

Update your details

Users can change their own password, telephone or fax number. Administrators can update these details, and more, for any User.

Step by step instructions

How to update your telephone or fax number

Users can update or change their own telephone and fax number, Administrators can update these details for any User.

Begin by visiting any one of our websites.

1. Log on (using your nine character User ID and your seven character password).
2. Select **User Administration - User Details - Modify User**.
3. **Telephone:** Use all three fields supplied. In the first field choose the appropriate country code (e.g. +64 for New Zealand), in the second field enter the area code and in the third field the telephone number.
4. **Fax:** Use the same format as for the Telephone Number field. When you have finished click **Save** to continue.
5. We will display a message on screen to confirm that your information has been updated.
6. Select **OK**.



Note

The **User Administration** option is located under **My Tools** on some websites.

Forgot your password?

If you have forgotten your password, you can reset it online. We will email the new password to the email address set up for your User ID. It will not be displayed on the screen.

1. Select the **Login** button to display the Logon screen.
2. Select the **Forgot My Password** button to display the 'Forgot My Password' screen.
3. Enter your **User ID**. You must enter a valid User ID.
4. Select **Continue**. We will display a screen confirming that your new password will be emailed to you.
5. Once you have received your new password and have logged on, you can change your password to one of your own choice.



Note

Passwords are case sensitive so it is important to remember what case you have set them up in. Entering an incorrect password three times will result in your User ID being locked. Even if you attempt to enter the correct password or use the Forgot My Password option after this point, access will be denied until your User ID is unlocked.

If your User ID is locked the best person to talk to is the Global Administrator for your customer account. Read more about how to [unlock your User ID](#)

How to change your password

Users can update or change their own password; Administrators can change passwords for any User.

Begin by visiting any one of our websites.

1. Log on (using your nine character User ID and your seven character password).
2. Select **User Administration - User Details - Modify User**.
3. **Password:** You can not see what a password is but you can enter a new one. The password must have at least seven characters, including at least one alphabetic (A-Z), one numeric character (0-9) and your password can not include spaces or punctuation. New passwords must also

be different from previous passwords you have used for this User ID. You need to enter your password in both password fields as a cross check.

4. When you have finished click **Save** to continue. We will display a message on screen to confirm that your information has been updated.
5. Select **OK**.



Notes

The **User Administration** option is located under **My Tools** on some websites.

Passwords are case sensitive. Check your CAPS LOCK is not turned on when typing your password.