

## Staff Self-Service Account Unlock Guide

### Description

This documentation has been designed to help guide TAFE NSW staff in how to unlock a locked account.

Accounts can lock for many reasons, including your mobile phone or another device trying to login with an old password.

To reduce this risk we recommend that, when you [change](#) or [reset](#) your password, you update it on your mobile phone, laptop or any other devices using TAFE Wi-Fi or Office365 apps.

We also recommend that when you use shared equipment, like classroom-based devices and shared mobile phones, that you make a habit of signing out of the device at the end of class.

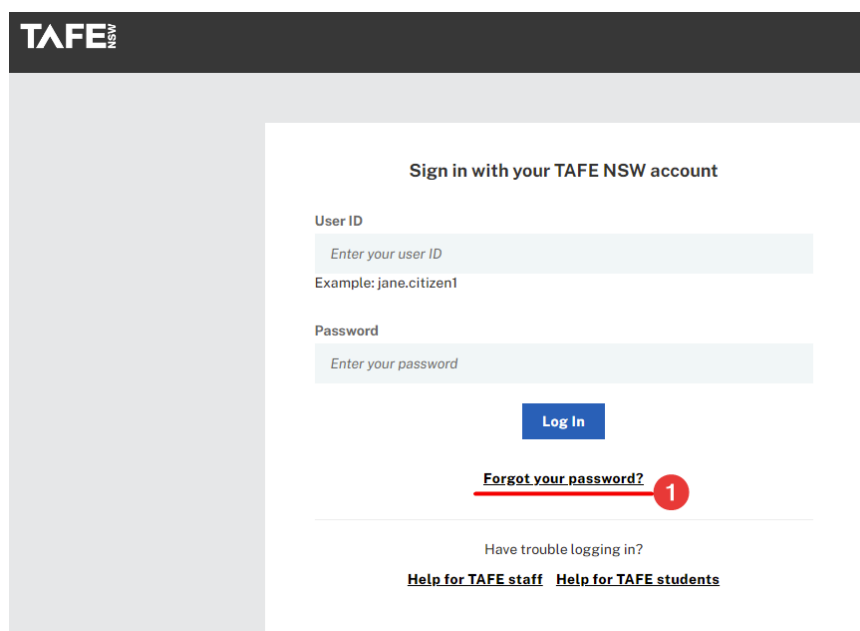
### Prerequisites

You will need an existing mobile device already enrolled with either PingID, Microsoft Authenticator, or Google Authenticator as you will be asked to authenticate using a One-Time-Passcode (OTP) generated by one of these apps during this procedure.

### Instructions

#### Step 1

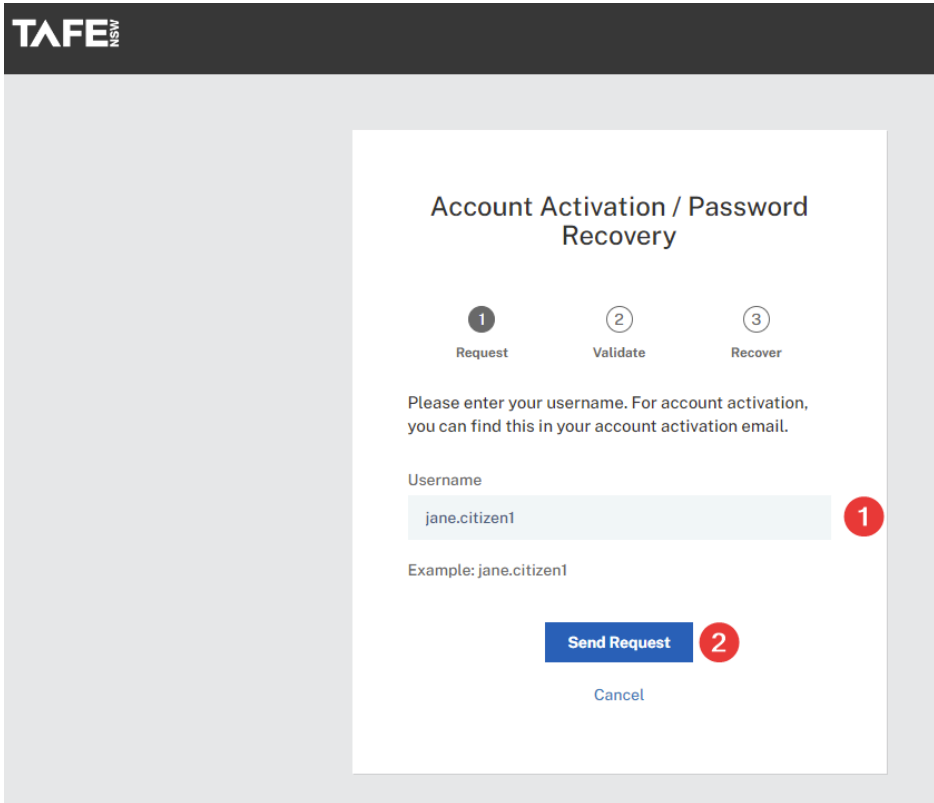
Navigate to the TAFE NSW login page and click the [Forgot your password?](#) link (1).



