



Powered by N4L

# Tahi User: Password Management and Security



# Tahi User: Password Management and Security

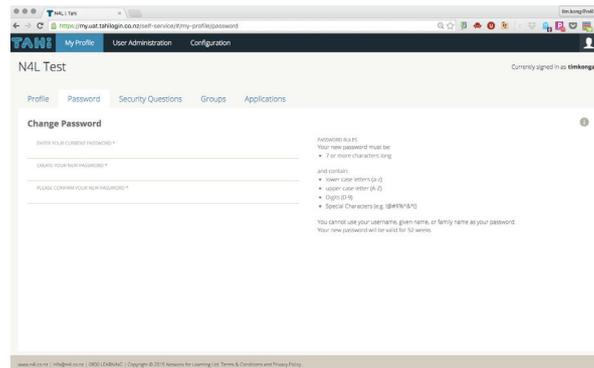
As a Tahi user, you are able to change your password using the Tahi self service application. In order to change your password, you must have an active account. You can then elect to change your password whenever you wish as long as you are logged in.

## Password Management

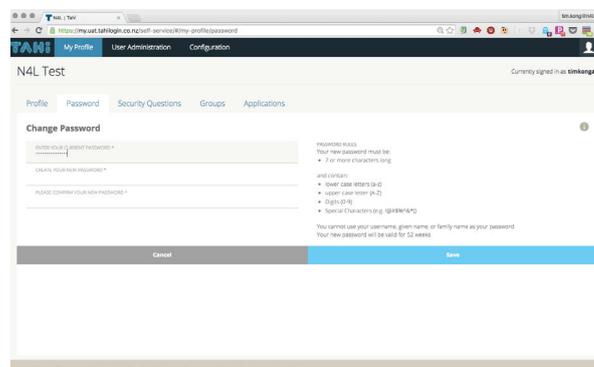
### Changing your Password

Use the steps below to change your password

1. On the 'My Profile' screen, select 'Password'. You will now see the 'Change Password' screen.

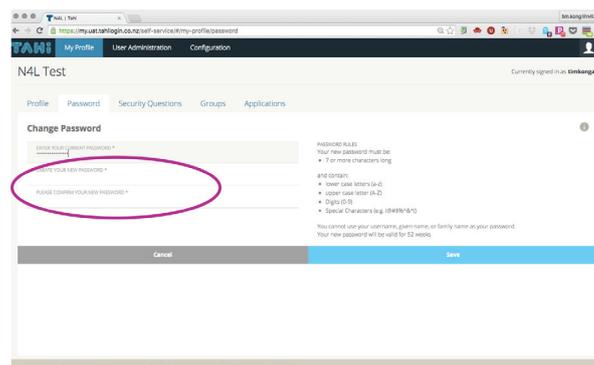


2. In the 'Enter Your Current Password' text box, enter your current password. As the screen expands, 'Cancel' and 'Save' buttons will appear.

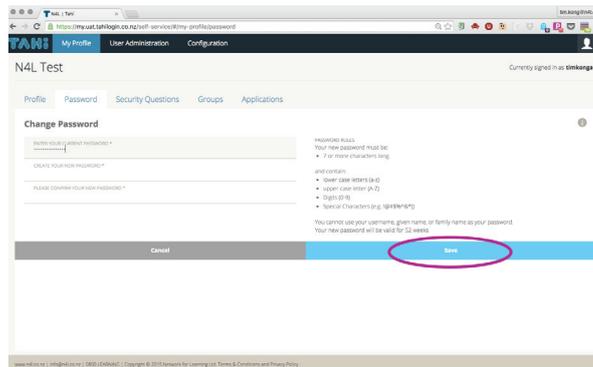


3. In the 'Create Your New Password' text box, type the new password. The Tahi administrator will have set up rules for creating your password. Please ensure you follow these rules.

4. In the 'Please Confirm Your New Password' text box, re-type the password.



5. Click 'Cancel' to revert all changed content to the currently saved version.
6. Click 'Save' if you want to keep your changes.



## Forgotten Password

If you forget your password a Tahī Administrator has the ability to reset it, or you can do so following these instructions.

To access the password reset screen you will need to supply the answers to a number of security questions. After positive identification you will be able to create a new password for your account.

