

Virtual Home User Guide

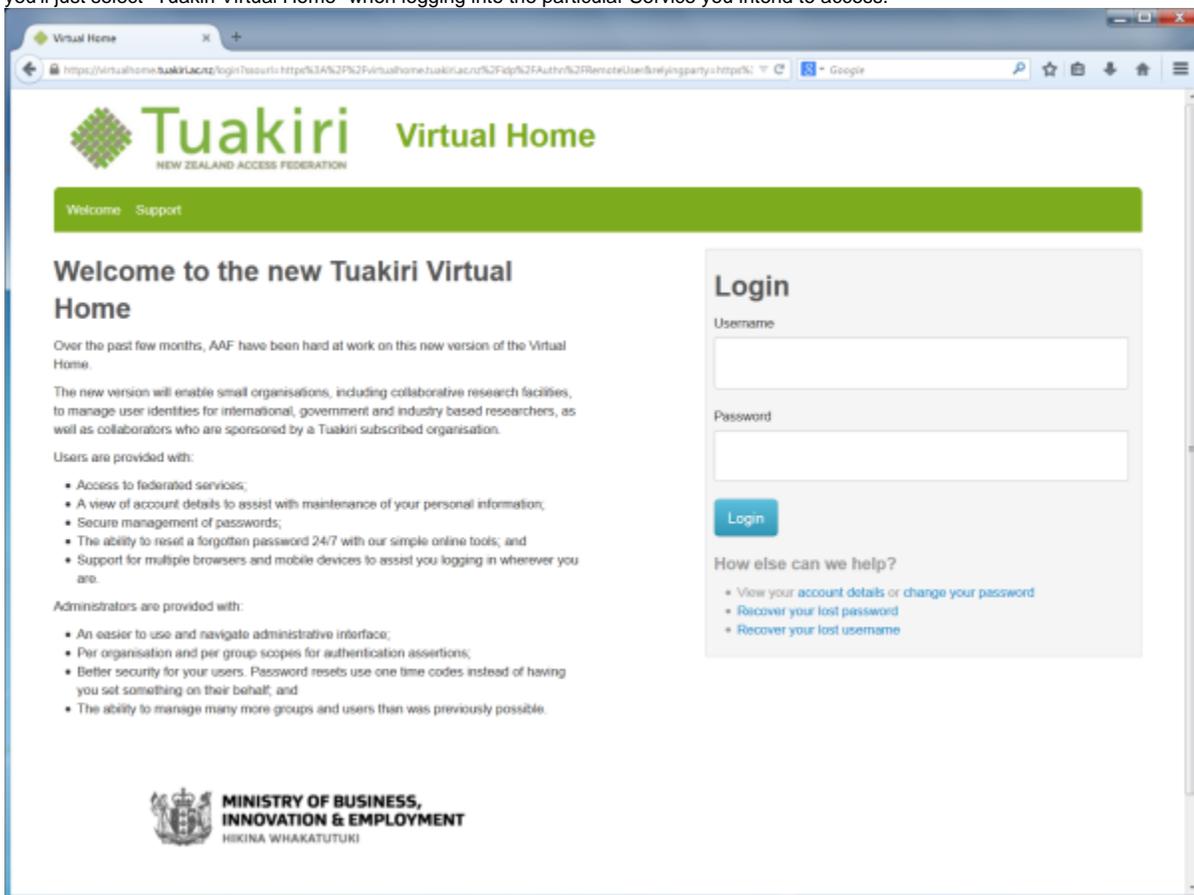
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What is this tool?

The Virtual Home (VH) enables small organisations, including collaborative research facilities, to manage user identities for international, government, and industry based researchers. The VH replaces older software (the VHO) and has been developed by the Australian Access Federation. The VH uses new technology, and is based on real requirements and use cases.

As a researcher or end user, you generally wouldn't log into the VH unless you need to change your password or find administrator contact details. Usually you'll just select "Tuakiri Virtual Home" when logging into the particular Service you intend to access.



How do I get a Tuakiri VH account?

The authority to create an account on the Tuakiri VH is delegated to the subscriber organisations of Tuakiri. If you are a student, staff member or collaborator of a Tuakiri subscriber organisation, and you think your work could benefit from having an account on the Tuakiri VH, then please contact your identity provider administrator to discuss this option.

For a list of organisations subscribed to Tuakiri, view the [subscriber list](#) online. To find your identity provider administrator, contact your local service desk. If you have any issues, please contact us at support@tuakiri.ac.nz.

