

How to reset passwords



This instruction outlines the steps to reset your password if you cannot remember it or have lost it.

Step	Instruction
1.	Open Google Chrome and go to www.connect.broadspectrum.com
2.	If your UI5 account has been locked (too many failed attempts) or if a password reset is required, please contact ITGSC on 1300 888 911 . You will then select Option 1 (Password Reset) from the selection menu.
3.	<p>*Due to privacy reasons, you must be the account owner to call and request the new password as IT will need to verify you.</p> <p>Ensure you have your account username ready i.e. SMITHA (Aaron Smith)</p>
4.	<p>If you experience any delays or issue, send an email through to the DefenceHVSsupport@broadspectrum.com email with the following details and a Service Request will be created for you manually.</p> <ul style="list-style-type: none"> - Account username - Name account belongs to. - Contact number of account owner. <div style="background-color: #2e8b57; color: white; padding: 10px; margin-top: 10px;"> <p>Example:</p> <p>Hi HVS Support,</p> <p>I have tried to call IT but I was stuck on hold for quite some time. Can you please assist with resetting my UI5 password? I am unable to access the network. Here are my details:</p> <p>Username: SMITHA</p> <p>Contact Name: Aaron Smith</p> </div>
5.	<p>Once the Service request has been created an IT consultant will contact you to share your new password. The new password is temporary, and you will be prompted to change the password again when you first sign in.</p>