

Network ID, Password, Security Questions & Unlock Account

- ➔ Password: Setup or reset
- ➔ Network Security Questions: Add or Update
- ➔ Unlock a Network Account
- ➔ Find 'myinfohelp'

Network ID

- [Employee#@twgroup.co.nz](#) or
- [username@twgroup.co.nz](#)
-

 **Read all of the info before you start**
DO NOT log in to okta yet

Store computer/Windows login
okta
B.O.S.S
Episys/ECS
Microsoft Office i.e. Outlook,
OneNote etc. (if relevant)

You use the
same
ID & password
for these things

Option 1

Set up your Temporary Password in your first 60 days

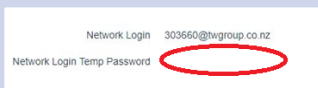
- Do everything below before you finish!

Temporary Password

When a new team member starts, an email is sent to their line Manager that includes their password

You can ALSO find it here for their first 60 days

1. Log in to [MyPay](#)
2. My Details
3. IT Details
4. Network login (bottom of page)
 - Not there? It has expired or you've already set your password
 - Go to Option 2



Log in to a store computer (Not okta)

- Use your Network ID & Password

Doesn't work? (shows as invalid)
➤ Go to Option 3

Set up your Security Questions

This will pop up on your screen

- Do straight away or it may disappear
- Must be proper answers
- Make sure you will remember them

Option 2

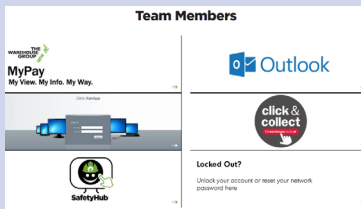
Reset your Password

- Forgotten your password but you have network security questions
- These are not MyPay questions - you should still know the answers
- Not sure? Try it

Best options to reset

Any computer (at work or home)

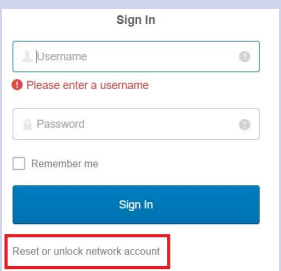
1. Go to [www.twg.co.nz](#)
2. Bottom of page
3. Team Members
4. [Locked Out?](#)
5. Reset Password



Store Computer

Go to a login screen on a Store Computer

- Push **Reset or unlock your account**
 - At the bottom of the log in box
 - May not be visible on old versions of Windows




Option 3

Reset your password

- You have forgotten your password and never set up your Network Security questions OR you have forgotten them

Email infohelp and ask for a Password Reset

 The email must be sent from someone in your store that has a personal business email address

Give Team Member no. & Full Name

Log in to a store computer (Not okta)

- Use your Network ID & Password

Set up your Security Questions

This will pop up your screen

- Do straight away or it may disappear
- Must be proper answers
- Make sure you will remember them

Password Criteria

Must be at least **8** characters long, include at least 3 of the 4 (lower case, upper case, number, symbol)
Can not be one of your last **10** passwords

Network ID, Password, Security Questions & Unlock Account

Find 'myinfohelp'

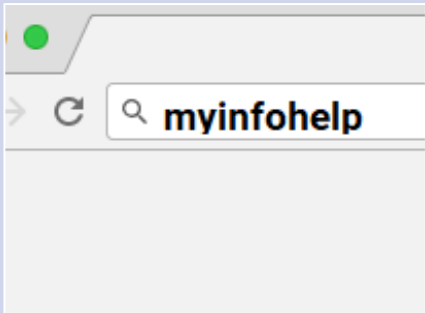
- The place to Add, update or view your details

Unlock Account

- This can happen if you enter the wrong password too many times
- Anyone can unlock another team members account

Add/Update your Network Security Questions

- Not sure what you put for your answers? Add them again

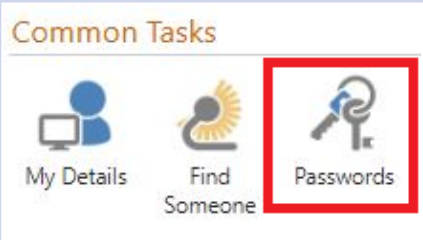


1. Open a web browser
2. Type 'myinfohelp' in to the browser & enter

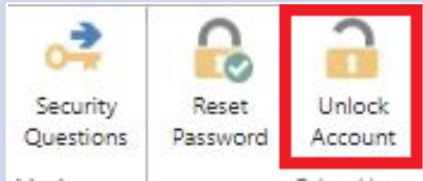
If you are logged in under the store, you can log in to your own account by clicking on the top right hand corner and adding your own information



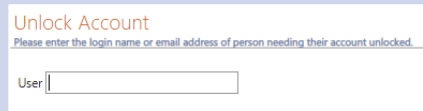
1. Go to myinfohelp
2. Click on Passwords



3. Click on Unlock Account

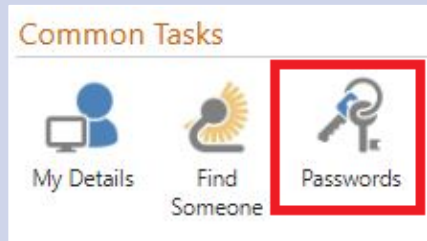


4. Type in Network name

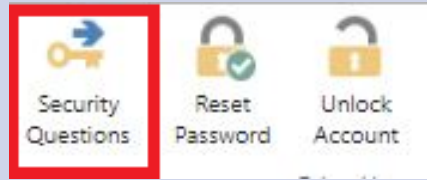


You can add or change the answers to your questions at any time

1. Go to myInfohelp
2. You need to be logged in under your own name
3. Click on Passwords



4. Click on Security Questions



5. Add your answers
 - It doesn't matter what you had before
6. Click on Next