Tuakiri
NEW ZEALAND ACCESS FEDERATION

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Subscriber List

The participating members of Tuakiri are the subscribers.

NZ Universities and Crown Research Institutes Identity Provider (IdP) Deployment Update:

Institutions	Dev-Test Deployment	Production Deployment
Auckland University of Technology	Completed	Completed
Lincoln University	Completed	Completed
Massey University	Completed	Completed
The University of Auckland	Completed	Completed
University of Canterbury	Completed	Completed
University of Otago	Completed	Completed
University of Waikato	Completed	Completed
Victoria University of Wellington	Completed	Completed
AgResearch	Considering	To-be-advised
Environmental Science & Research	Considering	To-be-advised
GNS Science	Considering	To-be-advised
Callaghan Innovation	Considering	To-be-advised
Landcare Research New Zealand	Completed	Completed
Plant and Food Research	Completed	Completed
NIWA	Completed	Completed
SCION	Completed	Completed

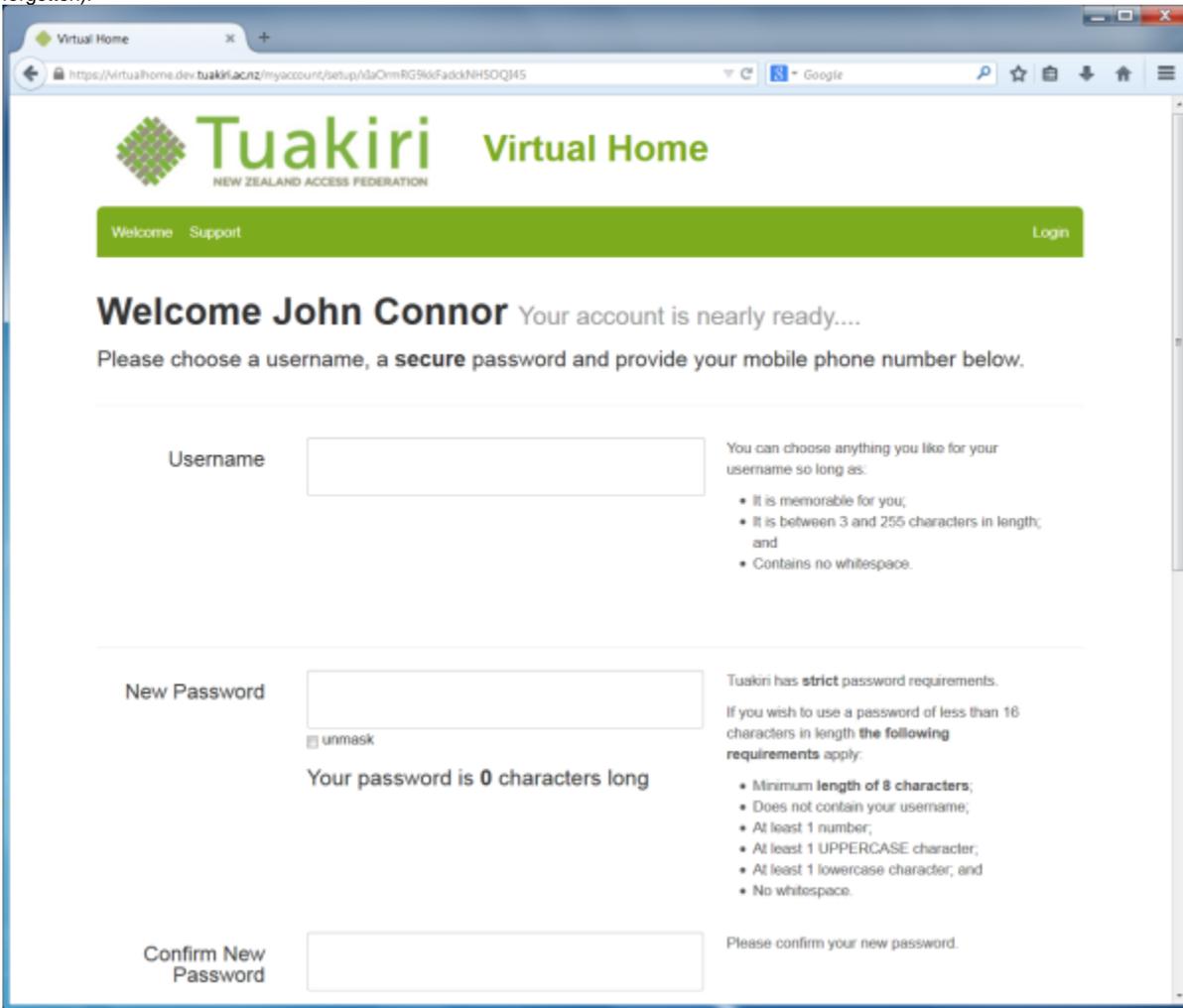
NZ Institutes/Technical/Polytechnic (ITP) Sector Identity Provider (IdP) Proof-of-Concept Deployment Update:

