

PASSWORDS

& UNLOCKING



How do I reset my HRonline password?

Try logging in with your **main** password and Number Plate combination.

If you want or need to change your password, please follow one of the below options:

- I **know** my password and I want to change it
- I **don't know** my password and I want to change it

Alternatively, if you are having trouble following the steps or encounter any unexpected errors, please phone the IT Service Desk on Ext 17000 ((02) 4921 7000) and they will be able to reset your password over the phone.

I know my password and I want to change it

1. Click [here](#).
2. Enter your **Number Plate** and **password** >
3. Click **Login**:

A screenshot of the HRonline 'Change Known Password' form. The form is titled 'Change Known Password' and includes a breadcrumb trail 'HOME > CHANGE KNOWN PASSWORD'. It features two input fields: 'Uni-ID' and 'Password', both highlighted with red boxes. A 'Login' button is also highlighted with a red box. Below the form, there is a note: 'Access issues, contact (02) 492 17000. More information about Uni-ID, click [here](#).'

4. Enter your **current password** >
5. Enter your chosen **new password twice** >
6. Click **Change Password**:

Change Password

To change your password, enter your existing password then enter a new password and click "Change Password"

Current Password
.....

New Password
.....

Confirm New Password
.....

Your password MUST conform to the following rules:

- Minimum Length = 8
- Maximum Length = 16
- 1 Uppercase letter: A-Z
- 1 Lowercase letter: a-z
- 1 Number: 0-9
- 1 Special character: ~!@#\$%^&*_-+=~|{}[];:'"«».,:~/?
- Can NOT contain your name or your Uni-ID
- Can NOT reuse any of your previous 4 passwords

Change Password

7. If successful, you will receive this Success screen:

Success

Your password has been changed. Please use your new password to log into University systems.

Please note: this change may take up to 5 minutes to take effect for your email account.

8. Your main university password is now changed, and **you can access HRonline with this password.**

I don't know my password and I want to change it

As of 26 September 2016, you will need to **add an IT Alert Mobile Number** to your HRonline profile **before** you can use the Reset Forgotten Password utility.

If you **cannot** access HRonline and you have **not yet** added an IT Alert Mobile Number, please contact the IT Service Desk on Ext 17000 ((02) 4921 7000) to reset your password over the phone.

Please then log in to HRonline and follow the steps [here](#) to add an IT Alert Mobile Number.

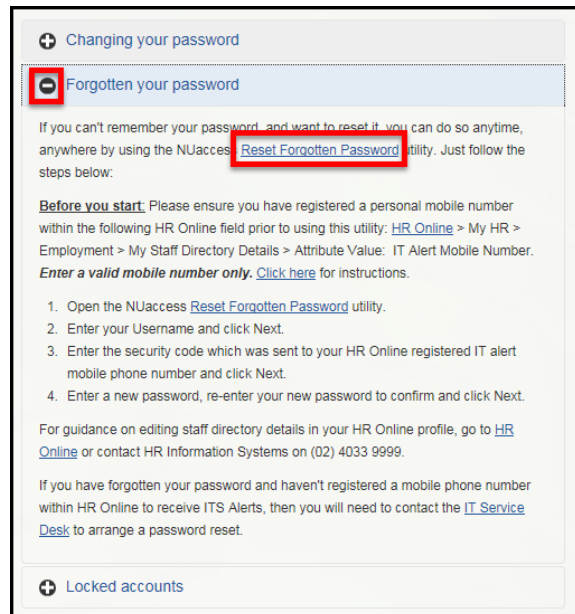
You will then be able to reset a forgotten password yourself in the future.

I *have* set up my IT Alert Mobile Number in HRonline

You are able to use the Reset Forgotten Password utility. Please follow the below steps.

Note: You will need your mobile phone with you.

1. Go to the University's **YOUR PASSWORD** page, located [here](#).
2. Click on the "+" to **expand** the **Forgotten your password** section >
3. Click on the **Reset Forgotten Password** link:



4. Type in your **Number Plate** (your Uni ID e.g. ABC123) >
5. Click **Next**.

THE UNIVERSITY OF
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AUSTRALIA

Password Reset

Please enter your user name below

Students: Your user name is your student number prefixed with a 'c' (eg. c9999999).
Staff: Your user name is your Uni-ID (eg. abc123).

Next

6. Enter the Security Code that has just been TEXTED to the **IT Alert Mobile Number** >

7. Click **Next**.

THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

Password Reset

Mobile Phone Verification

Enter your security code below. A security code was sent to the IT Alert Mobile Number that you have registered in HRonline. Please be advised that the security code received is only valid for 15 minutes.

