

Lawrence Tech IT Services is introducing a new self-service password management service: myPassword.

myPassword allows our users to change or reset their passwords from any location with an Internet connection.

To use this service, users must create a profile consisting of two selected security questions and answers. These questions and answers will be used to verify your identify before you can use the myPassword service.

After your profile has been created, you'll be able to reset your password from any location by correctly answering your security questions. You will not be required to come to the Lawrence Tech Computer Help Desk to have your password reset.

Getting Started

To set up a myPassword profile, open a web browser. Internet Explorer, Firefox, and Opera are all supported.

The myPassword address (URL) is mypassword.campus.ltu.edu

Click the 'Edit my Profile' link.



Fig. 1 myPassword Main Menu

Enter your Lawrence Tech Computer ID in the ‘User Name:’ box and your password in the ‘Password:’ box.

Select ‘Campus’ in the Domain: box. Campus should be the default.

Click the Logon button.

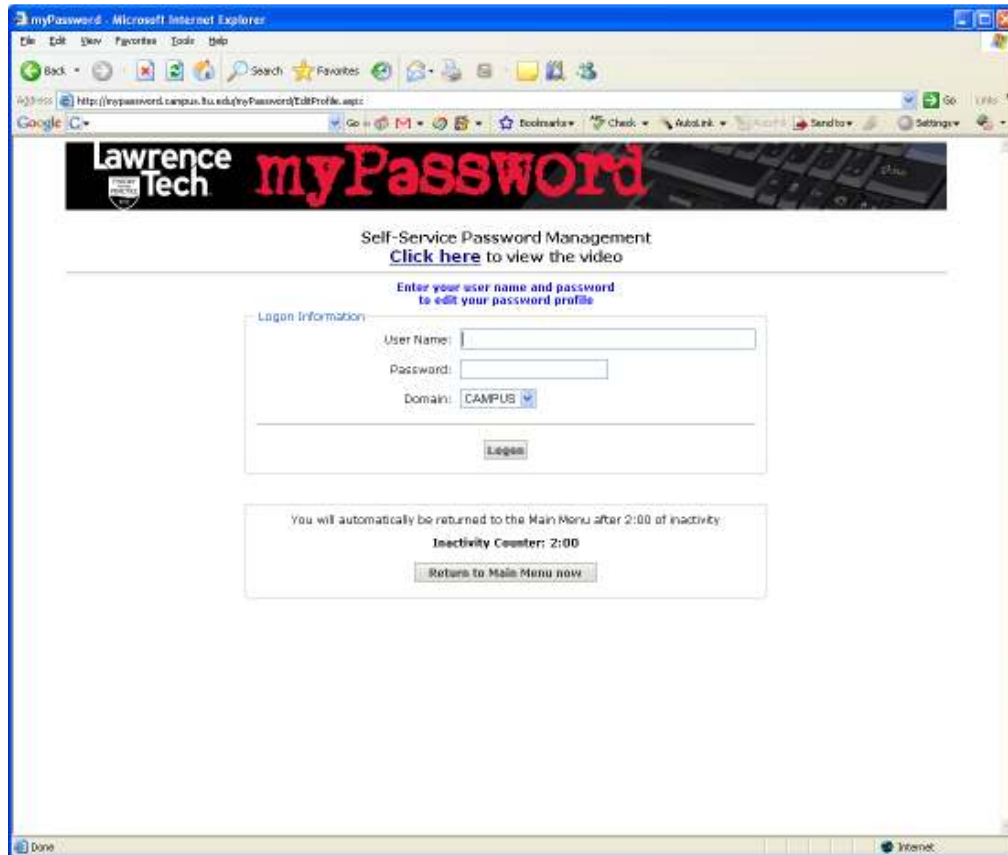


Fig. 2 Main logon screen

Select the first question from the drop down choice of questions. Then supply an answer in the input box below.

Do the same for the second question.

