email
- Ebooks

♪ The systems described above all use the same login credentials. If you reset the password for one, you reset the password for them all.



# Password Self Service

## Logging in to Password Self Service

1. Go to the following web address: <https://passrst.cavc.ac.uk/pwm> . A page will appear asking you to log in:

Please Log In  
Password Self Service

Username

Current Password

Forgotten Password    Regain access to your account if you have forgotten your password.

2. Enter your college username and password.
  - a. These are the details that you will use to log in to a computer in College. This is your student number as your username and whatever you set as your password.
  - b. If you haven't logged in to a computer to activate your account and change your password, you will need to use your student number as your username, and **changeme** as your password.



# Password Self Service

## Setting up your password responses

1. Once you have logged in you will be presented with a page of options. Choose "Setup Password Responses". If you haven't activated your account yet – you will skip this step.

### Main Menu Password Self Service

<b>Change Password</b>	Change your current password.
<b>Setup Password Responses</b>	Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.
<b>Account Information</b>	Information about your password and password policies.
<b>Logout</b>	Logout of the password self service application.

2. Choose four security questions and fill in your answers.

### Setup Password Responses Password Self Service

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your responses meet the requirements. Click Save Responses when ready.

What food do you dislike the most?

»

What is the name of your favorite teacher?

»

What is your favorite vehicle?

»

What was the name of your childhood best friend?

»

3. If you want to check what you have typed as a response, click the eye icon next to the text box.

What food do you dislike the most?

»

# Password Self Service



- Once you have entered all of your responses, click the "Save Responses" button. Keep an eye on the messages section towards the top of the page. Two questions cannot have the same answer:


## Setup Password Responses

### Password Self Service

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

The response for question "What is the name of your favorite teacher?" can not be the same as another response



If your answers are acceptable, the message section at the top of the page will contain a notice to that effect

Your responses meet the requirements. Click Save Responses when ready.

- You will receive a message to on screen confirm that your questions have been set up! Press "Continue". You will be returned to the menu from step 1.

## Success

### Password Self Service

Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

[Continue](#)



# Password Self Service

## Changing your password

1. From the Password Self Service Main Menu, choose “Change Password”.

### Main Menu

#### Password Self Service

<b>Change Password</b>	Change your current password.
<b>Setup Password Responses</b>	Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.
<b>Account Information</b>	Information about your password and password policies.
<b>Logout</b>	Logout of the password self service application.

2. The “Change Password” page will load. You should enter your new password and confirm it in the second box. Please make sure that your new password adheres to the Password policy described in the top of this page. Click “Change Password” when you’re done!

### Change Password

#### Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 7 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 1 day.
- Must have at least three types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)

» [Password Guide](#)

» [Auto-generate a new password](#)

Please type your new password

**New Password**

**Confirm Password**

**Change Password** **Clear** **Cancel**

If you would prefer, Password Self Service can generate a new password for you. To do this, click “Auto-generate a new password”. A page of passwords will appear – click the one you want to use. Make sure you are going to be able to remember your new password.



# Password Self Service

## Resetting forgotten passwords

To reset a forgotten password:

1. Go to: <https://passrst.cavc.ac.uk/pwm/> and click the "Forgotten Password" link at the bottom of the log in screen.

Please Log In  
Password Self Service

**Username**

**Current Password**

**Login** **Clear** **Cancel**

**Forgotten Password** Regain access to your account if you have forgotten your password.

2. When prompted, enter your email address and your last name. Your email address is your **College** email address.
  - a. If you are student, your email address is your student number followed by **@student.cavc.ac.uk**.

Press "Search"

Forgotten Password  
Password Self Service

If you have forgotten your password, follow the prompts to reset your password.

**Email Address\***

**Last Name\***

**Search** **Clear** **Cancel**



# Password Self Service



3. Password Self Service will pick two of the five Password Responses you set up earlier. Answer the questions and press “Check Responses”.

## Forgotten Password

### Password Self Service

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

Please type your security responses

What is the name of your favorite pet?

What food do you dislike the most?

4. If your answers are right you will be taken to a page where you can reset your password. You should enter your new password and confirm it in the second box. Please make sure that your new password adheres to the Password policy described in the top of this page. Click “Change Password” when you’re done!

## Change Password

### Password Self Service

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 7 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 1 day.
- Must have at least three types of the following characters:
  - Uppercase (A-Z)
  - Lowercase (a-z)
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» [Password Guide](#)

» [Auto-generate a new password](#)

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If you would prefer, Password Self Service can generate a new password for you. To do this, click “Auto-generate a new password”. A page of passwords will appear – click the one you want to use. Make sure you are going to be able to remember your new password.



# Password Self Service

## Troubleshooting

**I'm trying to reset my password and I'm told that "The username is not valid or does not have a configured response".**

It looks like you haven't logged in to Password Self Service to set up your security responses. Please visit your local Learning and Skills Centre, or email [itservices@cavc.ac.uk](mailto:itservices@cavc.ac.uk) to reset your password.

If you've never logged in to a College system, try logging in to Password Self Service with your student number as your username and **changeme** as your password – Please refer to pages 2 and 3 in this guide for more information.

**Can I find out when my password is due to expire?**

Yes! Log in to Password Self Service, and choose "Account Information". You need to look for the field titled "Password Expiration Time".

**I can't remember the answers to my password responses!**

Oh dear! If you know what your password is, and you can log in to Password Self Service, and change your password responses - please refer to page 3. Otherwise, please visit your local Learning and Skills Centre, or email [itservices@cavc.ac.uk](mailto:itservices@cavc.ac.uk) to reset your password, then login and amend your password responses.

**How do I get to Password Self Service**

Go to: <https://passrst.cavc.ac.uk/pwm>

### Remember:

- You must log in and set up your password responses before you can use Password Self Service to reset your password
- You can activate your account by logging in to Password Self Service, setting your password responses, and changing your password.
- Password Self Service will reset the password you use to log in to:
  - College computers
  - Moodle
  - VITAL
  - Email
  - Ebooks