

Matrix Self Service Password Portal

Password Reset

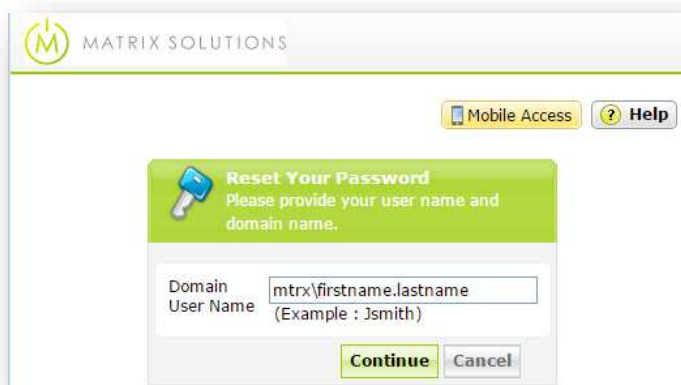
Click the following link to reset your password

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

Click **Reset Password**

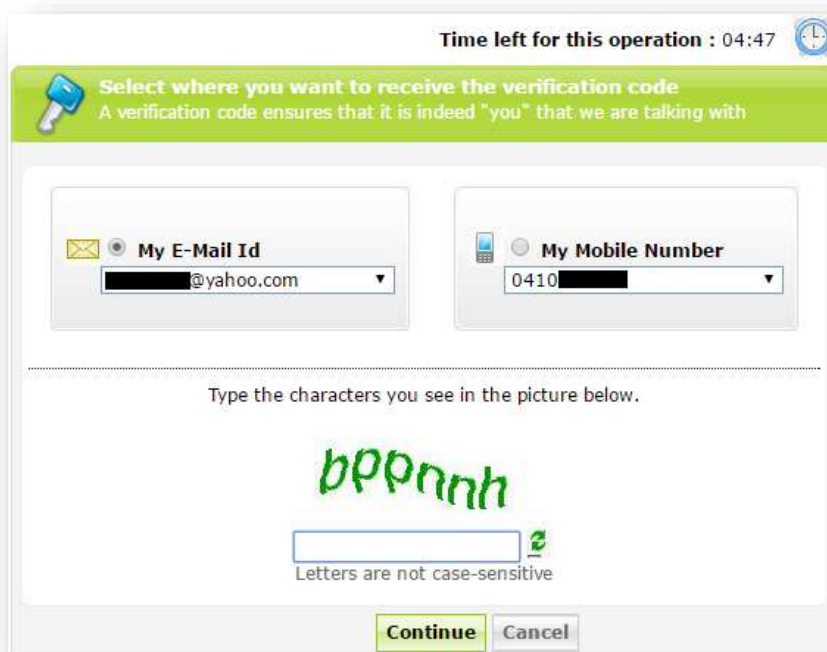
Enter your **Domain User Name**. This is the name you use to login to your MatrixCloud Desktop, (include the domain) e.g. *mtrx\firstname.lastname*

Then click **Continue**



The screenshot shows the 'Reset Your Password' form. At the top left is the Matrix Solutions logo. To the right are 'Mobile Access' and 'Help' buttons. The main heading is 'Reset Your Password' with a key icon, followed by the instruction 'Please provide your user name and domain name.' Below this is a text input field for 'Domain User Name' containing 'mtrx\firstname.lastname' and an example '(Example : Jsmith)'. At the bottom are 'Continue' and 'Cancel' buttons.

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



The screenshot shows the verification code selection screen. At the top right, it says 'Time left for this operation : 04:47'. The main heading is 'Select where you want to receive the verification code' with a key icon, followed by the instruction 'A verification code ensures that it is indeed "you" that we are talking with'. Below this are two selection boxes: 'My E-Mail Id' with a dropdown menu showing '...@yahoo.com' and 'My Mobile Number' with a dropdown menu showing '0410...'. Below these is a CAPTCHA image showing the characters 'bppnnh' in green. A text input field is provided for typing the characters, with a note 'Letters are not case-sensitive'. At the bottom are 'Continue' and 'Cancel' buttons.



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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