

SSAA

How to... Use the Self-Service Account Administration System

Introduction

As a student at the University of South Wales, you are able to manage your own student IT account.

The Self-Service Account Administration (SSAA) website allows you to:

- activate your IT account if you have never set it up
- change your password if you have forgotten it
- set a new password if your previous password has expired
- reactivate your account if it has been reset by IT Support Services
- purchase print credit online
- pay tuition fees online

All of these services can be accessed by going to: **<https://ssaa.southwales.ac.uk>**

The screenshot shows the SSAA website homepage. At the top is the University of South Wales logo and navigation links: Home, Hafan, Contact Us, My Future. Below this is a red banner with links: What is the University of South Wales?, Why Study here?, What can I study?, Student Life, Research, Work with us. The main heading is 'Self-service Account Administration (SSAA)'. Below this is 'Welcome to the SSAA Homepage'. There are two main sections: 'I need to activate / reactivate my account or change my password' and 'I would like to make an electronic payment'. Each section lists options and provides links for further action. At the bottom, there are links for 'Book an Open Day', 'Apply now', 'University of South Wales Group', and 'Follow us on' with social media icons.

SSAA machine locations

We have a number of SSAA machines located on campus.

- Caerleon : Library Building, Library Helpdesk
- Cardiff : LRC
- City : B Floor Library Helpdesk
- Glyntaff : GT140, GT7115, GT9102, LRC
- Treforest : G410, H128, LRC

HOW TO... USE THE SELF-SERVICE ACCOUNT ADMINISTRATION SYSTEM

Important point : IT Account security

You should never give out your username and password to anyone. Staff at the University of South Wales will not ask for your password, sharing login details with other person(s) is a breach of University **terms & conditions**, those caught sharing login details will have their IT account disabled.

Important point : Changing Passwords

To ensure that your password is as secure as possible, **your IT account will expire every 120 days.**

You can set a new password before your old password expires via the **SSAA website.**

Please note that you will not be able to log in to any websites (Unilife, Blackboard, Library Catalogue etc..) that require your University login details when your password has expired.

The SSAA website now offers two menu options, the first option is selected when you need to complete one of the following tasks.

Self-service Account Administration (SSAA)

Welcome to the SSAA Homepage

I need to activate / reactivate my account or change my password

Select this option if:

1. You have never set up your account.
2. You have forgotten your password.
3. Your password has expired.
4. Your account has been reset by IT Support (82882) itsupport@southwales.ac.uk.
5. You want to change your password for any other reason.

Please be aware that you have 30 days grace period from the date that your University computer account was created to enable your account.

If your account is reset at any time by IT Support you have a maximum of 24 hrs to enter new security information and set a new password.

- activate your IT account if you have never set it up
- change your password if you have forgotten it
- set a new password if your previous password has expired
- reactivate your account if it has been reset by IT Support Services
- purchase print credit online
- pay tuition fees online

Important point:

If your account has been reset by IT Support, you have a maximum of **24 hours** to activate the account before it is automatically disabled.

The procedure has been designed to be very intuitive, and will require your student ID, date of birth, and in some cases the answer to your security question.

If you have any queries relating to this guidance, or if you would like us to help you further, please contact **IT Support Services** on **01443 4 82882** or **itsupport@southwales.ac.uk**

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APPLICABLE TO : ALL UNIVERSITY OF SOUTH WALES CAMPUSES

Password criteria

- Passwords **MUST** contain the following : At least **1 upper case letter**, at least **1 number**, and at least **1 lower case letter**.
- Passwords **MUST NOT** contain your **student ID**, **first name**, **middle name**, or **surname** as part of the password.
- Minimum password length is **6 characters long**
Examples for minimum length password: Passw9 or PASSw9 or Pass99 or PAss99 or any valid variation as long as it meets the above criteria.
- Maximum password length is **128 characters long**
- Users cannot re-use any of their **last 10 passwords**
- Passwords will **expire after 120 days**
- Minimum password change length is **1 day**

Important point

If you cannot remember the answers to your security questions, please contact IT Support Services on itsupport@southwales.ac.uk or telephone 01443 4 82882 - who will be happy to help you.

The second option is selected when you would like to make an online payment for either print credit, or to pay tuition fees.

I would like to make an electronic payment

Select this option if:

1. You would like to electronically purchase printer credit for use at PHAROS print stations and photocopiers.
2. You would like to pay tuition fees (and you have already completed your enrolment).

[Purchasing Print Credit: PHAROS Terms and Conditions](#)

[Paying for Tuition Fees Online: Terms and Conditions](#)

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