Institutions	Dev-Test Deployment	Production Deployment
CPT	Completed	Completed

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Adaptivist Theme Builder - Powered by Atlassian Confluence - the Enterprise Wiki - Report a bug - Atlassian News

How do I set up my new account?

When your administrator creates an account for you, you'll receive an email and an invitation link to finish setting up your account. Here you will choose a username, enter your password and mobile number. Please note the password requirements on the right hand side. Your mobile number is required if you ever need to reset your password (i.e. if it's forgotten).



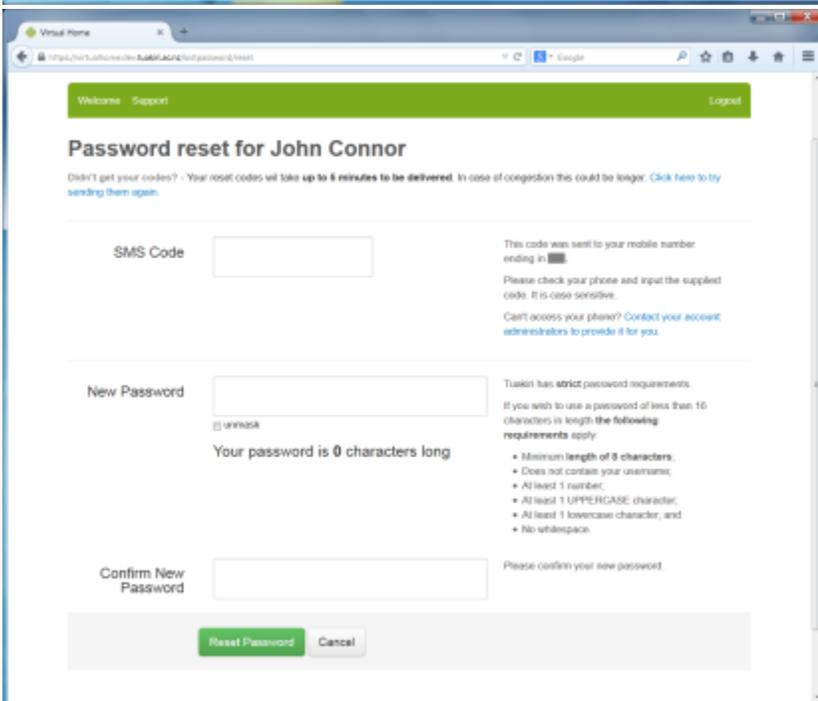
The screenshot shows a web browser window with the URL <https://VirtualHome.dev.tuakiri.ac.nz/myaccount/setup/1baOmRG9kkFaddkNH5OQM45>. The page header features the Tuakiri logo and the text "Virtual Home NEW ZEALAND ACCESS FEDERATION". A green navigation bar contains "Welcome Support" and a "Login" button. The main content area is titled "Welcome John Connor Your account is nearly ready...." and instructs the user to "Please choose a username, a secure password and provide your mobile phone number below." The form consists of three sections: 1. Username: A text input field with the label "Username". To its right, text reads "You can choose anything you like for your username so long as:" followed by a bulleted list: "It is memorable for you;", "It is between 3 and 255 characters in length; and", "Contains no whitespace." 2. New Password: A text input field with the label "New Password" and an "unmask" checkbox below it. To its right, text reads "Tuakiri has strict password requirements. If you wish to use a password of less than 16 characters in length the following requirements apply:" followed by a bulleted list: "Minimum length of 8 characters;", "Does not contain your username;", "At least 1 number;", "At least 1 UPPERCASE character;", "At least 1 lowercase character; and", "No whitespace." Below the input field, text reads "Your password is 0 characters long". 3. Confirm New Password: A text input field with the label "Confirm New Password". To its right, text reads "Please confirm your new password."

How do I reset my password?

