



Matrix Self Service Password Portal

Password Reset

Click the following link to reset your password

<https://password.mtrx.com.au:9251/showLogin.cc>

Click **Reset Password**

Enter your **Domain User Name**. This is the name you use to login to your MatrixCloud Desktop, (include the domain) e.g. *mtrx\firstname.lastname*

Then click **Continue**

MATRIX SOLUTIONS

Mobile Access Help

Reset Your Password
Please provide your user name and domain name.

Domain User Name
(Example : Jsmith)

Continue Cancel

Select where you want to receive the verification code, and click **Continue**

Time left for this operation : 04:47

Select where you want to receive the verification code
A verification code ensures that it is indeed "you" that we are talking with

My E-Mail Id

My Mobile Number

Type the characters you see in the picture below.

bppnnh

Letters are not case-sensitive


Continue Cancel





You will receive an email (sent to your alternate email account) or sms with an **Verification Code**.

Enter this code on the webpage, then you will then be asked to enter in a new **Password**. This screen will also show you the **Password Policy Requirements**. These requirements must be met, otherwise it will not allow you to change your Password.

 **Reset Password**
Please enter a new password in the boxes below:

Domain Password Policy Requirements

- The minimum password age is 1
- The maximum password age is 90
- The minimum password length is 8
- No. of Passwords Remembered is 10
- The password complexity property is Enabled

To meet the Password Complexity requirement, it must contain characters from three of the following four categories:


- Uppercase (A through Z)
- Lowercase (a through z)
- Numerical (0 through 9)
- Non-alphabetic (for example, !, \$, #, %)

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.



Letters are not case-sensitive

Once your new **Password** has been entered and you select **Reset Password** you should get the following screen and your **Password** has been successfully reset.

 The password reset has been done successfully.

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