To create a new password (and add MFA authentication if needed) for your Whiddon login   13Oct22

Whiddon has had a close call with a Cybersecurity incident yesterday, and temporarily shutdown some at-risk systems until we could better secure them.

There are two steps that we need your cooperation with, to ensure that Whiddon systems and data is protected, as we now return system access to normal.

Firstly, we are triggering a reset for ALL passwords at Whiddon. When you next login you will have to immediately change your password.

Secondly, if you are not using MFA (multi-factor authentication, ie a text message or authenticator app to confirm your identity, in addition to your username & password) then you will also be prompted through a few simple steps to set this up.

You can initiate this via steps below, or if you log into a Microsoft authenticated system like Email, Teams, you will be prompted.

When you have completed these steps, you can login as normal, and access Citrix and other Whiddon systems.

STEPS TO CHANGE YOUR CURRENT PASSWORD:

1) in a browser, got to **https://portal.office.com/**
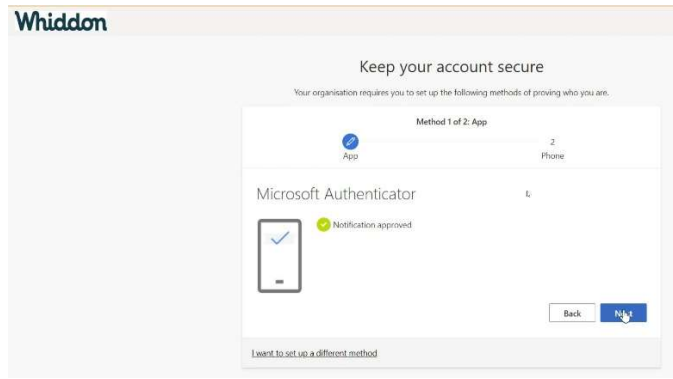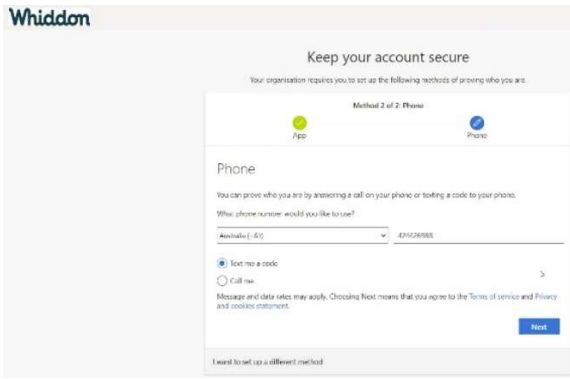
2) put your Whiddon email address

3) follow prompts to enter your new password (minimum 8 characters,
cannot re-use old passwords or obvious words like 'whiddon')
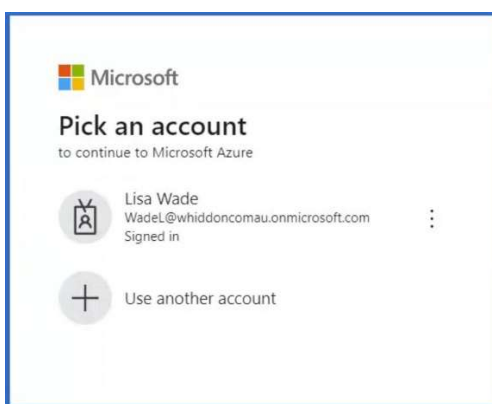
5) Follow the steps to setup your MFA options (skip if you already have MFA setup), and the QR code helps you easily set it up.
You will setup <u>TWO</u> methods of MFA authentication, eg 1) Text message, 2) Call me
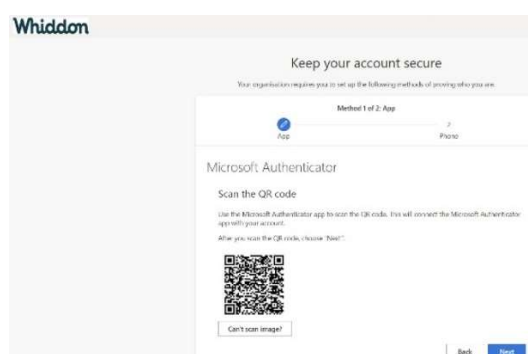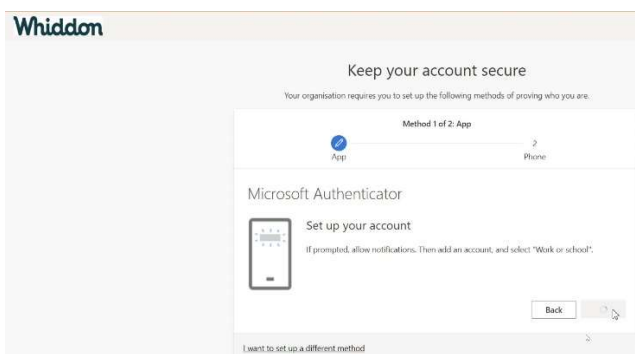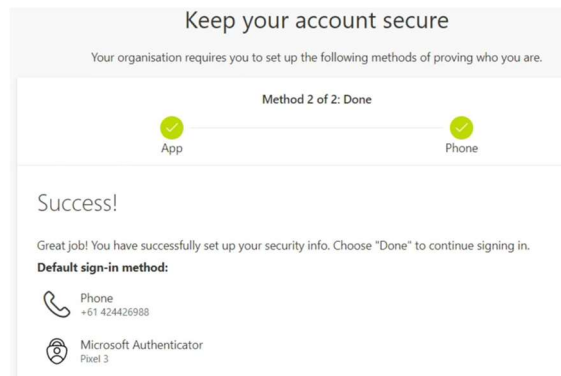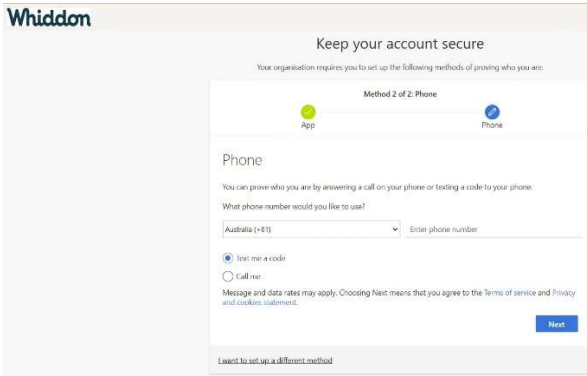
TROUBLESHOOTING TIPS:

If you are trying to login to an Application and it keeps asking you to re-enter your password, you will need to logout and back in, then retry. If that does not work, follow the above steps again to reset your password again.

If you still have problems, call ICT Helpdesk on 02 9827 6770.