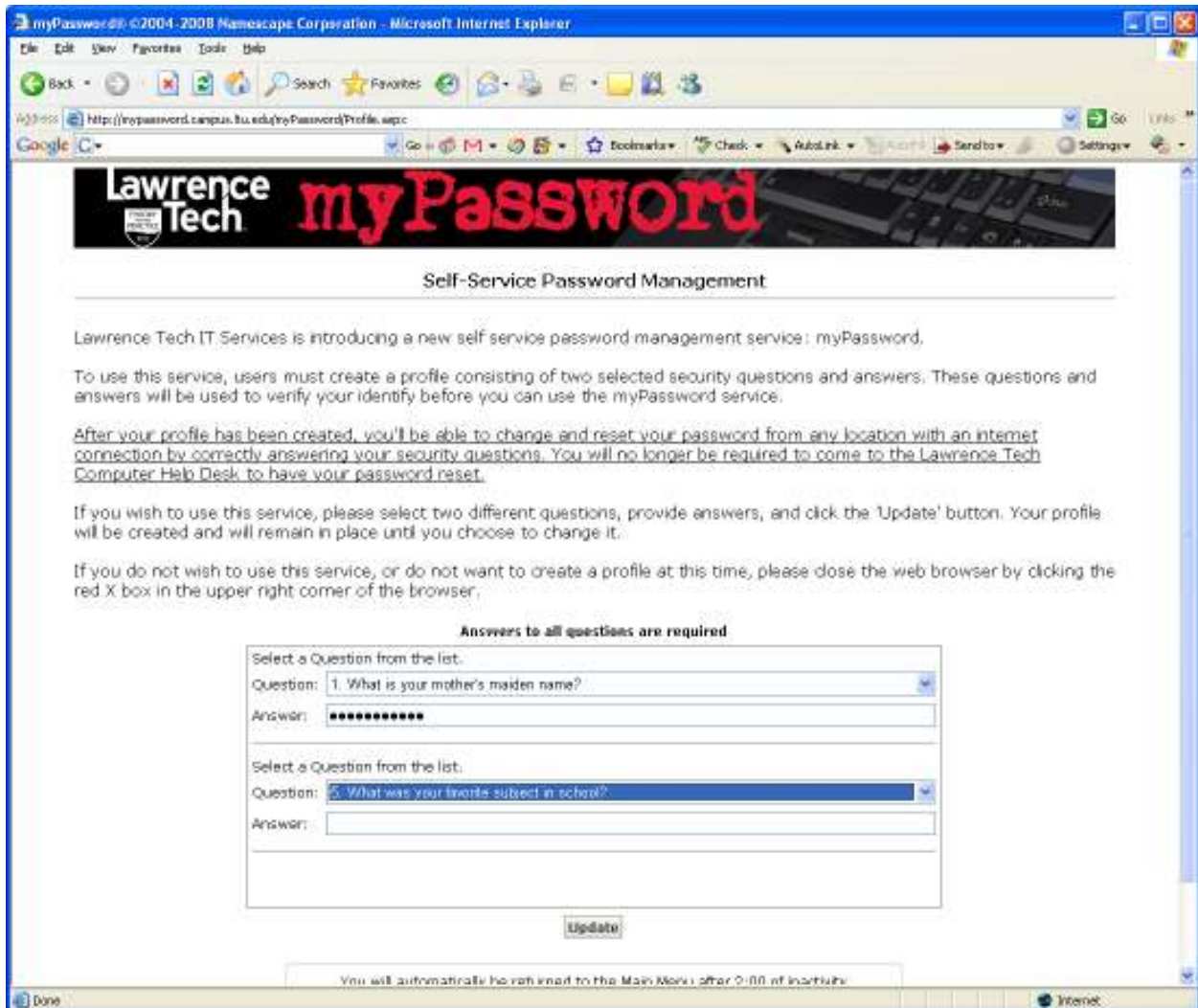


Fig. 4 Selecting security questions

Click the 'Update' button. Your profile will be created. You can now change your password or reset your password remotely.

Resetting your password

If you have forgotten your password, or if your password has expired, click the 'Reset my Password' link from the Main Menu. The Reset password login page will appear. (Fig. 5)

In the 'User Name:' box, type your computer login ID for example:

vm0006265998

Be sure that 'CAMPUS' is selected in the 'Domain:' box.

Then click the 'Logon' button.

