



# SELF SERVICE PASSWORD MANAGEMENT

## SELF SERVICE PASSWORD MANAGEMENT

From 4<sup>th</sup> July 2012 AEMO will offer a new Self Service Password system to Gas Market stakeholders.

The new system enables self-management of passwords for Market Information Systems (MIS) and Market Information Bulletin Board (MIBB). It eliminates the need to call the Helpdesk for assistance with a forgotten or expired password, saving time for everyone!

The following guide provides information on how to use Self Service Password.

To access the new system go to <https://pwreset.prod.nemnet.net.au> on AEMO's MarketNet network and follow the enrolment steps. You will need to supply at least one E-mail address to receive the verification code sent during a password reset/account unlock operation.

After enrolling you will be able to reset your forgotten or expired password by following the Password Reset/ Account Unlock steps.

The enrolment is simple, but if you require assistance call AEMO's Information and Support Hub on 1300 236 600 (Option 1 then 2).

## ENROLLING FOR PASSWORD SELF SERVICE

1. Go to <https://pwreset.prod.nemnet.net.au>
2. Login to Self Service Password by completing the "Sign in" section under "Enrol for Password Self Service" - see Fig 1
3. Enter your User Name and Password and select the relevant Domain.
4. MIS accounts are under the NEMnet Domain and MIBB accounts are under the VENProd Domain.
5. Enter the "CAPTCHA" code shown in the graphic into the field below the graphic.



### Self Service Password Management

To reset your forgotten or expired password or unlock your account click on the appropriate button below.

You will be asked to provide the answers to the questions you selected when you enrolled for this service. You will also be required to enter the verification code sent to the E-mail address you previously registered with us. If you need assistance please contact the AEMO Information and Support Hub on 1300 236 600 (Option 1).

Note: Select the Domain relevant to the Gas Market application account you are acting on i.e.

Market Information System (MIS) = NEMNET  
Market Information Bulletin Board (MIBB) = VENPROD



#### Reset Password

Reset your forgotten or expired password



#### Unlock Account

Unlock your locked out account

#### Enrol for Password Self Service

To enrol for this service Sign In below, select the Enrollment Tab and complete the enrollment form.

You can also update your identity information and change your password here. You need to know your current password to access this area.

**Sign in**

User Name:

Password:

Log on to: ---Select Domain---

pje6ps

Case-insensitive

Fig 1



# SELF SERVICE PASSWORD MANAGEMENT

6. If you have not previously enrolled the window shown in Fig 2 will be displayed.

7. Click on “Click Here”

Welcome! This portal offers you the power of password self-service!

- Password self-service: Reset password yourself when you forget it! Don't wait for the helpdesk!
- Self-service Account Unlock: Unlock the computer, when you are locked out of it.
- Self-service Directory Update: Update the changes in contact details yourself! And more..

Enroll now to enjoy these benefits! [Click Here](#)

Fig 2

8. Complete the Security Question and Answer tab as shown in Fig 3 and then select the Verification Code tab.

Change Password | **Enrollment**

### User Registration

The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

**Security Que & Ans** | Verification Code

**Length Specification**

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

**Register Your Security Que & Ans**

Que: -----Please Select a Question-----

Answer | Confirm Answer

Que: -----Please Select a Question-----

Answer | Confirm Answer

Que: Write your own question

Answer | Confirm Answer

Hide Answer(s)

Fig 3

[Enrol](#)



# SELF SERVICE PASSWORD MANAGEMENT

9. Enter the E-mail address(es) you want the verification code to be sent to when you are resetting a password or unlocking the account – Fig 4.

The screenshot shows a web interface with two tabs: 'Change Password' and 'Enrollment'. The 'Enrollment' tab is selected. Below the tabs is a section titled 'User Registration' with the text: 'The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.' There are two sub-tabs: 'Security Que & Ans' and 'Verification Code'. The 'Verification Code' sub-tab is active. Below this is a section titled 'Register Your Email Address(es)' containing a text input field with the value 'my.address@myorg.com.au', a second input field with the placeholder 'Enter your email id' and a '+' icon, and an 'Enrol' button at the bottom right.

Fig 4

10. Click the Enrol button. Enrolment is complete



# SELF SERVICE PASSWORD MANAGEMENT

## PASSWORD RESET / ACCOUNT UNLOCK

1. Go to <https://pwreset.prod.nemnet.net.au>
2. Click on Reset Password or Unlock Account as appropriate
3. Enter your User Name and select the account's Domain – Fig 5
4. Enter the “CAPTCHA” code as displayed in the graphic

**Reset Your Password**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

Domain Name

Type the characters you see in the picture below.

icc7pq

Letters are not case-sensitive

Fig 5

5. Select the E-mail address you want the verification code to be sent to – Fig 6
6. Click Continue

Time left for this operation : 04:16

**Select where you want to receive the verification code**  
A verification code ensures that it is indeed "you" that we are talking with

My E-Mail Id  
my.address@myorg.com.au

Fig 6



# SELF SERVICE PASSWORD MANAGEMENT

7. When the E-mail with the verification code is received copy or type the code into the Verification Code field. Note that sending the code to a mobile phone is not an available option – Fig 7.

8. Click Continue

**Enter Verification Code**  
A verification code ensures that it is indeed "you" that we are talking with

**Please check your E-mail**  
A verification code has been sent to your E-mail. Please check.  
Once you receive the code, enter it in the textbox below:

Verification Code :

**Continue** **Cancel**

Fig 7

9. Answer the Security Questions you set when you enrolled.

10. Click Continue

'. At the bottom, there are 'Continue' and 'Cancel' buttons. A clock icon and 'Time left for this operation : 04:17' are visible in the top right corner."/>

**Security Questions**  
Please answer the following question(s) as per your enrollment profile to reset your password

**Answer the below question(s)**  
Que: What is your mother's maiden name ?  
Ans:

**Continue** **Cancel**

Time left for this operation : 04:17

Fig 8



# SELF SERVICE PASSWORD MANAGEMENT

11. Enter your new password, taking care that it adheres to AEMO's password complexity rules i.e. minimum 8 characters which include at least one number, one upper and one lower case alpha character and one special character.

12. Click on Reset Password

Fig 9

13. Finally you will receive confirmation of the success of the operation

14. Click [Back to Home]



Fig 10