You'll find the "recover your lost password" link on the login page. This will begin the process to choose a new password. You'll need your mobile and email account on hand to enter the SMS or email codes we'll send you. You'll have to enter a new password to comply with the minimum password requirements. These are listed on the right hand side. We recommend you use a password with more than 16 characters. For example, "iWonOnAHorseinthemelbournecupin2011" satisfies the password requirements and is extremely secure (providing you keep it a secret!).



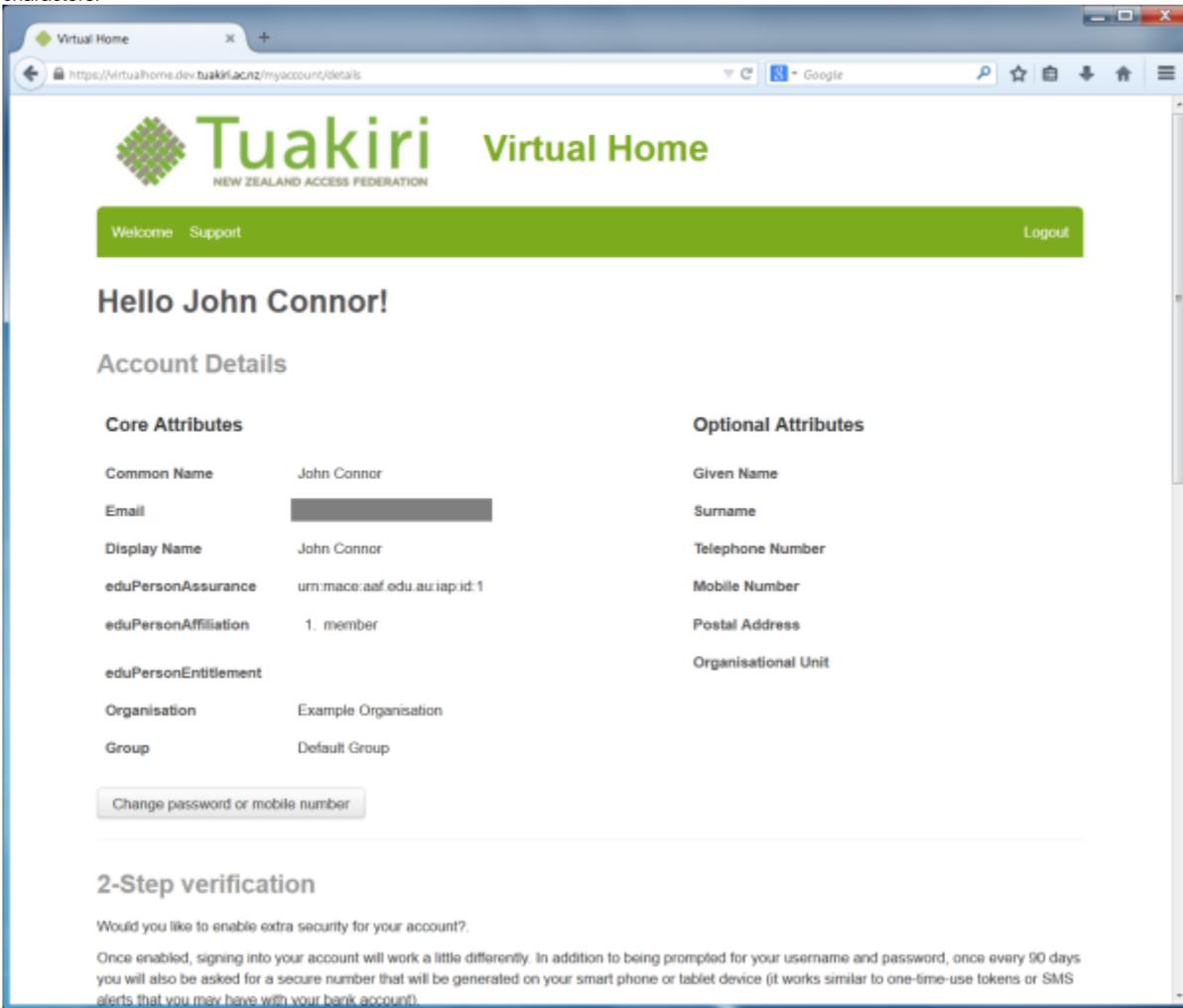
The screenshot shows the 'Virtual Home' website with the 'New Zealand Access Federation' logo. A green navigation bar contains 'Welcome' and 'Support' links. The main heading is 'Hello!' followed by the instruction: 'To reset your forgotten password please provide your username below'. A text input field labeled 'Username' contains the text 'johnconnor'. To the right of the field is the text: 'Please enter the username you selected when setting up your account.' Below the input field are two buttons: 'Next' (highlighted in blue) and 'Cancel'.