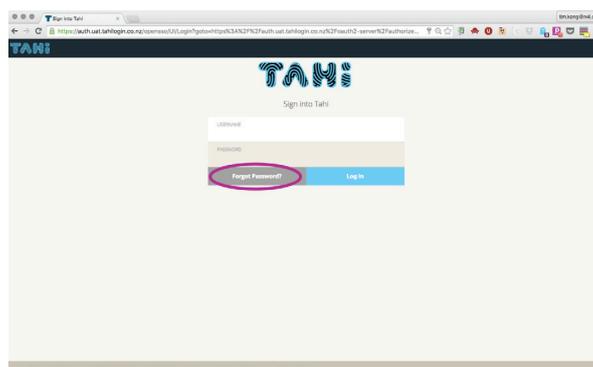
To reset your password yourself, you must have set your security questions and answers up in your profile. This may have already been made a requirement on your first log in by your school's Tahī Administrator.

If you have not set up the security questions and answers, please contact your Tahī Administrator to get assistance with your password reset.

## Reset Forgotten Password Procedure

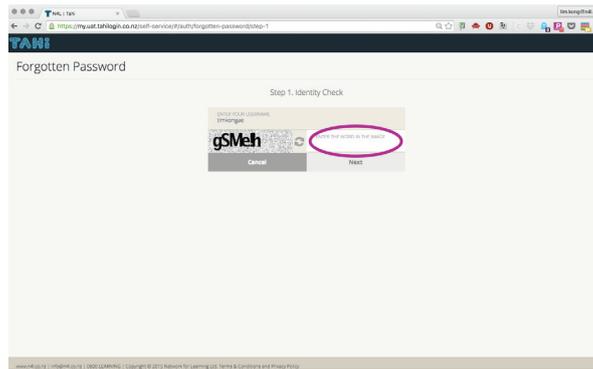
Use the steps below to reset a forgotten password:

1. Open Tahī in your browser: <https://my.tahilogin.co.nz>
2. Click 'Forgotten Password'



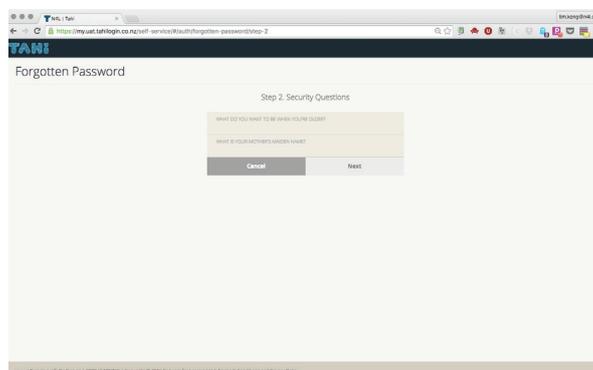
3. The 'Identity Check' screen appears.
4. Enter your username in the 'Username' text box.
5. Answer the CAPTCHA question (which is case sensitive). If you have not previously set up security questions for your account Tahī will not be able to verify your account, and you will get an error message.

If this is the case, you will need to contact the Tahī administrator at your school, who can reset your password for you.



6. Click 'Next'.

7. The 'Security Questions' screen appears. Tahī will present two of the three questions that you have previously set up.

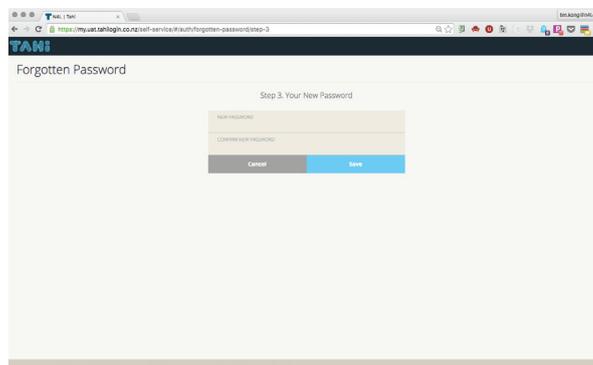


8. Type the answers to your security questions. Answers typed are not case sensitive. Tahī will confirm that the answers match the ones you previously added to your profile.

