

# Have you got the Business Mechanix Password Changing portal?

*"Password changes for staff and students were causing a massive drain on our IT helpdesk resources. Since implementing the Business Mechanix password changing portal It has reduced the number of password related enquiries our helpdesk has received by over 50% since implementation & the cost savings attributed to the portal have more than paid for it."*



James Pene  
Senior IT Systems Engineer  
Whitireia New Zealand

## The Benefits

- It is quick and easy to use as it only has 5 steps
  - Go to the home page, click forgot my password
  - Enter in credentials including user name and date of birth
  - Ask how you want the code sent text or email
  - Enter in code
  - Enter and re-enter new password and done!!!
- It has the flexibility for businesses to determine complexity requirements for the password. i.e passwords must be at least 6 characters in length, cannot use the same password as previous passwords, cannot contain the users name and must contain a uppercase letter (A,B,C), lowercase letter (a,b,c) , a number (1,2,3) and a special character (!@#)
- It has the flexibility for businesses to determine complexity requirements for verification credentials. i.e full name, employee/student number, date of birth, address.
- The verification code lasts for 24 hours so if users are rushed or the verification code is delayed they are able to reset their password up to 24 hours after.
- Users are able to change their passwords 24/7 from any location or device that has internet access

Sick of being inundated with changing passwords from users and students? Some businesses and education institutes are spending hours a day resetting passwords for staff and/or students who have simply forgotten their password.

The Business Mechanix team have designed and delivered a solution that enables users to reset their own password and, they can do it from any location on any internet enabled device.

Business Mechanix have implemented the password changing portal at a number of Tertiary institutes including Eastern Institute of Technology and Whitireia New Zealand. Whitireia's administration staff were spending hours a day simply resetting passwords for students and staff, they were getting hundreds of reset password enquires on the weekly basis. After implementing the password changing portal in 2012 students and staff are now able to reset their password themselves, instantaneously. They no longer have to worry about how long it would take for the administration staff to reset their password and they can do it from their mobile device at any time of the day or night. Whitireia's password related enquires have dropped by over 50% which has created better efficiencies within the administration team and they just love it! Plus, by creating better administration efficiencies it has paid for the entire project in less than a year.

### Password Reset Request

To reset your password, you will need to provide your Student ID and Date of Birth



I already have a code



Help



Next

**APPLY NOW**  
**ASK A QUESTION**  
**0800 944 847**  
CALL US

Business Mechanix has over 10 years' experience in the education and corporate sectors. We know how to ensure technology solutions are implemented to suit your business needs. We work with all levels of staff from Administration to CEO's to ensure solutions such as the Password changing portal, work well at all levels. We have the experience to implement both large and small scale password changing solutions, Whitireia had over 18,000 students which use their password changing portal services.

Password Reset Request

To reset your password, please enter your:

Student ID:

Reset Code:

New Password:

Re-type password:

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**APPLY NOW**  
ASK A  
QUESTION  
**0800 944 847**  
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Excellent, you've now reset your password. Within the next 2 minutes your account will be updated and you will be able to login with your new password.

**APPLY NOW**  
ASK A  
QUESTION  
**0800 944 847**  
CALL US

Password Reset Request

To reset your password, please enter your:

Student ID Number:

Date of Birth:

A 9 digit reset code will be sent to you. How would you like to receive this code?

Email: ☐

Txt: ☐

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## Business Mechanix Password Changing Portal Services

- Implement a password changing portal
- Customise the portal
- Integrate with other systems
- Design and deliver a password changing process
- Provide training and support for users
- Provide support and maintenance to for IT staff