The screenshot shows the 'Virtual Home' website with the 'New Zealand Access Federation' logo. A green navigation bar contains 'Welcome', 'Support', and 'Logout' links. The main heading is 'Password reset for John Connor'. Below the heading is a note: 'Didn't get your codes? - Your reset codes will take up to 5 minutes to be delivered. In case of congestion this could be longer. [Click here to try sending them again.](#)'. There are three main sections: 1. 'SMS Code' with an empty input field and instructions: 'This code was sent to your mobile number ending in [REDACTED]. Please check your phone and input the supplied code. It is case sensitive. Can't access your phone? Contact your account administrators to provide it for you.' 2. 'New Password' with an empty input field, a 'unmask' link, and the text 'Your password is 0 characters long'. To the right are 'Tuakiri has strict password requirements. If you wish to use a password of less than 16 characters in length the following requirements apply.' followed by a bulleted list: '• Minimum length of 8 characters, • Does not contain your username, • At least 1 numeric, • At least 1 UPPERCASE character, • At least 1 lowercase character, and • No whitespace.' 3. 'Confirm New Password' with an empty input field and the text 'Please confirm your new password.' At the bottom are two buttons: 'Reset Password' (highlighted in green) and 'Cancel'.

How do I change my password?

Use your VH account to log in to <https://virtualhome.tuakiri.ac.nz/myaccount> and you can use the 'Change password or mobile number' button to begin the process. Ensure you read the password requirements on the right hand side of the page. We strongly recommend you use a secure password with more than 16 characters.



The screenshot shows a web browser window displaying the 'Virtual Home' account details page. The page header includes the Tuakiri logo and 'Virtual Home' text, with a green navigation bar containing 'Welcome Support' and a 'Logout' button. The main content area is titled 'Hello John Connor!' and 'Account Details'. It is divided into two columns: 'Core Attributes' and 'Optional Attributes'. The 'Core Attributes' column lists fields such as Common Name (John Connor), Email (redacted), Display Name (John Connor), eduPersonAssurance (urn:mace:aaf.edu.au:iap:id:1), eduPersonAffiliation (1. member), eduPersonEntitlement, Organisation (Example Organisation), and Group (Default Group). The 'Optional Attributes' column lists fields like Given Name, Surname, Telephone Number, Mobile Number, Postal Address, and Organisational Unit. A button labeled 'Change password or mobile number' is located below the Core Attributes section. At the bottom, there is a section for '2-Step verification' with a question 'Would you like to enable extra security for your account?' and explanatory text.

Core Attributes		Optional Attributes	
Common Name	John Connor	Given Name	
Email	[REDACTED]	Surname	
Display Name	John Connor	Telephone Number	
eduPersonAssurance	urn:mace:aaf.edu.au:iap:id:1	Mobile Number	
eduPersonAffiliation	1. member	Postal Address	
eduPersonEntitlement		Organisational Unit	
Organisation	Example Organisation		
Group	Default Group		

[Change password or mobile number](#)

