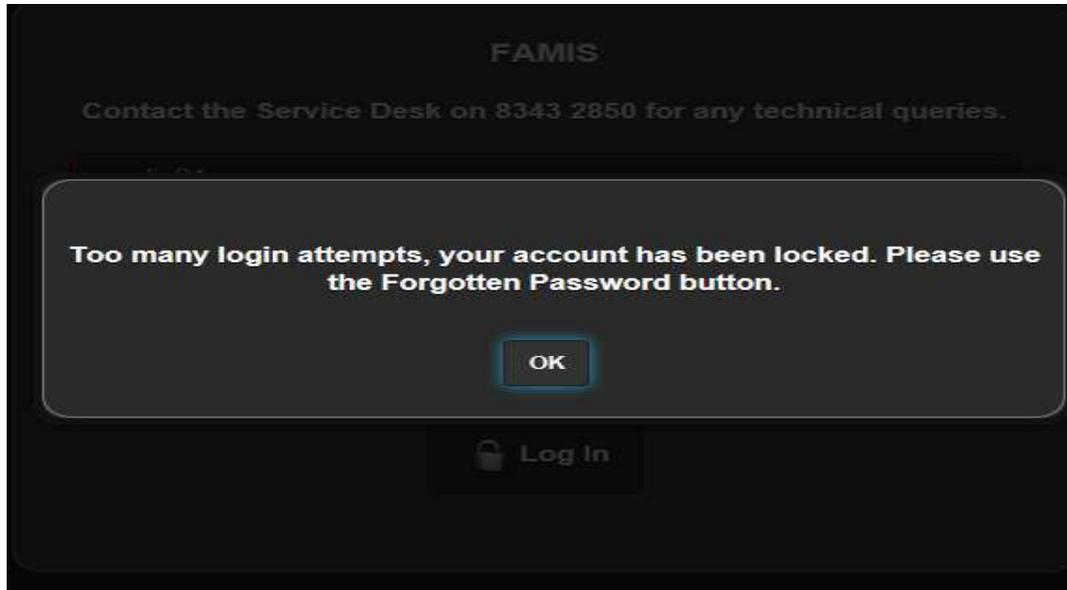




Work Instruction

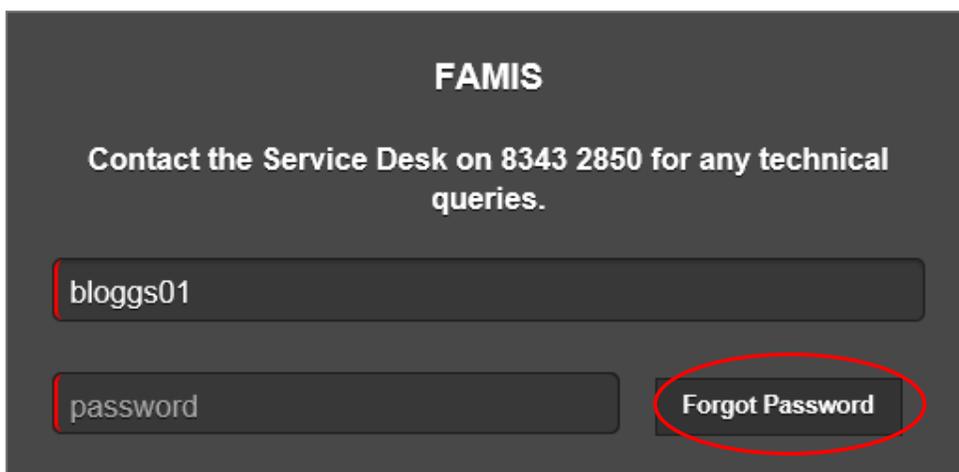
Resetting a FAMIS password

If clients forget their password, the FAMIS system allows the users to reset their own password. FAMIS will allow 3 login attempts; if users exceed 3 login attempts the system will lock the User's access and the following message will appear.



To reset a FAMIS password, complete the following steps:

1. Enter the User ID and the Forgot Password button will be highlighted.

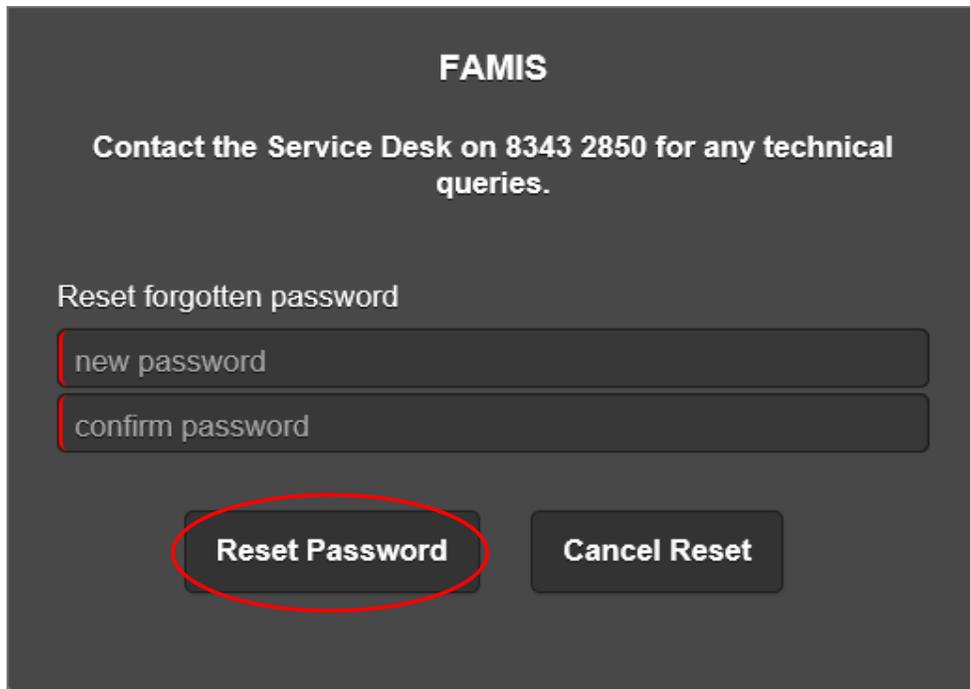


Resetting a FAMIS Password

2. Click the Forgot Password button and users will be sent a password reset link to their registered email address.



3. Click the password reset link sent to user's email address.
4. Type in a new password (**Note:** Remember to confirm the new password and click the Reset Password button).



FAMIS

Contact the Service Desk on 8343 2850 for any technical queries.

Reset forgotten password

new password

confirm password

Reset Password **Cancel Reset**

5. A message will be displayed on the screen stating the password has been reset. Users can then login to FAMIS with the new password.

Password Requirements

To comply with Government Security Guidelines, FAMIS requires Users to change and maintain their own Password in accordance with FAMIS Password Requirements:

Passwords must comply with the following:

- All Passwords must be 8 characters or more
- All Passwords must contain at least 1 number, 1 uppercase letter and 1 lowercase letter.
- Users will be prompted to change their Password every 30 days
- Passwords cannot be re-used until 13 other Passwords have been utilised.

Note:

If problems persist, users can also contact the Service Desk by telephone on 8343 2850 or by emailing DPTI.BusinessSystemsServiceDesk@sa.gov.au to re-set and/or unlock User access.