Guide to NTU Self-Service Password Reset

What Accounts Are Covered?
The following two accounts are covered in this service:

1) Network Account (for faculty/staff, students and alumni)
2) Office 365 Account (for students and alumni)

How Does The Application Work?
If you forget your NTU network or Office 365 account password, these are the six simple steps to reset your password:

1. Select Account Type - NTU network Account or Office 365 (student and alumni).
2. Answer Security Question (Date of Birth or last four digits of NRIC number).
3. Request for One-Time-PIN (OTP)' (via Mobile or Personal Email).
4. Enter the OTP code (6 digits).
5. Receive default password - Date of Birth (DDMMYY) appends with 6 characters access code.
6. Change the default password to personal password.

Step 1: Select Account Type

1.1 Accessing this service, you are first prompted to enter your NTU account type and username:
   a) Select Account Type:
      - Network Account
      - Office 365 (for students and alumni only)
   b) Select Domain:
      - Staff (for faculty & staff)
      - Student (for undergraduate and graduate students)
      - Assoc (for Alumni)
   c) Enter your Network account username or Office 365 username
   d) Enter the security code (Captcha) that is displayed on the screen (case-sensitive).
   e) Click ‘Reset Password’ to validate the inputs
Step 2: Answer Security Question

2.1 There are two types of security questions that you may be prompted to answer:
   a) Date of Birth (DOB)
      Enter your date of birth in DD/MM/YYYY format. For example, key in 27/02/1977 if your
      birthday is on 27 Feb 1977.
   b) NRIC/FIN Number
      Enter the last four digits (only numeric) of your NRIC/FIN number.

2.2 Click ‘Validate’ button to validate your inputs. Once the security question is validated, the
system will prompt you to select the OTP (One-Time-PIN) code to be sent to you.

Step 3: Request One-Time-PIN (OTP)

3.1 You are required to indicate the OTP code is to be triggered and sent to your mobile or personal
email address (must be registered in NTU Enterprise HR System).
3.2 Click ‘Send OTP’ to activate this code generation
**OTP – via Mobile (SMS)**

Your OTP for your password reset is 123456 (valid only for 3 minutes).

**OTP – via Personal Email**

Dear User,

The one-time password (OTP) for your password reset is 123456. Please note that this OTP is only valid for 3 minutes.

Regards,
NSS Service Desk
Nanyang Technological University

**Step 4: Verify One-Time-PIN (OTP)**
Next, you need to enter the OTP code sent to your mobile or email account for validation.
Step 5: Receive Default Password

5.1 Once the OTP is validated, the system will generate a 6-digit access code and send to your mobile or personal email account.

5.2 The default login password for your Network Account or O365 Account (student and alumni only) is as follows:
   a) **Password Reset Confirmation – via SMS**

   Your password has been successfully reset to your date of birth (DDMMYY), followed by access code 12A4z6. Please change your password at https://pwd.ntu.edu.sg.

   b) **Password Reset Confirmation – via Personal Email**

   Dear User,
   Your password has been successfully reset to your date of birth (DDMMYY), followed by the access code 12A4z6. E.g. If your date of birth is 28 July 1976 and your access code is 123456, your new password is 280776123456. Please change your password at https://pwd.ntu.edu.sg.

   Regards,
   NSS Service Desk
   Nanyang Technological University
Step 6: Change to Personal Password

The final step that you need to take is to access the ‘Network Account Password Changer’ (https://pwd.ntu.edu.sg) with your default password and change it to a secured password (must be at least 8 to 16 characters, with mix case of alphabets, numbers and at least 1 special symbol character).

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