



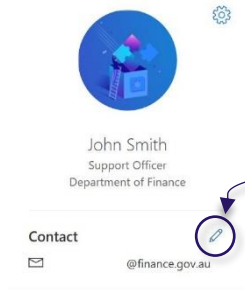
# HOW TO

## UPDATE YOUR ACCOUNT DETAILS

It is important to keep your profile information up to date to ensure you retain access to your account. When your personal details change or you move to another department, you can simply update your current account to reflect these changes. You won't need to create a separate account.

### Update your account details

All changes to your account can be made within the **GovTEAMS account page** located on your dashboard. To get to this page, simply:



1. [Log in](#) to your GovTEAMS account via an internet browser (not via the TEAMS app).
2. Once you have landed on your dashboard, select the **pen icon** located on the left side of the dashboard.

You will then have the option to do the following:

### Update your name, job title and level

1. Open the [GovTEAMS account page](#).
2. Make changes where required.

*Note: If you're a **guest**, you'll only be able to edit the name fields.*

3. Select **Save**.

#### My details

Username

First name \*  Last name \*

Australian Government departments or agency  
Department of Finance

Occupation/job title \*

Level/Classification

[Change password](#) | [Deactivate my account](#)

*Note: You cannot update your GovTEAMS username.*

## Update your email address

If you are updating your email due to moving departments, make sure you also [update your department details](#).

1. Open the [GovTEAMS account page](#).
2. Under the heading **Email Address** delete your old email and replace it with your new one. Select **Update**.
3. You will shortly receive a confirmation email. Please select **Confirm email address** to finalise the process.

*Note: You can resend the confirmation email if needed. Simply go back to the GovTEAMS account page and resend the link from there.*

Email Address \* 

Cancel

Update

There are a few things to note when **updating your email address**:

- You can't change your email address to an **external email address** (i.e. non-government address).
- If you are changing your **email domain** (i.e. after the @) a notification email will be sent to the owners of any private or hidden communities that you are a member of.
- You can't change your email address to an address that is already associated with an **existing GovTEAMS account**.

## Update your department details

1. Open the [GovTEAMS account page](#).
2. Select the **X** next to your current department name to delete it.
3. Start typing your new department name and select from the options that appear.
4. If required, update the information in the **Occupation/job title** field and the **Level/classification** field.
5. Select **Save**.

## Password and multi-factor authentication (MFA) settings

**Important:** Your current password and MFA settings won't change when you update your department, job title or email address. You must do this separately.

### To change your password

1. Open the [GovTEAMS account page](#).
2. Select **Change password**.

*Note: Passwords must be 8 to 16 characters long and contain 3 of the following 4 criteria – uppercase letter, lowercase letter, number, and special character. Your password cannot contain your username.*

3. To finalise, complete the requirements and select **Submit**.

The screenshot shows a user interface for account settings. At the top, there is a search bar. Below it, two menu items are visible: 'Change password' (with a lock icon) and 'Deactivate my account' (with a power icon). The 'Change password' option is circled in blue. Below the menu items, the 'Create new password' form is displayed. It includes a 'User ID' field with the value '@govteams.gov.au', an 'Old password' field, a 'Create new password' field, a 'Password strength' indicator, and a 'Confirm new password' field. At the bottom of the form, there are two buttons: a green 'submit' button and a 'cancel' button. A blue arrow points from the 'Change password' option to the 'submit' button.

### To update your multi-factor authentication (MFA) options

You will need to update your MFA options if they are linked to a work issued device or landline, **before** you lose access to them.

For more information, such as how to add, change and remove MFA options please refer to the [MFA guide](#) located on our [website](#).

## Deactivate your account

You may wish to deactivate your GovTEAMS account if you are leaving your job and no longer require it, no longer wish to use it or are planning on taking long-term leave.

*Note: If you are moving departments and require access to GovTEAMS in your new role, you won't be required to deactivate your account, just [update your account details](#).*

To deactivate your account:

1. Open the [GovTEAMS account page](#).
2. On the **My details** form, select **Deactivate my account**.
3. You will be taken to this screen: "Is this goodbye? If you deactivate your account, we'll leave your community memberships in place so you can pick up right where you left off."

*Note: You have the option to remove your community memberships. When asked, "Want us to remove your community memberships?", tick the Yes box.*

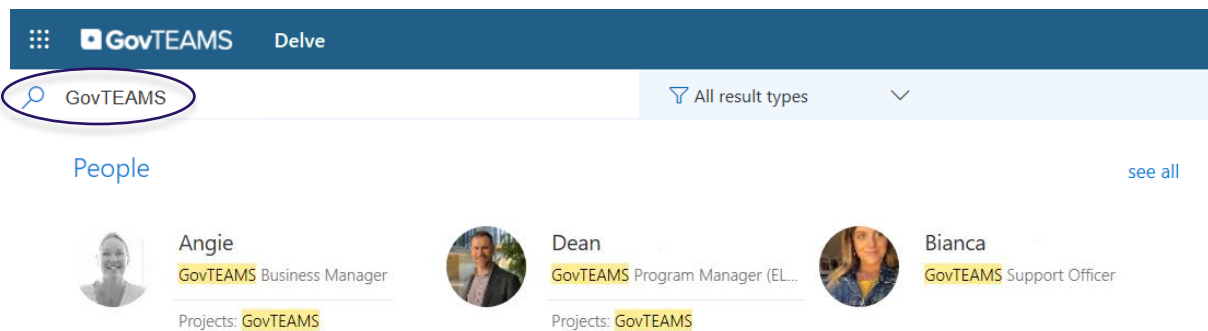
4. Select the **Deactivate my account** button.

*Note: you can also access all of the functions above by if you select your name in the top right corner of your dashboard and select **My GovTEAMS account**.*

The screenshot shows a user interface for account settings. At the top, there is a search bar. Below it, two menu items are visible: 'Change password' (with a lock icon) and 'Deactivate my account' (with a power icon). The 'Deactivate my account' option is circled in blue. A blue arrow points from the 'Deactivate my account' option to the right side of the page.

## Updating your profile with Office 365 Delve

Use Delve to personalise your profile and connect with others by searching for projects, skills and interests that you have in common.



All changes to your Delve profile can be made within the profile section of Delve. To get to this page, simply:

1. [Log in](#) to your GovTEAMS account via an internet browser (not via the TEAMS app).
2. Once you have landed on your dashboard, select on your name in the top right corner and select **My Delve profile**.

### View and update your profile

1. On your page in Delve, in the profile section, select **Update profile**.
2. Update your information as desired. For example, write a few words about yourself in the **About me** box, add projects you've worked on, and add skills and expertise.
3. The contact information you can change in Delve has a small pencil next to it. Select the pencil to edit.
4. Except for the **About me** text, changes are saved automatically.
5. When you're done updating, select your name at the top or the bottom of the edit page.

For more information on Delve, how to connect and collaborate in Delve and how to share and store documents, please [visit our website](#).

