

Guide to NTU Self-Service Password Reset

What Accounts Are Covered?

The following two accounts are covered in this [service](#):

- 1) Network Account (for faculty/staff, students and alumni)
- 2) Office 365 Account (for students and alumni)

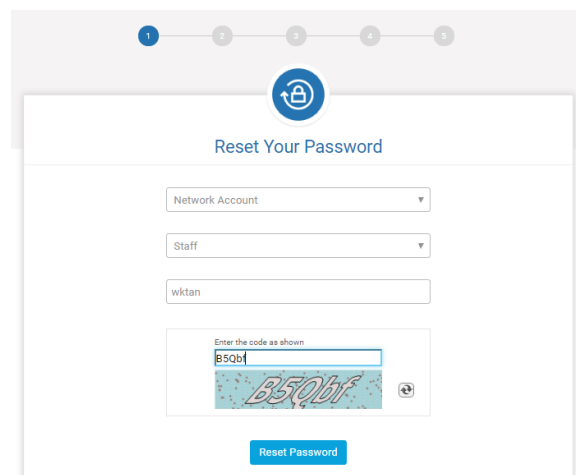
How Does The Application Work?

If you forget your NTU network or Office 365 account password, these are the six simple steps to reset your password:

1. Select Account Type - NTU network Account or Office 365 (student and alumni).
2. Answer Security Question (Date of Birth).
3. Request for One-Time-PIN (OTP) - (via Mobile or Personal Email).
4. Enter the OTP code (6 digits).
5. Receive default password - Date of Birth (DDMMYY) appends with 6 characters access code.
6. Change the default password to personal password.

Step 1: Select Account Type

- 1.1 Accessing this service, you are first prompted to enter your NTU account type and username:
 - a) Select Account Type:
 - Network Account
 - Office 365 (for students and alumni only)
 - b) Select Domain:
 - Staff (for faculty & staff)
 - Student (for undergraduate and graduate students)
 - Assoc (for Alumni)
 - c) Enter your Network account username or Office 365 username
 - d) Enter the security code (Captcha) that is displayed on the screen (case-sensitive).
 - e) Click 'Reset Password' to validate the inputs

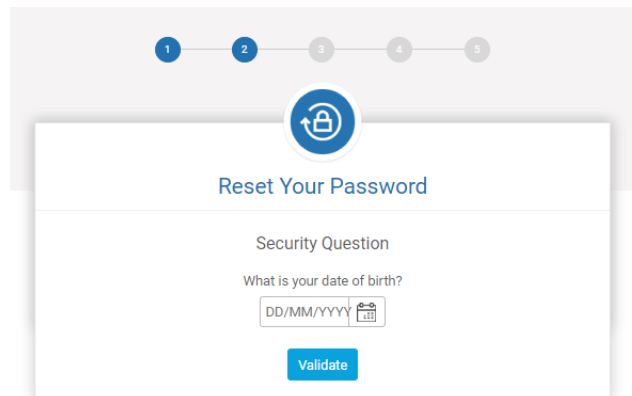


The screenshot shows a web application interface for resetting a password. At the top, there is a progress indicator with five steps, the first of which is highlighted in blue. Below this is a blue padlock icon with a white keyhole, and the text "Reset Your Password". The main form area contains three dropdown menus: the first is set to "Network Account", the second is set to "Staff", and the third is a text input field containing "wktan". Below these is a captcha section with the text "Enter the code as shown" and a box containing the code "B5Qb1" and a larger, stylized image of the code "B5Qb1". At the bottom of the form is a blue button labeled "Reset Password".

Step 2: Answer Security Question

2.1 Enter your data of birth in DD/MM/YYYY format. For example, key in 27/02/1977 if your birthday is on 27 Feb 1977.

2.2 Click 'Validate' button to validate your inputs. Once the security question is validated, the system will prompt you to select the OTP (One-Time-PIN) code to be sent to you.

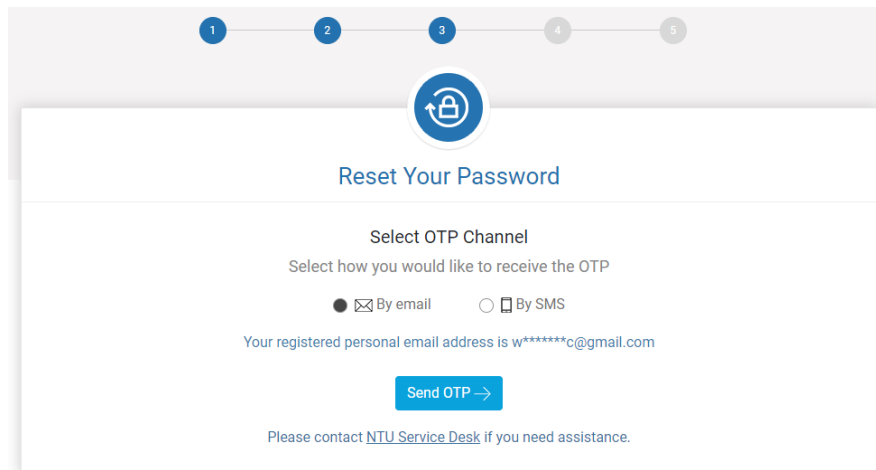


The screenshot shows a five-step progress bar at the top, with step 2 highlighted. Below it is a blue padlock icon with a refresh symbol. The main heading is "Reset Your Password". Underneath, it says "Security Question" followed by "What is your date of birth?". There is a text input field with a calendar icon and a "Validate" button.