The screenshot shows the TAFE NSW login interface. At the top is the TAFE NSW logo. Below it, the heading 'Sign in with your TAFE NSW account' is centered. There are two input fields: 'User ID' with a placeholder 'Enter your user ID' and an example 'Example: jane.citizen1', and 'Password' with a placeholder 'Enter your password'. A blue 'Log In' button is positioned below the password field. Below the button, the link '[Forgot your password?](#)' is underlined and highlighted with a red circle containing the number '1'. At the bottom, there is a link 'Have trouble logging in?' and two links: '[Help for TAFE staff](#)' and '[Help for TAFE students](#)'.

## Step 2

Enter your TAFEUserID in the Username field (1) and click Send Request (2) or press "Enter".



**TAFE**NSW

### Account Activation / Password Recovery

1 Request 2 Validate 3 Recover

Please enter your username. For account activation, you can find this in your account activation email.

Username

jane.citizen1

Example: jane.citizen1

**Send Request**

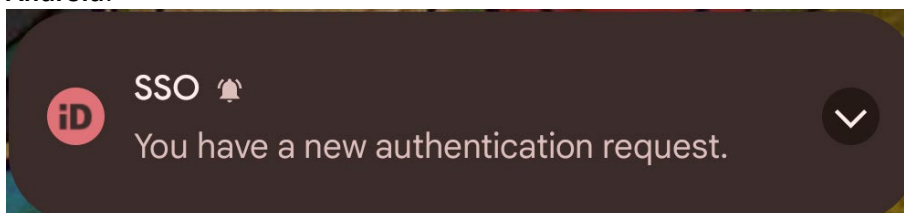
Cancel

## Step 3

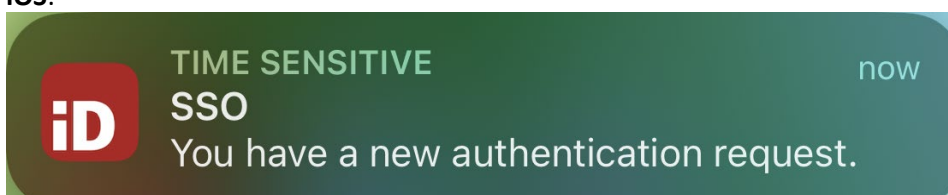
Open the authenticator app on your mobile that you use for MFA with your TAFE NSW account (PingID, Microsoft Authenticator, Google Authenticator) and retrieve the One-Time-Passcode displayed.

If you are using the PingID mobile app, you will receive a notification on your phone as below. Tapping on the notification will open the PingID app and display the One-Time-Passcode.