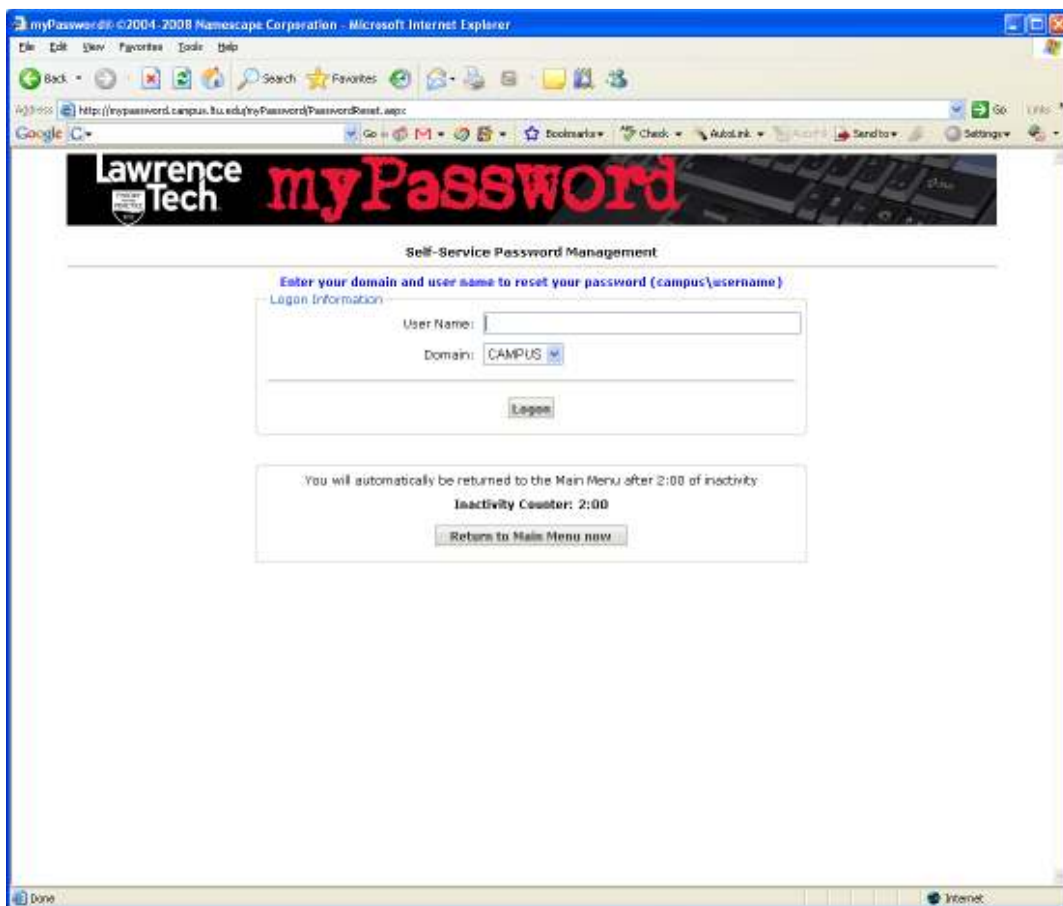


Fig. 5 Reset password logon screen

Answer the first security question listed in the box and click 'Continue.'

Answer the second security question listed in the box and click 'Continue.'

Once the security questions are answered correctly, the 'Set your new password' screen will display.
(Fig. 6)

You may choose a system generated password or create your own password.

Click the 'Generate' radio button to use a password automatically supplied by myPassword. You may review different passwords by clicking the 'Generate Password' button. Each time the 'Generate Password' button is pressed, a different password is returned. If you wish to use one of these passwords, leave your choice in the box and click the 'Change Password' button.

If you wish to create your own password, click the 'Enter' radio button and type your new password twice, once in the 'Password:' input box, and again in the 'Confirm:' box. The password must contain a minimum of six characters and must be different from the last seven passwords you have used. Then click the 'Change Password' button.