You will only have six attempts at answering a security question correctly. If an incorrect answer is given on the sixth attempt, you will no longer be able to submit an answer and will need to contact your school's Tahī Administrator to request a password reset.

9. Click 'Next'.

10. The 'Your New Password' screen appears.



11. In the 'New Password' text box type your new password.

12. Re-type your new password in the 'Confirm New Password' text box.

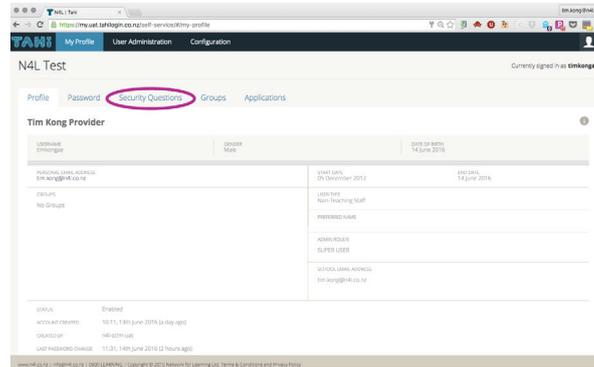
14. Click 'Save'. Tahī will update your password.

# Security

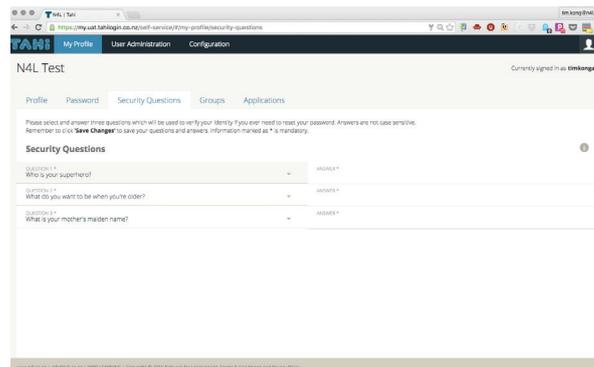
As a registered user Tahī user, you can maintain your security questions and answers at any time. It's important you set up these security questions, as you will require them to reset your password.

Use the procedure below to set up security questions and answers. Depending on the settings the Tahī Administrator has made, you may be required to do so on your first ever login.

1. On the 'My Profile' screen, click the Security Questions link.

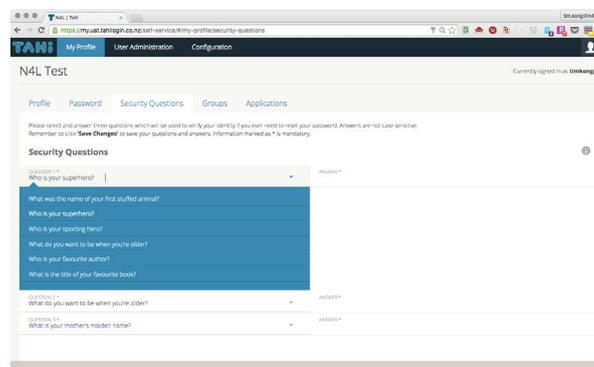


2. The 'Security Questions' screen appears.

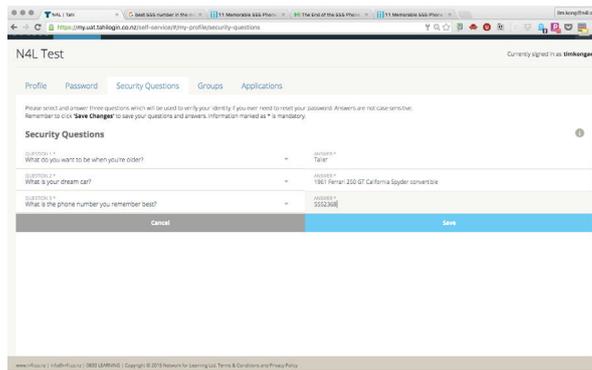


3. Click the drop-down list for the question you intend to answer.

4. The list of valid security questions will appear.



5. Select a question from the list that is provided and then complete an answer that you will remember. All three questions must be completed before the 'Save' button is enabled.



6. Click 'Cancel' to revert all changed content to the currently saved versions.
  7. When you are happy with your answers to the selected questions, click 'Save'
-