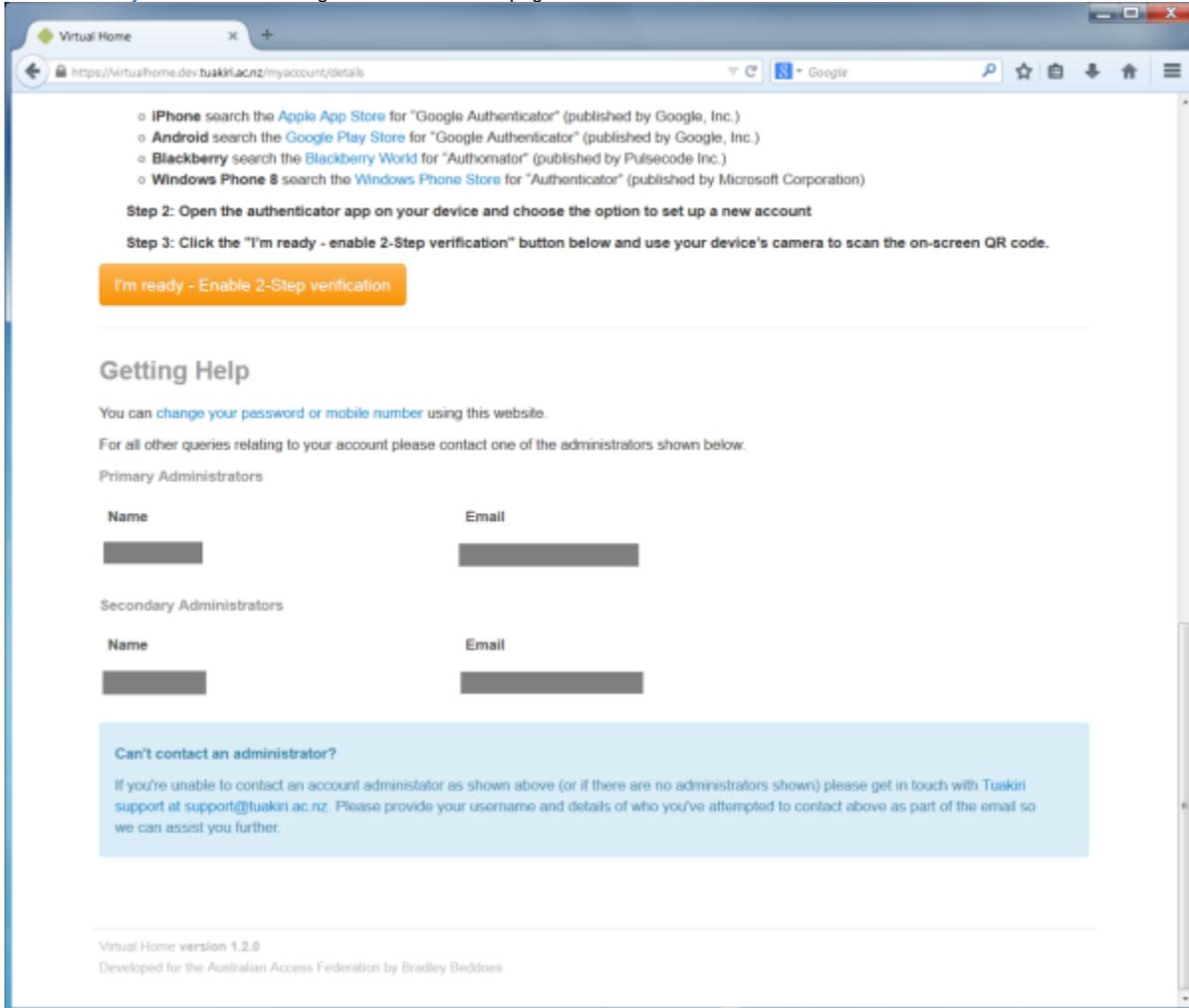
2-Step verification

Would you like to enable extra security for your account?

Once enabled, signing into your account will work a little differently. In addition to being prompted for your username and password, once every 90 days you will also be asked for a secure number that will be generated on your smart phone or tablet device (it works similar to one-time-use tokens or SMS alerts that you may have with your bank account).

How do I change my account details?

Your account details can only be changed by the administrator of the organisation. You'll find their contact details after logging into <https://virtualhome.tuakiri.ac.nz/myaccount> and scrolling to the bottom of the page.



The screenshot shows a web browser window with the URL <https://VirtualHome.dev.tuakiri.ac.nz/myaccount/details>. The page content includes:

- **iPhone** search the [Apple App Store](#) for "Google Authenticator" (published by Google, Inc.)
- **Android** search the [Google Play Store](#) for "Google Authenticator" (published by Google, Inc.)
- **Blackberry** search the [Blackberry World](#) for "Authomator" (published by Pulsecode Inc.)
- **Windows Phone 8** search the [Windows Phone Store](#) for "Authenticator" (published by Microsoft Corporation)

Step 2: Open the authenticator app on your device and choose the option to set up a new account

Step 3: Click the "I'm ready - enable 2-Step verification" button below and use your device's camera to scan the on-screen QR code.

[I'm ready - Enable 2-Step verification](#)

Getting Help

You can [change your password](#) or [mobile number](#) using this website.

For all other queries relating to your account please contact one of the administrators shown below.