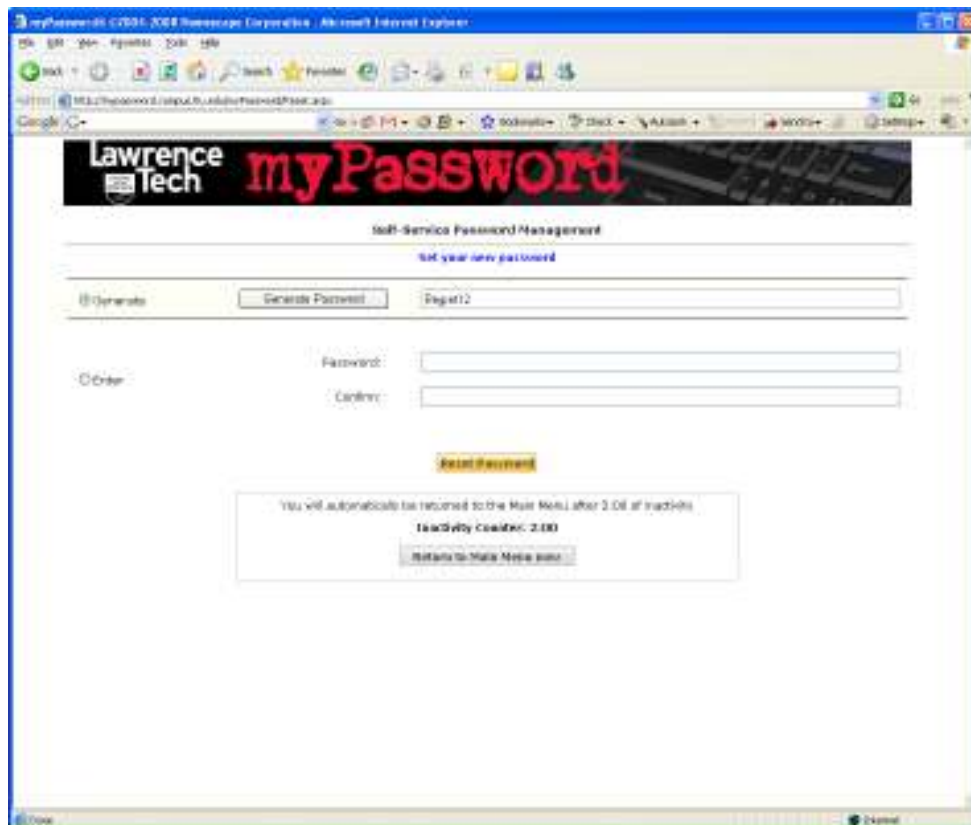


Fig. 6 Set your new password screen

If the passwords do not match, an error message will be returned. Type your passwords again and click the 'Change Password' button. If the passwords match, your password will be reset.

Changing your Password

If you know your password and want to change it, click the 'Change Password' link from the Main Menu. (Fig. 2)
Enter your login ID in the 'User Name:' box and your password in the 'Password:' box.
Make sure that the 'CAMPUS' is selected in the 'Domain:' box.
Then click the 'Logon' button.

The 'Set your new password' screen will display. (Fig. 5)

You may choose to use a system generated password or create your own password. Click the 'Generate' radio button to use a password automatically created by myPassword. You may review different passwords by clicking the 'Generate Password' button. Each time the 'Generate Password' button is pressed, a different password is returned. If you wish to use one of these passwords, click the 'Change Password' button.

If you wish to create your own password, click the 'Enter' radio button and type your new password twice, once in the 'Password:' input box, and again in the 'Confirm:' box. The password must contain a minimum of six characters and must be different from the last seven passwords you may have used. Then click the 'Change Password' button.

If the passwords do not match, an error message will be returned. Type your passwords again and click the 'Change Password' button. If the passwords match, your password will be reset.

After your password has been reset, you may close the browser, or navigate to another page.



Fig. 7 Password reset confirmation

Data Integrity Check on your Profile

Users may see the following screen when booting their laptop or desktop system:

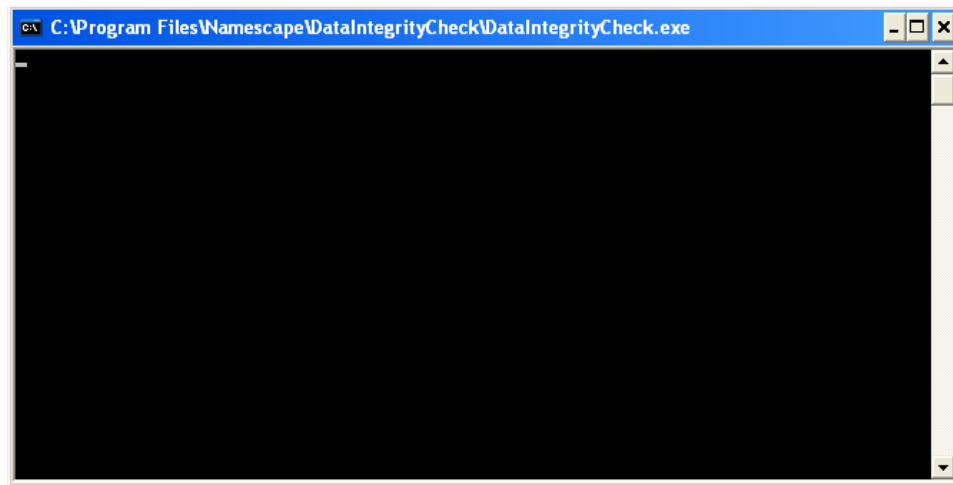


Fig. 7 Data integrity check script box

The myPassword system will run a data integrity check of your profile periodically. If changes are needed, the user will be prompted to edit their profile.

If you have not yet created a profile, a browser will open to the myPassword profile creation screen (Fig. 4) where you can select your security questions. On campus users will be directed to this screen on each reboot until they create a profile.

After a profile has been created, no additional user action is required when the data integrity check is running. Simply let the script run, and the window will close automatically when the script ends.