



## About ADFAPass and UNIPASS Passwords

---

### Introduction

UNSW@ADFA requires students and staff to utilise two different computer systems that necessitate the issue of two user accounts named ADFAPass and UNIPASS.

### User name

The User name for both the ADFAPass and UNIPASS accounts is the same, namely the student or staff ID number preceded by a lowercase 'z' or 's' respectively. The password management for each of the systems is different as detailed below.

**Please note – with effect from 29 March 2008 new employees are allocated 'z' at the start of the employee number.**

### ADFAPass password

The ADFAPass password provides access to electronic resources such as email, Olive, external internet and the Academy Library.

### Initial ADFAPass password

The initial ADFAPass password is provided by the ICTS Service Desk by post to students following enrolment confirmation and in person to staff at commencement of employment on completion of a User Registration Form.

### How to Change ADFAPass password

The ADFAPass password is able to be changed online by visiting <http://applications.its.adfa.edu.au/passwordreset> and following the instructions.

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

ADFAPass passwords must be between 8 and 12 characters long, can only contain alphabetic and numeric characters and must contain at least one alphabetic and one numeric character.

### 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.

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](mailto:helpdesk@adfa.edu.au).

### Note

Passwords are **NOT** sent by email.

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

## UNIPASS password

The UNIPASS password provides access to update enrolment details, change course selection, view results and update personal details with the University of New South Wales.

### Initial UNIPASS password

**Students** - To gain initial access to UNIPASS students must visit <http://www.unsw.adfa.edu.au/student/commencing> and follow the Enrolment Procedures. Both the student ID number and program code are required to create the online UNIPASS login. This information is contained in the student letter of offer.

UNIPASS passwords must be between 6 and 32 characters long and meet the UNIPASS criteria detailed at <https://wombos.unsw.edu.au/diy/goodpasspin.shtml>.

**Staff** - The initial UNIPASS password is provided by the ICTS Service Desk upon user request following commencement of staff employment.

### How to Change UNIPASS password

The UNIPASS password is able to be changed online by visiting <https://wombos.unsw.edu.au> and following the instructions.

UNIPASS passwords must be between 6 and 32 characters long and meet the UNIPASS criteria detailed at <https://wombos.unsw.edu.au/diy/goodpasspin.shtml>.

### Forgotten UNIPASS password

If the UNIPASS password is forgotten, the user is required to visit the ICTS Service Desk in person with their ADFA ID card.

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 UNIPASS password. Users must either telephone the ICTS Service Desk on 02 6268 8140 or email their contact details to [helpdesk@adfa.edu.au](mailto:helpdesk@adfa.edu.au).

### Locked UNIPASS password

**Students** - If the UNIPASS account is locked following five unsuccessful login attempts contact Student Administrative Services on 02 6268 6000 or email [sas@adfa.edu.au](mailto:sas@adfa.edu.au) to request that the account be unlocked.

**Staff** - If the UNIPASS account is locked following five unsuccessful login attempts contact ICTS Service Desk on 02 6268 8140 or email [helpdesk@adfa.edu.au](mailto:helpdesk@adfa.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.