### Android:

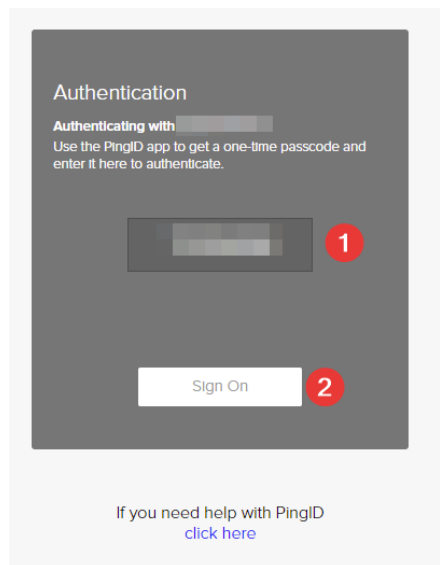


### iOS:



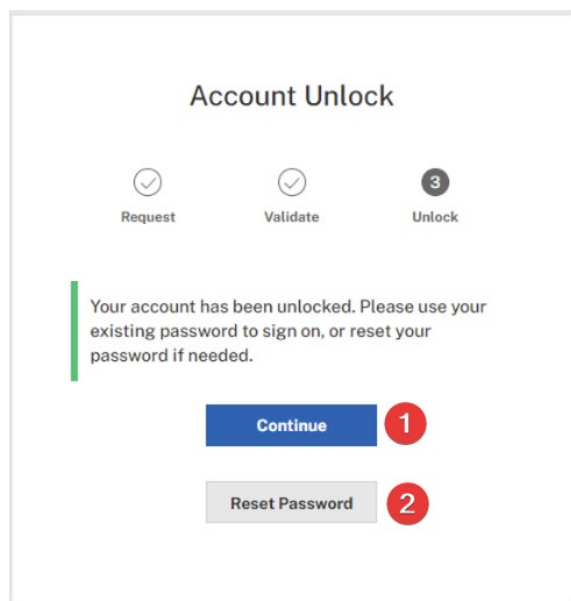
## Step 4

Enter the One-Time-Passcode from your app into the authenticator page (1) and click the "Sign On" button (2).



## Step 5

You will receive a message stating your account has been unlocked. Simply click "Continue" (1) and attempt to sign in with your current password via the staff portal [https://tafensw.service-now.com/staff\\_portal](https://tafensw.service-now.com/staff_portal). If you have forgotten your password, you can click "Reset Password" (2) on this screen.



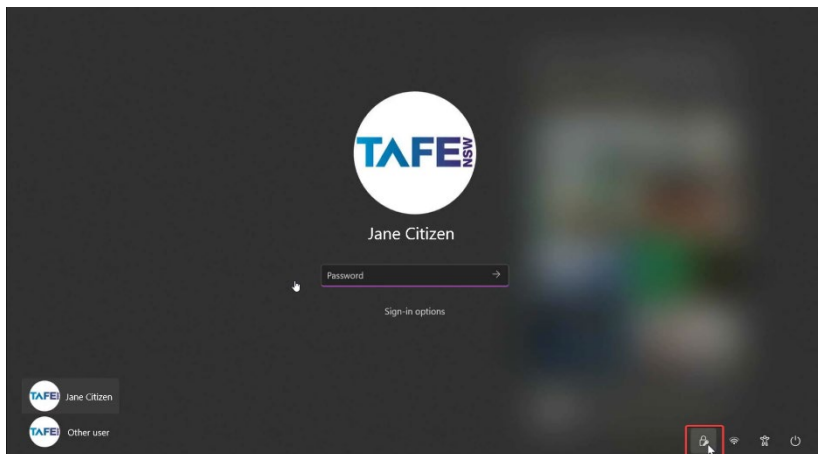
If you have closed this page, and you have **forgotten your password**, please follow the instructions in the [Staff Self-Service Password Reset Guide](#).

## Further Information

If you reset your password as part of this process, and you are using any devices like a laptop, phone, or tablet to access TAFE resources or Wi-Fi, they won't automatically know your new password. You'll need to update the credentials or forget the network on each device and log back in. See the [Wi-Fi Support: Getting Started](#) Library Guides to forget the TAFE network on your devices and reconnect to Wi-Fi.

By doing this, you will make sure your account doesn't get locked again.

**Important to Note:** If you reset your TAFE NSW password, your TAFE laptop won't recognise the new password right away. To log in with your new password, you either need to be onsite connected to TAFE NSW network, or you first need to connect to the VPN on the login screen. You can connect to VPN by clicking the lock and key icon on the login screen and following the prompts (You will need to have existing access to the TAFE VPN).



## YubiKey / FIDO2 Security Key

Unfortunately current TAFE NSW security policies do not allow the use of Yubikeys or other Security Keys with the forgotten password recovery service. If you currently use either a YubiKey or another Security Key as your MFA device with your TAFE NSW account, you will need to contact the IT Service Desk for assistance with unlocking your account.

## Further Help

For further assistance or inquiries please contact the ICT Service Desk on 1300 823 343 (or dial **1300 TAFE HELP**).