

# How to change or reset your ICMS password

## Changing your password

Your ICMS password can be changed from an ICMS computer. Follow the steps below to change your password.

### **HOW TO CHANGE ICMS PASSWORD FROM A DESKTOP PC**

1. PRESS ALT+CTRL+DEL
2. SELECT "CHANGE PASSWORD" OPTION
3. ENTER YOUR OLD PASSWORD AND THEN YOUR NEW PASSWORD TWICE

## Resetting your password

IF you **forgot your password** you can reset it from any college PC or from your own device.

**\*\*\*TO RESET YOUR PASSWORD YOU MUST BE REGISTERED FOR THE SERVICE\*\*\***

## Registering to the Self Service Portal:

1. Browse to <http://servicedesk.icms.edu.au:8888/showLogin.cc>. You can also access this link from the Student Hub page, under Information Technology > Change Password section.
2. Sign in with your current username and password on the **Sign In form** located on the left side of the page.

Step 2 →

Please login here


Sign in

User Name:

Password:

Log on to: ICMS

Login

 **Reset Password**  
Reset your forgotten password

3. After login, you will be presented with a welcome message explaining the functions of the Self Service.
4. Click on the "Click Here" button to start enrolling to the service.

### 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..
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Enroll now to enjoy these benefits! [Click Here](#) ← Step 4

5. Answer the 2 security questions and click Enrol.

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6. Once completed, you should see a message to advise you that the enrolment was successful.

### Reset your forgotten ICMS password

Follow the steps below to change your password.

1. Go to <http://servicedesk.icms.edu.au:8888/showLogin.cc>
2. Click on **Reset Password** icon



**Reset Password**  
Reset your forgotten password

3. Enter your username and click the **Continue** icon.
4. Answer the two security questions and type in the characters, as shown in the picture, in the field below the picture.
5. The next page will prompt you to enter your new password twice and to type the characters you see in the picture below the new password fields.
6. Once completed you should see a message to advise that the password reset was successful.

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*If you need I.T. support, please note that for security reasons, I.T. will only provide a new password to you:*

1. *in person with photo ID card (for example, your student card)*
  2. *via email sent from your ICMS email account.*
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