Primary Administrators

Name	Email
[Redacted]	[Redacted]

Secondary Administrators

Name	Email
[Redacted]	[Redacted]

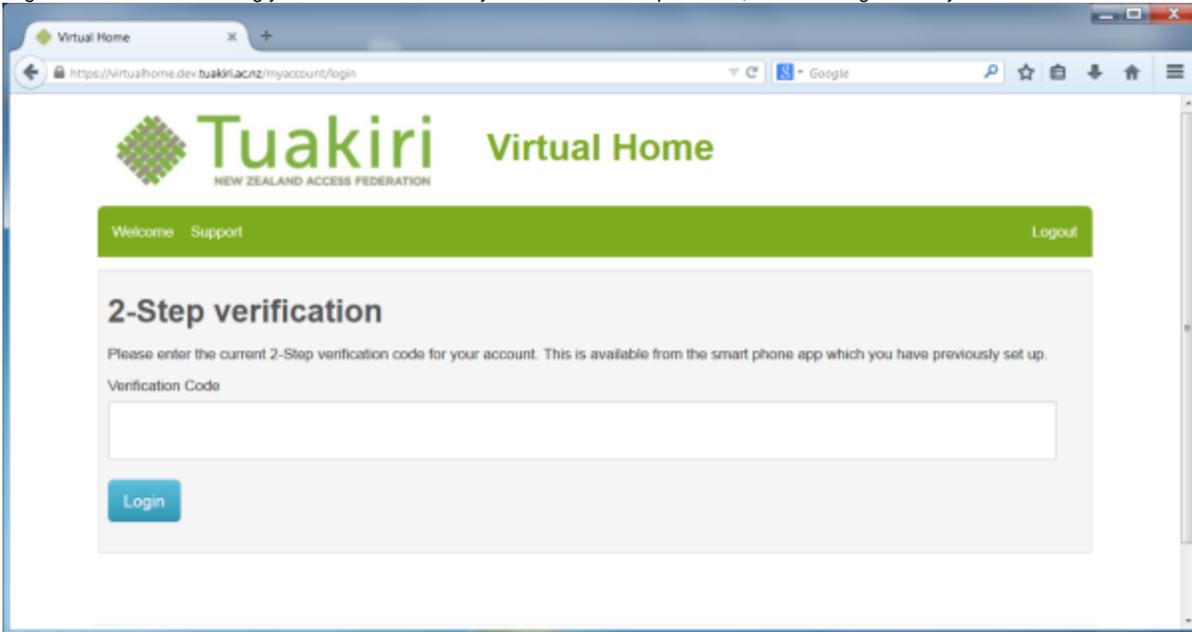
Can't contact an administrator?

If you're unable to contact an account administrator as shown above (or if there are no administrators shown) please get in touch with Tuakiri support at support@tuakiri.ac.nz. Please provide your username and details of who you've attempted to contact above as part of the email so we can assist you further.

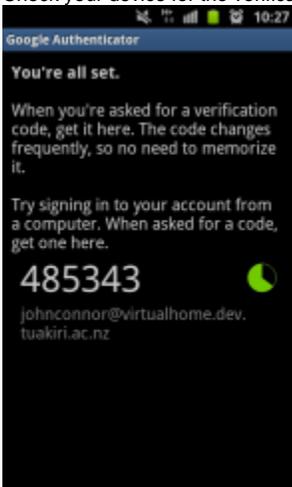
Virtual Home version 1.2.0
Developed for the Australian Access Federation by Bradley Beddoes

How do I use 2-step verification?

(Note: you must have set up your account and set up an app on your mobile device, in order to use 2-step verification. To set this up, log in to the Tuakiri VH, and follow the instructions shown on the landing page.)
Log in to the Tuakiri VH using your VH account. Enter your username and password, and click Login. Then you will see a screen as shown below:



