

TRI ICT Guide – Resetting your Password

TRI-200-152

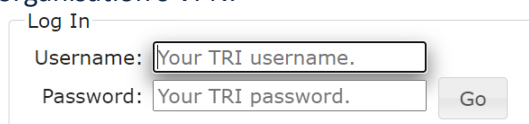
TRI manages access to TRI systems and services via usernames and passwords. When you change your password, the change will be propagated across all systems and services managed by TRI ICT including the Learning Centre, TOPS, TRI Intranet, printing, etc.

There are 2 ways to change your password – directly on your machine or via TOPS. You can only change your password one time each day. If you do not know your TRI username or current password, contact the ICT Help Desk via 07 344 37070 or ict_requests@tri.edu.au

Resetting your TRI password via TOPS – I know my username and password

1. Connect to the TRI network (wired or WiFi) and go to <https://tops.int.tri.edu.au>

NOTE: If you are connected to other Wi-Fi/Wired networks, may need to connect via your organisation's VPN.



Log In

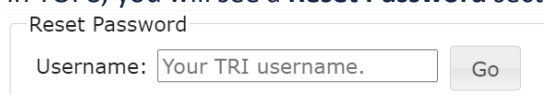
Username:

Password:

2. From the LHS menu, select **Change Password**.
3. Enter your **Current Password**, and then enter the **New Password** and then re-enter the **New Password** and click **OK**.
4. The system checks the password meets the TRI password requirements and displays a message indicating the password change was successful
NOTE: If the new password does not meet the security requirements, an error message is displayed.
5. Restart your computer and login using the new password.

Resetting your TRI password via TOPS – I know my username but do not know my password

1. Connect to the TRI network (wired or WiFi) and go to <https://tops.int.tri.edu.au>
NOTE: If you are connected to other Wi-Fi/Wired networks, may need to connect via your organisation's VPN.
2. in TOPS, you will see a **Reset Password** section:



Reset Password

Username:

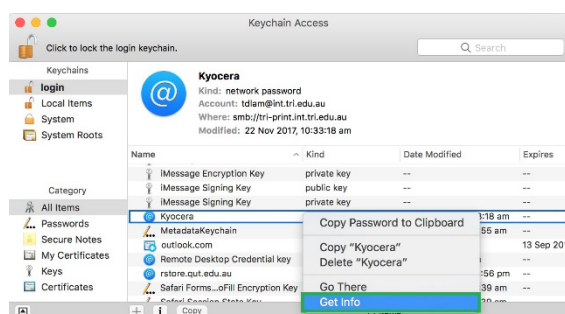
Enter your TRI username and then click **Go**. TOPS will send a password reset link to your primary email address. Check your email and follow the instructions to reset your password.

Resetting your TRI password – Windows 10 systems and later

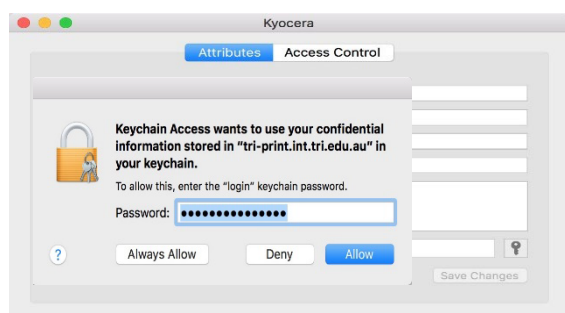
1. Select Ctrl+Alt+Delete and click **Change a Password**.
2. Enter your **Current Password**, and then enter the **New Password** and then re-enter the **New Password** and click **OK**.
3. The system checks the password meets the TRI password requirements and displays a message indicating the password change was successful
NOTE: If the new password does not meet the security requirements, an error message is displayed.
4. Restart your computer and login using the new password.

Resetting your TRI password – MacOS systems

1. On Finder menu bar, click **Go > Utilities > Keychain Access**
2. Scroll down and locate the entry for **Kyocera**. Right click and from the shortcut menu, select **Get Info**:



3. Click **Show password**:



4. Enter your Mac login password (or your keychain password) and click **Allow**.
5. Change the password to your new TRI password and then click **Save Changes**.



6. Restart the computer .

Authorisation and version control

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