

Matrix Self Service Password Portal

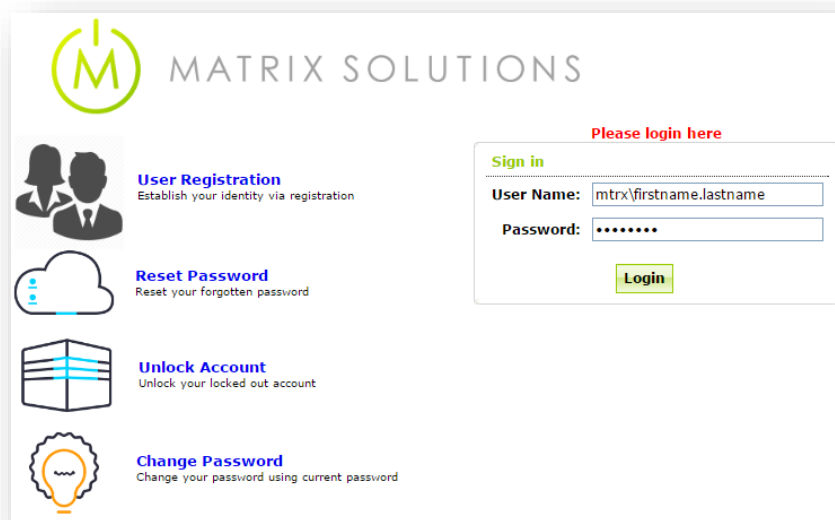
User Enrolment

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

Click the above link to reset your password.

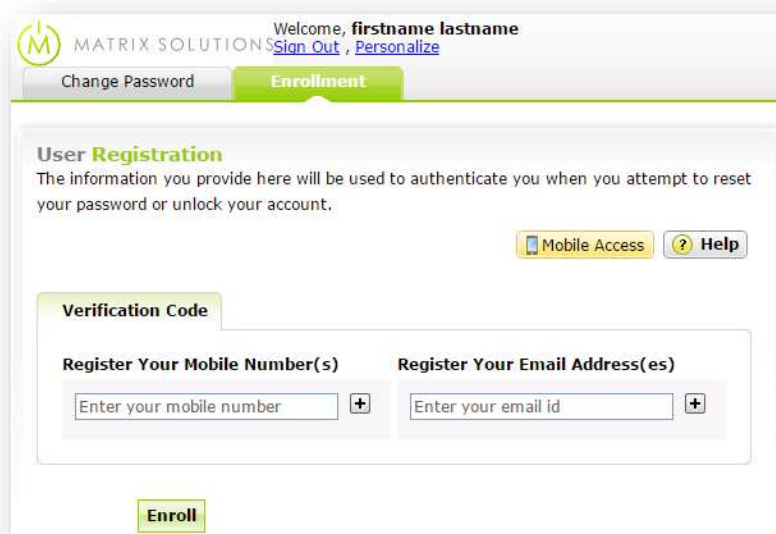
You will need to register before you can reset your password

Select **User Registration** and login using your network account (include the domain) e.g. *mtrx\firstname.lastname*



The screenshot shows the Matrix Solutions Password Portal home page. At the top left is the Matrix Solutions logo. Below it are four service options: **User Registration** (Establish your identity via registration), **Reset Password** (Reset your forgotten password), **Unlock Account** (Unlock your locked out account), and **Change Password** (Change your password using current password). On the right side, there is a 'Sign in' section with a 'Please login here' prompt. It contains fields for 'User Name' (with the example 'mtrx\firstname.lastname') and 'Password' (masked with dots), and a 'Login' button.

On the **Enrolment** tab register either your mobile number *or* add an alternative email address *or* do both.



The screenshot shows the 'User Registration' page within the 'Enrollment' tab. At the top, it says 'Welcome, **firstname lastname**' with links for 'Sign Out' and 'Personalize'. Below this are tabs for 'Change Password' and 'Enrollment'. The main heading is 'User Registration' with the text: 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' There are 'Mobile Access' and 'Help' buttons. A 'Verification Code' field is present. Below that are two sections: 'Register Your Mobile Number(s)' and 'Register Your Email Address(es)', each with an input field and a '+' button. At the bottom is an 'Enroll' button.

Hit **Enroll** – You're now registered. You will only need to do this the once.



