

There are several reasons why changing your password is important:

1. Password cracking technology has become very sophisticated. Passwords that were once considered adequate can no longer withstand modern attacks.
2. Computer systems worldwide have come under an increased number of attacks by malicious individuals. These individuals may be searching for personal information that could be used for identity theft purposes. They could also be interested in disrupting University services.
3. Damage caused by malicious acts and the effort required to satisfy legal obligations in cases where private information is exposed can be a tremendous cost to you, as an individual, as well as the University.

What systems are affected by the Password Change Policy?

A number of University systems/applications let you to log in using the same user name and password. When you change your password, your new password will work for all of these systems/applications:

- All Windows-based computers
- Outlook Web Access and Exchange
- Web Advisor
- The my.redlands.edu community portal which includes access to Blackboard

Datatel users: the password change information described in this handout does not affect this system. Please continue with the current procedure for changing your password.

New tool for managing your password

To assist with password management, the University of Redlands has an application that will allow you to:

- Change your password in the event you do not remember your existing password.
- Unlock your account in the event that you have attempted to use the incorrect password too many times.

These two functions depend upon you setting up your security profile in advance.

In just a few minutes you can create your security profile by logging in and providing the answers to three security questions. With your security profile in place, you can come back to this tool, 24 hours a day/7 days a week to reset your password if needed.

To set up your profile:

1. Go to: <http://www.redlands.edu/passwordmanager>
2. Enter your User Name
(firstname_lastname)
3. Enter your Password
4. Click Login
5. On the Change Password tab, type your existing password once and your new password twice. Click OK when done.
6. On the Reset Q&A tab, choose two security questions from the drop-down lists and create one custom question. Provide the answers to these three questions twice for verification. Click Save when done.



The screenshot shows the 'Password Management' web interface. At the top, it says 'Log in here to:' followed by two radio button options: 'Change your password' (selected) and 'Create or modify your security questions and answers'. Below these options are two input fields: 'User Name:' and 'Password:'. A blue 'Login' button is positioned below the password field.

What are the new password rules?

Passwords will need to be changed every 180 days (approximately every 6 months). Your new password will need to meet this criteria:

- Be at least 8 characters in length
- Passwords must contain 3 of these 4 characteristics:

Capital Letters (A to Z),	Numbers (0 - 9)
Lowercase letters (a to z)	Special characters (!, @, #, \$, %, etc)

- Cannot be a repeat of a password you have used in the last year
- Cannot contain more than 2 consecutive characters from your user name
Example: user name John_Smith cannot have a password of '1x52Smi'

Some may be tempted to diminish the security of their new password by writing it down – please don't do that! There are tips below for creating strong passwords that are easy to remember.

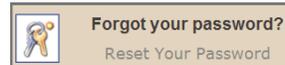
What if I let my password expire?

If you don't change your password prior to the expiration date, you will need to do so before you can access to the University systems. If you set up your security profile in advance, you can go back to <http://www.redlands.edu/passwordmanager> and use the Lost Password function to create a new password. With or without a security profile in place, logging into Outlook WebMail (<http://mail.redlands.edu>) will prompt you to change your expired password.

What if I forgot my password?

If you set up your security profile in advance, you can go back to <http://www.redlands.edu/passwordmanager> and create a new password.

1. Click on the Forgot your password? icon.
2. Provide the answers to your pre-set security questions.
3. Type a new password and confirm it by typing it a second time.
4. Click Save when done.



What if I am locked out of my account?

You can lock yourself out of your account if you attempt to log into a system more than 5 times using the incorrect password. If you know your password, waiting 30 minutes before attempting to log back in should fix the issue. If you set up your security profile in advance, you can go back to <http://www.redlands.edu/passwordmanager> and unlock your account in a more timely manner.

1. Click on the Is your Account Locked? icon.
2. Provide the answers to your pre-set security questions.
3. Type a new password and confirm it by typing it a second time.
4. Click Save when done.



The Is your Account Locked? function only works if you set up your security profile in advance. If you do not have a security profile, and you do not remember your password, follow the lost password retrieval steps in the above section.

It's your password—get creative!

A strong password doesn't have to be difficult to remember. Here are a few tips you can use when creating a new password:

1. Choose a line from your favorite song and use the first letter of each word. End with the year the song was popular.
2. Pick two words, split them in half and add a symbol or number in the middle.
3. Spell a word in reverse, and then add in an uppercase letter and number.

For further assistance:
Please contact User Services/Help Desk at extension 8922.