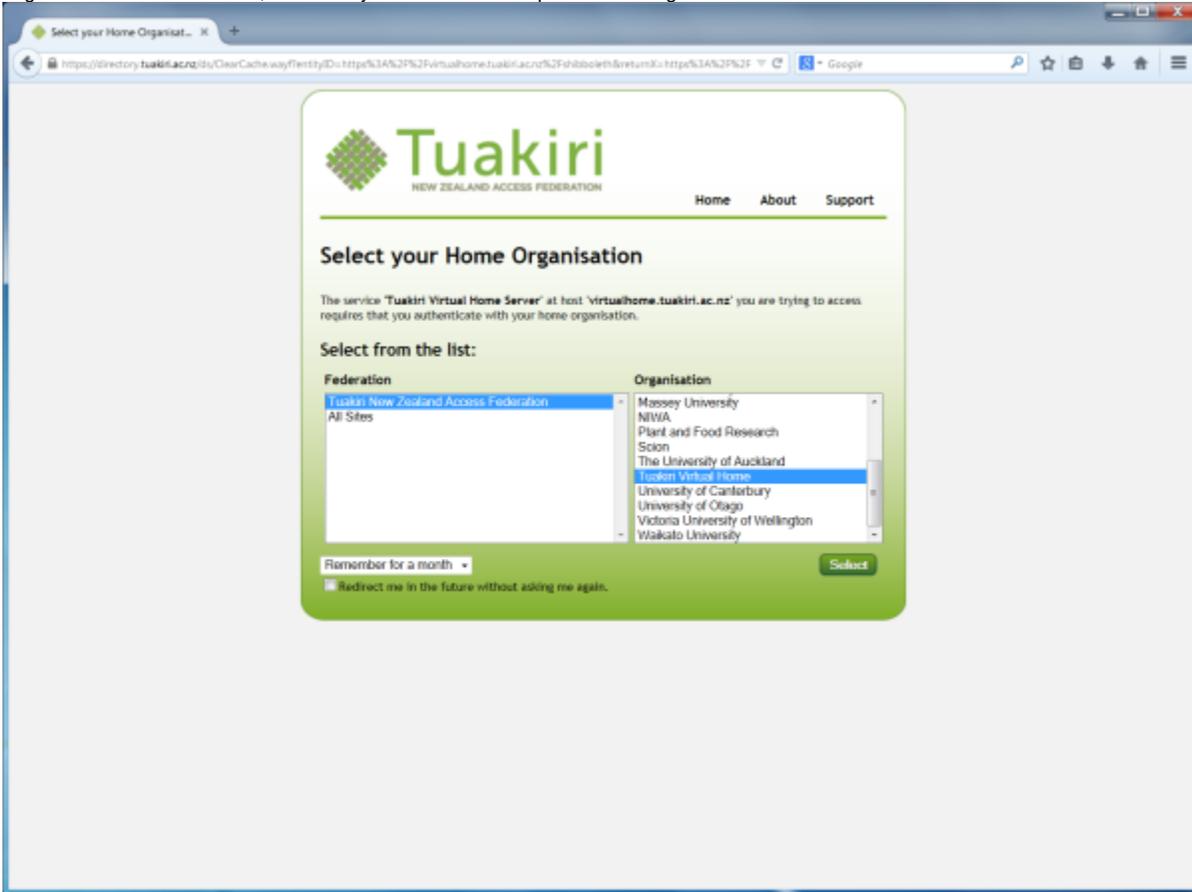
Check your device for the verification code. Enter the code and click Login.



(This screenshot is of an Android device, using the Google Authenticator.)

How do I log in to services using my account?

Find the service you wish to log in to and, provided the service is connected to Tuakiri, you will be able to select "Tuakiri Virtual Home" from the Organisation list. Click Select, and enter your username and password to log in to that service.



Why is my account locked out?

In case you enter an incorrect password, you may attempt to login to the VH up to five times. After five failed login attempts, your account will be locked out. If your account is locked out, you will receive a notification email informing you about this. To unlock your account, please contact Tuakiri support at support@tuakiri.ac.nz.

An important message from the Tuakiri Virtual Home

Do you need help?
[Get in touch with Tuakiri support at support@tuakiri.ac.nz](mailto:support@tuakiri.ac.nz)



Virtual Home

Hello John Connor,

Your Tuakiri Virtual Home account has been temporarily deactivated. This is an automatic security measure when the wrong password is entered for your account a number of times.

If you believe that you did not enter the incorrect password for your account then **please advise your support contact, as shown below, when getting assistance.**

Correcting the problem

Your username for this account is: *johnconnor*

To have your account checked and re-enabled please contact one of the administrators shown below.

Primary Administrators

- [Redacted]

Secondary Administrators

- [Redacted]

Can't contact an administrator?

If you're unable to contact an account administrator as shown above (or if there are no primary or secondary administrators assigned to your account) please get in touch with [Tuakiri support at support@tuakiri.ac.nz](mailto:support@tuakiri.ac.nz). Please provide your username and details of who you've attempted to contact above as part of the email so we can assist you further.

[Get Tuakiri Support](#)

Where can I find more help?

Contact Tuakiri support on support@tuakiri.ac.nz.