Given instruction describes in more detail the process of self-change and self-reset of password used for authentication in information systems of Nazarbayev University.

**Reset password.**

When you select "Reset password" function current page changes to the page for password reset. On that page it is necessary to enter login, CAPTCHA (image displayed to distinguish computers and humans) and press "Next".

After pressing "Next", the system will show a message about sending an instruction for password reset to user's corporate e-mail and sending confirmation code to user's contact mobile phone. The user is offered two ways of password reset: entering confirmation code from SMS or using temporary link from email.

**Note.** The link and confirmation code for password reset is valid only for 30 minutes after sending a request. After expiration of that time for password reset it is needed to repeat the reset operation.

After following temporary link received by e-mail or after entering confirmation code received by SMS the page for password change will be displayed, where new password and confirmation for new password should be entered (re-enter the new password in the 2nd field). While entering a new password it is necessary to follow the Rules of password protection, which will be provided below. To confirm password reset procedure it is necessary to press "Save". To cancel the procedure press "Cancel".

In case of successful completion of password reset operation a message about successful completion will be displayed, links to the Scientific and Educational Portal of the University and to the main page of the site will be displayed. Additionally, messages about successful password reset operation will be sent to corporate e-mail and mobile phone of the user.

**Change password.**

To start the procedure of password change it is necessary to follow the link "Change password" on the main page of the Self-Service Portal, which takes you to the page where you must enter your login, current password, CAPTCHA (set of characters shown in the picture used to distinguish computers and humans) and press "Enter".

**Note.** In case of incorrect entering of login or password the system will display error message.

After entering, the form for password change will be displayed, where current and new passwords should be entered and new password should be entered again for confirmation.

After filling in all the fields it is necessary to press "Save". To cancel the procedure press "Cancel".

After confirming by the system the correctness of the entered by the user current and new passwords, the password will be changed. Upon successful completion of the password change operation a message, links to Scientific and Educational portal of the University and links to the main page of the site will be displayed. Additionally, messages about password change will be sent to corporate e-mail and mobile phone of the user.

**Requirements of the Rule of password protection.**

While entering a new password it is necessary to follow the Rules of password protection:

- password should contain minimum of 8 characters;

- password should contain minimum of 1 uppercase and minimum of 1 lowercase letter;

- password should contain numbers;

- password should not be the same as previous two passwords;

- in password should not be used name and surname of the user;

- password should not contain apostrophe (') symbol.

**ATTENTION.** Password, received by the user (by changing or resetting) with the help of Self-Service Portal of the University, will be the same for authorization in all information systems of the University except for corporate e-mail.

In case of having questions contact IT support service (link: <https://helpdesk.nu.edu.kz>).