Step 3: Request One-Time-PIN (OTP)

3.1 You are required to indicate the OTP code is to be triggered and sent to your mobile or personal email address (must be registered in NTU Enterprise HR System).

3.2 Click 'Send OTP' to activate this code generation



The screenshot shows the same five-step progress bar, with step 3 highlighted. Below it is the same blue padlock icon. The main heading is "Reset Your Password". Underneath, it says "Select OTP Channel" followed by "Select how you would like to receive the OTP". There are two radio button options: "By email" (which is selected) and "By SMS". Below this, it says "Your registered personal email address is w*****c@gmail.com". There is a "Send OTP ->" button and a footer note: "Please contact [NTU Service Desk](#) if you need assistance."

OTP – via Mobile (SMS)

Your OTP for your password reset is 123456 (valid only for 3 minutes).

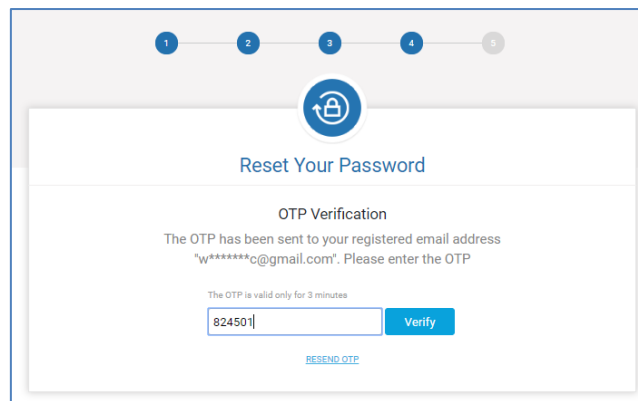
OTP – via Personal Email

Dear User,
The one-time password (OTP) for your password reset is 123456. Please note that this OTP is only valid for 3 minutes.

Regards,
NSS Service Desk
Nanyang Technological University

Step 4: Verify One-Time-PIN (OTP)

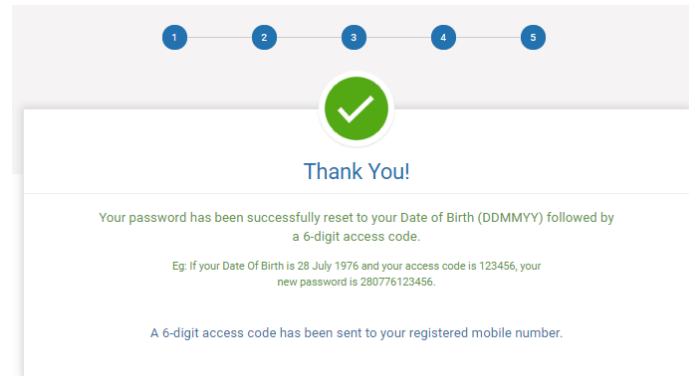
Next, you need to enter the OTP code sent to your mobile or email account for validation.



The screenshot shows a web interface for password reset. At the top, there is a progress indicator with five steps, where step 4 is highlighted. Below this is a blue padlock icon and the heading "Reset Your Password". The main content area is titled "OTP Verification" and contains the text: "The OTP has been sent to your registered email address 'y*****c@gmail.com'. Please enter the OTP". Below this text, it says "The OTP is valid only for 3 minutes". There is an input field containing the number "824501" and a blue "Verify" button. At the bottom, there is a blue link labeled "RESEND OTP".

Step 5: Receive Default Password

5.1 Once the OTP is validated, the system will generate a 6-digit access code and send to your mobile or personal email account.



5.2 The default login password for your Network Account or O365 Account (student and alumni only) is as follows:

a) **Password Reset Confirmation – via SMS**

Your password has been successfully reset to your date of birth (DDMMYY), followed by access code 12A4z6.
Please change your password at <https://pwd.ntu.edu.sg>.


b) **Password Reset Confirmation – via Personal Email**

Dear User,
Your password has been successfully reset to your date of birth (DDMMYY), followed by the access code 12A4z6.
E.g. If your date of birth is 28 July 1976 and your access code is 123456, your new password is 280776123456.
Please change your password at <https://pwd.ntu.edu.sg>.

Regards,
NSS Service Desk
Nanyang Technological University

Step 6: Change to Personal Password

The final step that you need to take is to access the 'Network Account Password Changer' (<https://pwd.ntu.edu.sg>) with your default password and change it to a secured password (must be at least 8 to 16 characters, with mix case of alphabets, numbers and at least 1 special symbol character).



Network Account Password Changer for STUDENT, STAFF, ASSOC Network Account

Note:

- Your new password length **must have** all of the following attributes
 - Length between **8 and 16** characters
 - At least **1 UpperCase letter**
 - At least **1 LowerCase letter**
 - At least **1 Number**
 - At least **1 Special Character** (e.g. ~!@#\$%^&*~_+=`|()\{}[]:;'"<>.,?/)
 - Must **not contain** your username or part of your display name
- You cannot reuse your previous 3 passwords as new password.
- Please restart your Windows computer after changing your password.
- If you are using multiple devices such as handphone, tablets to access NTU services, please make sure the latest password is used on each of these devices with immediate effect.

Select Domain *

Username *

Current Password *

New Password *

Confirm Password *

Password Strength

---- End ----