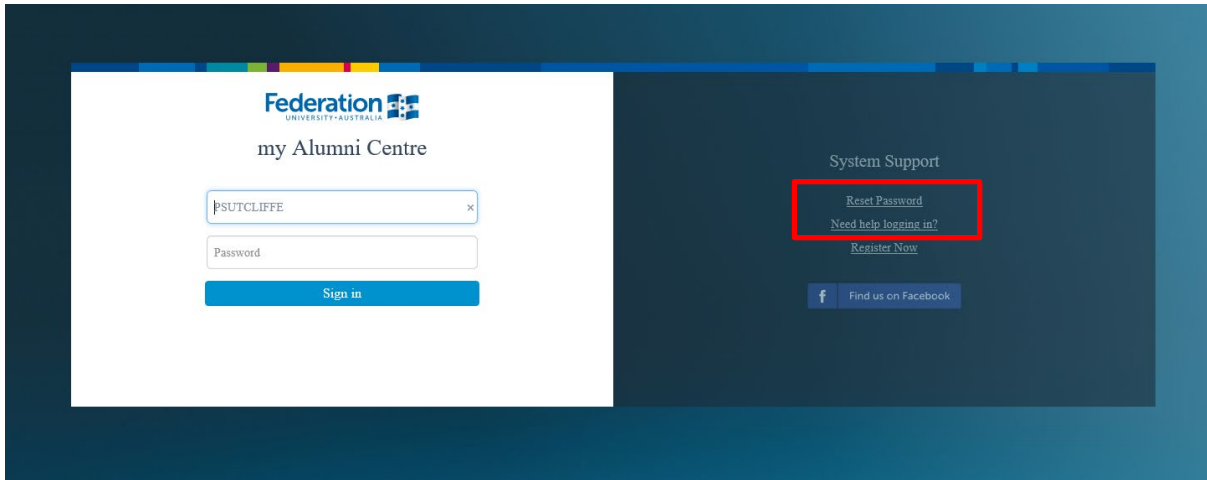
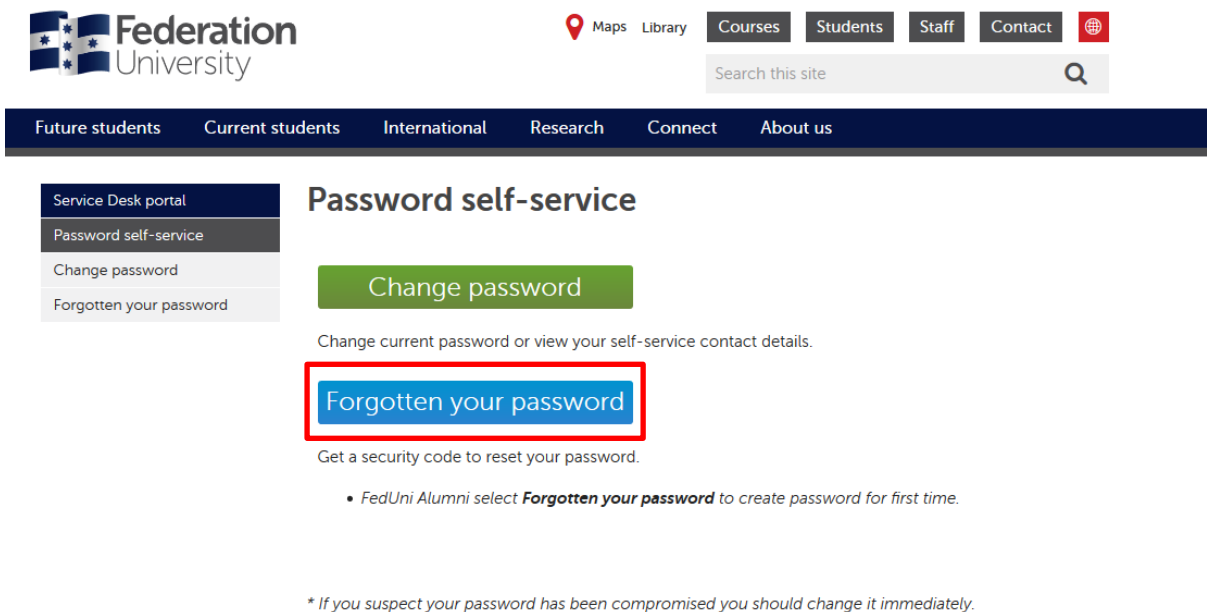


## Reset and Change Password for myAC

1. Open your web browser and go to: myAC.federation.edu.au
2. Click the "Reset Password" link.



3. Click the "Forgotten your Password" button.



**Service Desk portal**  
Password self-service  
Change password  
Forgotten your password

## Password self-service

[Change password](#)

Change current password or view your self-service contact details.

[Forgotten your password](#)

Get a security code to reset your password.

- FedUni Alumni select **Forgotten your password** to create password for first time.

*\* If you suspect your password has been compromised you should change it immediately.*

4. Enter your personal email address as the username

Service Desk portal

Password self-service

Change password

Forgotten your password

## Password self-service - reset password

Enter your FedUni username

- FedUni Alumni enter your personal email address as the username

Username

Submit

*\* If you suspect your password has been compromised you should change it immediately.*

5. Click the "Submit" button.

Service Desk portal

Password self-service

Change password

Forgotten your password

## Password self-service - reset password

A security code will be sent to your personal email address or mobile phone number specified below.

Please select how you want to receive the security code.

Email:  r\*\*\*\*\*ic@y\*\*\*\*\*au

SMS:  +6\*\*\*\*\*29

[I already have a security code...](#)

Submit

If you wish to update your contact details please follow this [article](#).

*\* If you suspect your password has been compromised you should change it immediately.*

6. You will now have the option to choose how you will receive a security code to access myAlumni Centre. Choose either email or SMS (if your mobile phone is listed in the system)
7. You will receive either an email or SMS with the security code. Once you have received, you should see this page:-

[Service Desk portal](#)[Password self-service](#)[Change password](#)[Forgotten your password](#)

## Password self-service - reset password

A security code has been sent to your registered mobile number +6\*\*\*\*\*29

Enter the details below to change your password

- 1) Passwords must be at least 9 characters in length
- 2) Must contain at least 1 number ( eg. 0-9 )
- 3) Must contain at least 1 special character ( eg. \$ or # )
- 4) Must be a password that you have not used in the last year.

Security code

New password

Confirm password

*\* If your security code has expired, simply request a [new one...](#)*

*\* If you suspect your password has been compromised you should change it immediately.*

8. Enter the security code and your new password, and then confirm your new password.
9. You should now be able to go to [myac.federation.edu.au](http://myac.federation.edu.au) and enter your username (personal email address) and your new password.
10. Enter a new password into the "New Password" and "Confirm New Password" fields. Make sure that the new password is at least 9 characters long and contains at least one number, one special character and hasn't been used in the past year.