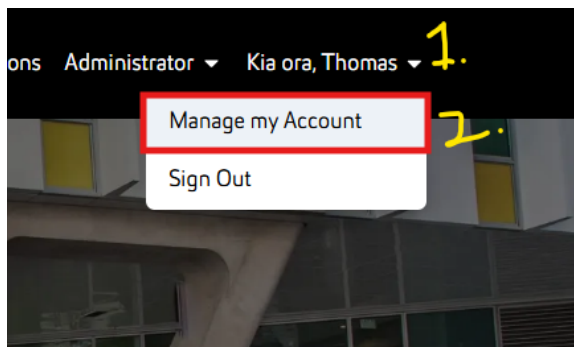


How to: Update my account email address

This is a guide on updating your AUT Events Induction Portal account's email address.

Last updated by Thomas Brears on 16/05/25. V1.0

1. Navigate to manage my account



Click the Kia ora [name] dropdown (top right of the navigation bar) then click "Manage my Account"

2. Manage account overview

- a. **Name, Position & Department:** This is where your name, position, and department will be shown

NOTE: To update your name, department or position, click the edit icon next to the text to submit a request for this to be updated. THIS CANNOT BE SELF-UPDATED

- b. **Change password:** Here you can change or set your account's password (Check out that guide if you need a hand)
- c. **Change email address:** Here you can update the email account you would like to use for your account (Follow to learn more)

The screenshot shows a user profile management interface. At the top, a header bar displays the user's name 'Thomas Admin', position 'admin', and department 'Department Management'. Below the header, there are two main sections: 'Change Your Password' and 'Change Email'. The 'Change Your Password' section has three input fields: 'Current Password', 'New Password', and 'Confirm New Password', each with a red asterisk indicating it is required. The 'Change Email' section has three input fields: 'Current Password', 'New Email', and 'Confirm New Email', also with red asterisks. A yellow 'A.' is written next to the header, a yellow 'B.' is next to the 'Current Password' field in the 'Change Your Password' section, and a yellow 'C.' is next to the 'Current Password' field in the 'Change Email' section. Both sections have a blue button at the bottom to 'Update' the respective information.

In the “Change Email” section:

3. Enter your current password

This is a close-up of the 'Change Email' form. At the top, it shows 'Current Email: [redacted] Verified'. Below this, the 'Current Password' field is highlighted with a red rectangle. It has a red asterisk and the text 'Enter your current password to authenticate the request'. Below the 'Current Password' field are the 'New Email' and 'Confirm New Email' fields, each with a red asterisk. At the bottom is a blue 'Update Email' button.

Click on the “current password” field and enter your current account password

This is required to authenticate the change

If you do not know your current password, you cannot update this yourself. Please ask a system manager to update your email for you

4. Enter new email address twice

Change Email

Current Email: testthomas@brears.xyz Verified

* Current Password

Enter your current password to authenticate the request

* New Email

Enter your new email

* Confirm New Email

Confirm your new email

Update Email

Enter the new email you would like to use.

Then confirm that email address by entering it a second time

5. Action the change password process

Change Email

Current Email: testthomas@brears.xyz Verified

* Current Password

.....

* New Email

test789@email.com

* Confirm New Email

test789@email.com

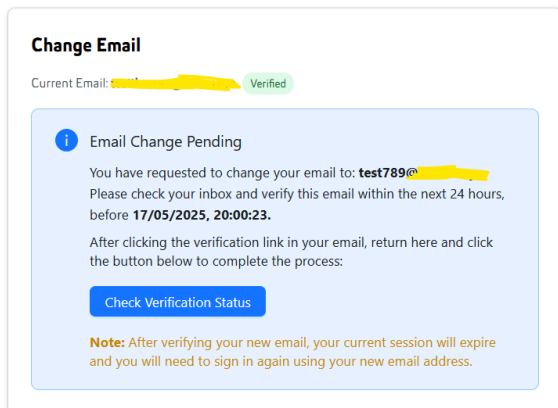
Update Email

Once you have entered your current password and new email address twice

Click the blue “Update Email” button

NOTE: The email has not been changed yet - continue to the next steps

6. Verify the new email address



After the email change process has been actioned, you will see this "Email change pending" card

The new email address must be verified within 24 hours of this request.

Visit this page again once you have verified the new email

6.1. Confirm the new address

Visit your email mailbox and locate the "verify email" email.

Click the verify link enclosed

You must click the link emailed to the new address within 24 hours to confirm the new address.

6.2. Return to the manage account page

Once you have verified your new email address using the email sent,

Return to the manage account page where you initiated the change request

This will check if the new email has been verified, and then the change to the new email address will be actioned by the system.

Your email address will then be updated and can be used on next login and will be used for all system emails

NOTE: You may be logged out and have to log in again

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