

Introduction:

UNSW Canberra requires students and staff to use two different computer systems:

- ADFAPass is used at UNSW Canberra to logon to ADFA computers and networks, to access the staff and student email system, to register through Jet for Internet access and also to access systems such as Equella.

Reset your ADFAPass passwords at http://icts.unsw.adfa.edu.au/support/password_reset/

- zPass is the centre of the UNSW identity management system and controls access to online services and systems, such as myUNSW, Moodle and myLibrary. More information about zPass can be found at the following sites:

- Student - <https://www.it.unsw.edu.au/students/zpass/index.html>
- Staff - <https://www.it.unsw.edu.au/staff/zpass/index.html>

User name:

The User name for both the ADFAPass and zPass accounts is the same, namely the student or staff ID number preceded by a lowercase 'z'.

Setting up your ADFAPass Password

For Staff:

ADFAPass is created by the ICTS Service Desk at commencement of employment on completion of a User Registration Form.

For Students:

Before the semester begins (about two weeks before), students can setup ADFAPass online through the website below:

<http://www.unsw.adfa.edu.au/passwordreset> and following the instructions.

The online change password facility is used following the registration of a secret question and answer by the user.

ADFAPass passwords must be at least 8 characters long, containing a combination of alphabetic, numeric and non-numeric characters.

Forgotten ADFAPass password:

If the ADFAPass password is forgotten and the user has not previously registered a secret question and answer online, then the user is required to visit the ICTS Service Desk in person with their ADFA ID card.

The user will then be able to reset their password at the ICTS Service Desk.

If the user is unable to attend the ICTS Service Desk in person, their identity needs to be established before an ICTS Client Services Officer is able to reset the ADFAPass password.

Users must either telephone the ICTS Service Desk on 02 6268 8140 or email their contact details to helpdesk@adfa.edu.au.

zPass password:

For any inquiry about your zPass, contact the IT Service Centre at UNSW on 02 9385 1333 or email itservicecentre@unsw.edu.au to request that the account be unlocked.

Note:

Passwords are NOT sent by email.

Passwords are NOT given to anyone other than the person to whom the password belongs.