

Your UKZN Active Directory login affects your LAN login, email account password, Moodle login, WiFi connection and many other linked systems where you may need to type your login name and password.



You are encouraged to change your UKZN Active Directory password regularly.

For setting a new password, please observe the following guidelines:

- Your password must be at least 8 characters long.
- Your password must include a mix of letters, special characters, numbers, uppercase and lowercase characters.
- Do not use a password that you have used in the past

Always protect your password, more so than you would a bank card PIN.

For those not certain on how to set a strong password use the following guidelines:

- **Do not** use weak passwords like, Welcome2018 , Pass12345!, Password30, P@ssw0rd01, Monday123, Summer123, Hello123, Student2018, Winter123
- Avoid using words that you find in a dictionary.
- **Do not** use personal information, such as names and birth dates.
- **Do not** use patterns, like qwerty or 12345.
- **Do not** use common acronyms.
- **Do not** use repeating characters, such as mmmm or 3333.
- **Do not** the same password you use for another application or elsewhere.
- **Do** use random characters and numbers with mixed case e.g. *tr1&1b1`P9a_\$
- **Do** use something you can remember like e.g. L!tch1 J00sy
- **Do** mix up your languages and use phrases e.g. Durbs Zonskyn is Shisa!
- **Do not use the examples above!**

There are three main methods to change your password:

1. Using Ctrl-Alt-Del on your computer.

To use this method, the following conditions need to be met:

- You need to know your password.
- You need to be logged into a domain joined computer.
- You need to be on a UKZN campus network.

Press the Ctrl-Alt-Del buttons together and choose Change Password, type your old password and new password, then new password in the confirm password field.

2. Online Password Self-Service website

To use this method, the following conditions need to be met:

- You need to know your password.
- You need an internet connection and a browser
- You can be on or off campus

Navigate to <https://passwordchange.ukzn.ac.za> click reset password, type your old password and set a new password.

3. MyUKZN Mobile App

To use this method, the following conditions need to be met:

- You need the app installed on your mobile (MyUKZN app available on all major mobile app stores).
- Your cellphone number needs to be recorded in the ITS iEnabler system
- You need to have already signed in and activated the app.



Login to the MYUKZN Mobile App, go to the Self-Help menu (If you don't see the Self-Help menu, swipe to the right on one of the menu items). Choose "Change My LAN Account Password" and enter a new password in both blocks and tap on the Submit button.

To avoid becoming a victim of phishing please evaluate each and every email before clicking through or completing an online request.

Using a recent example:

No personal greeting?

Poor punctuation, grammar and lots of abbreviations?

Threatening email to force action?

Due to a recent email scam that has been going around the UKZN, Most Student Self Service accounts have been compromised.

Your account access has been indefinitely revoked. Log on to UKZN Self Service to have your account verified and reactivated now.

[Click here to log on](#)

Thank you,
UKZN Help Desk
Approved by Sharon Mlauzi

Not a verifiable contact, limited information

No provider would revoke your access without warning, also, how did you receive this email?

Know your services, support does not brand as "UKZN Help Desk" but rather "ICS Helpdesk"

The biggest give away to it being a fraudulent phishing mail is the link in the message:

Your account <https://stu-ukzn-ac-za.weebly.com/> y
Click or tap to follow link.

[Click here to log on](#)

Definitely not a University of KwaZulu-Natal domain address