



### Password Expired

Password expire every 40 days for staff and every 1001 days for students. If you are unable to access your portals or login onto a campus machine the issue may be your password. To see if your password is expired try logging onto a campus computer. The error message "Password has expired" will show when you enter your password.

To reset your password please contact the IT Service Desk.

### Account Lockout

When you unsuccessfully login to your account 5 times your access to the system is locked out for 60 minutes. After 60 minutes access is restored and login is available again for all devices.

A locked account may present with one or more of the following issues on and off campus.

- Error message at login "Referenced account is locked."
- Unable to access UNDA-WiFi and UNDA-AD wireless networks on university or BYO devices
- Emails not received on computer or BYOD
- Unable to log onto university applications and portals (Blackboard, Allocate, PeopleSoft)

If you are unsure of the cause of the account lockout, it is best practice to reset your password. If you are experiencing multiple account lock outs, please Contact IT Service Desk.

### Password Reset

If your account is already locked or your password is expired you will not be able to reset your password by yourself. Please contact the IT Service Desk to reset your password.

Once your password is reset please update the password on all devices accessing email or wireless.

### Website or Machine Issues

If you have confirmed with IT that your account is not locked or your password expired please try the following steps.

- Delete cache and cookies from your web browser
- Try a different browser (Chrome, Firefox)
- Restart your device
- Check CAPS and NUMLOCK on your keyboard
- Remove and re-add the account to your device

### Outages

If there is an application outage a notification will show on the webpage or portal login screen. Please check with the IT Service Desk if you are having issues with accessing a portal or other students/ staff have reported the same fault.

Please kindly contact your campus Service Desk if you require assistance.

#### Fremantle

08 9433 0777  
8am – 5pm WAST

[fremantle.it@nd.edu.au](mailto:fremantle.it@nd.edu.au)

#### Sydney

02 8204 4444  
8am – 5pm AEST

[sydney.it@nd.edu.au](mailto:sydney.it@nd.edu.au)

#### Broome

08 9192 0632  
8am – 4:30pm WAST

[broome.it@nd.edu.au](mailto:broome.it@nd.edu.au)