Security Code:

Next Cancel

8. Enter a new password >

9. Enter the new password again >

10. Click **Next** to save:

Choose Your New Password

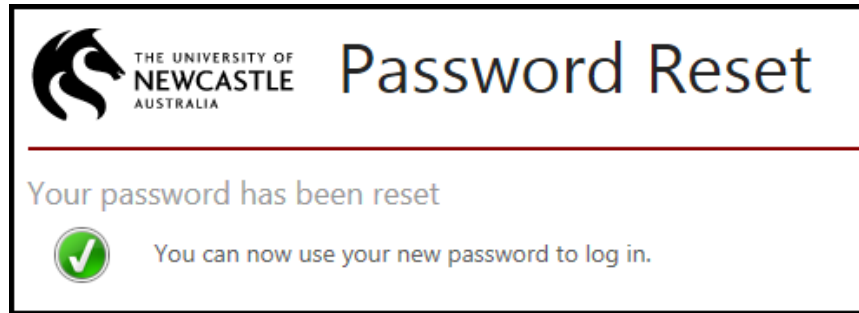
(Resetting password for [redacted])

Enter a new password:

Re-enter the password:

Next Cancel

11. If successful, you will receive this screen:



12. Your main university password is now changed, and **you can access HRonline with this password.**

How do I unlock my HRonline account?

Your HRonline account will unlock automatically after one hour.

If you require urgent access, email your request to hris@newcastle.edu.au. The HR Information Systems (HRIS) team will unlock your account as soon as they are able and will advise you.

Once your account has been unlocked, if needed, you can reset your password by following the steps in the ***How do I reset my HRonline password?*** section.

NEED MORE HELP?

Please read the below to make sure you contact the correct team!

Contacting the correct team saves time and ensures your question is answered quickly.

AREA	CONTACT
Payslips	Payroll Services Telephone: (02) 4033 9999 > Option 1 Email: payrollservices@newcastle.edu.au
Payment Summaries	Payroll Services Telephone: (02) 4033 9999 > Option 1 Email: payrollservices@newcastle.edu.au

Tax	Payroll Services Telephone: (02) 4033 9999 > Option 1 Email: payrollservices@newcastle.edu.au
Superannuation	Superannuation Telephone: (02) 4033 9999 > Option 1 Email: superannuation@newcastle.edu.au
Leave	Leave Specialist Telephone: (02) 4033 9999 > Option 1 Email: leave@newcastle.edu.au
Staff Directory Updating HRonline information.	HR Support Telephone: (02) 4033 9999 > Option 6 Email: hrrsupport@newcastle.edu.au
Staff Directory HRonline is correct but it has not updated the Staff Directory on the website.	Web Team Email: web@newcastle.edu.au
Approvers Who is my timesheet approver?	HR Support Telephone: (02) 4033 9999 > Option 6 Email: hrrsupport@newcastle.edu.au
Approvers My timesheet approver isn't in my HRonline list.	HR Support Telephone: (02) 4033 9999 > Option 6 Email: hrrsupport@newcastle.edu.au
Training	Discover Website
Recruitment I can't see the progress of an application.	Recruitment Team Telephone: (02) 4033 9999 > Option 2 Email: employment@newcastle.edu.au
Qualifications Information about adding qualifications.	HR Support Telephone: (02) 4033 9999 > Option 6 Email: hrrsupport@newcastle.edu.au
Qualifications Qualifications are correct in HRonline but my Research Profile is not updated.	Research Performance and Systems Unit Email: rps@newcastle.edu.au Website
Alesco / Ascender Report requests	HR Information Systems Email: hrris@newcastle.edu.au
Alesco / Ascender System access	HR Information Systems Email: hrris@newcastle.edu.au

ECG
System access

HR Information Systems
Email: hris@newcastle.edu.au

Discoverer
System access

HR Information Systems
Email: hris@newcastle.edu.au

Further HRonline assistance is available through the following:

About Your Contract or Appointment

Contact your Supervisor / Timesheet Approver or HR Support

HR Support

Telephone: (02) 4033 9999

Email: hrsupport@newcastle.edu.au

PRD Online

Email: prdonline@newcastle.edu.au

HR Information Systems

Email: hris@newcastle.edu.au

General IT Help

Telephone: (02) 4921 7000

Email: 17000@newcastle.edu.au