

Mastodon Bytes

The Self-Service Password Reset is a hit, so now back to the basics: changing passwords to adhere to university policy. This includes meeting the password criteria and changes to email accounts on mobile and personal devices.



Tip #21: Passwords

The next time you change your password things will look a little different. All students, staff, and faculty will be required to answer seven security questions and then change their password to follow university criteria. These questions will make resetting your password easier and will also allow the Help Desk to be able to reset it for you over the phone. We all hate changing our passwords, and IT Services wants to make it the process as painless as possible.

Password Criteria

If you have not answered your security questions, you will be prompted to do so when you log in to the Self-Service Password Reset. (If you have already answered them, skip this step.) After the seven security questions have been answered you will be offered different options such as “Change Password,” “Setup Security Questions,” “My Account,” and “Logout.” Click on “Change Password.” A list of criteria will appear, and the password will be evaluated for its strength or weakness.

Change Password
Self Service Password Reset

[Home](#)
[Logout](#)

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 30 characters long.
- Must include at least 1 number.
- Can not include more than 15 numbers.
- The first character can not be a numeric.
- The first character can not be a symbol (non letter or number).
- Must have at least 4 unique characters.
- Must not include any of the following values: / @ & ? \$
- Must not include part of your name or username.
- New password may not have been used previously.

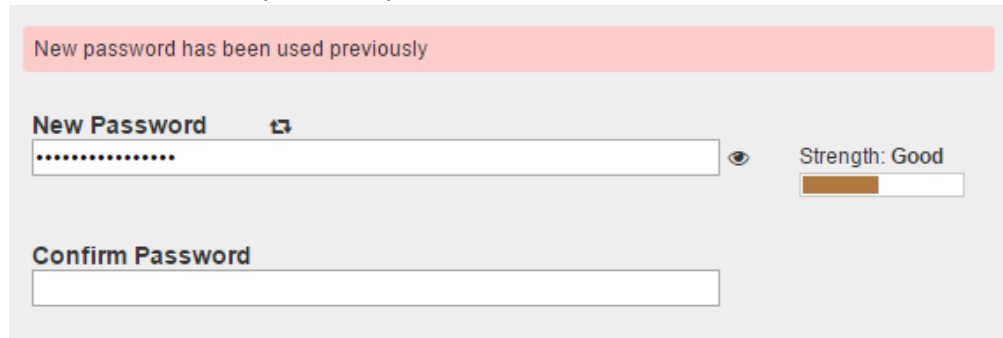
Please type your new password:

New Password 

Confirm Password

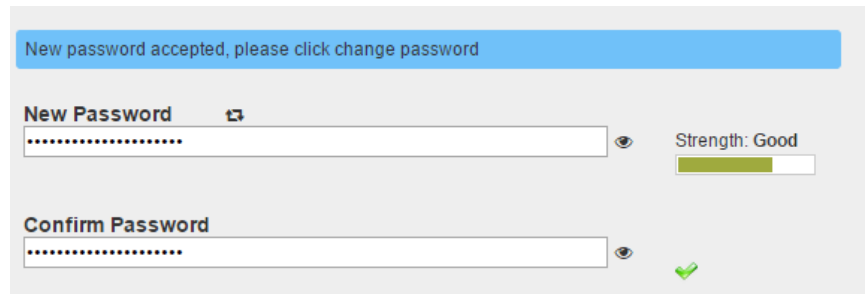
[Change Password](#) [Cancel](#)

Make sure it is not a password you have used before, otherwise it will look like this:



The screenshot shows a password change interface. At the top, a red banner displays the message "New password has been used previously". Below this, there are two input fields: "New Password" and "Confirm Password". The "New Password" field is filled with dots and has a strength indicator to its right that says "Strength: Good" with a brown progress bar. The "Confirm Password" field is empty.

The perfect new password will be indicated by the green color and should be typed the same in both fields.



The screenshot shows the same password change interface as above, but with a blue banner at the top that says "New password accepted, please click change password". The "New Password" field now has a green strength indicator that says "Strength: Good". The "Confirm Password" field is also filled with dots and has a green checkmark icon to its right, indicating it matches the new password.

Changing the Password to Mobile Devices:

For iOS Users:

1. Go to the iPhone main screen. Tap the "Settings" icon
2. Select the "Mail, Contacts, Calendars" option
3. Select the account you need to change
4. Touch your email address and then the "Password" field
5. Enter your new password

For Android Users:

1. Go to the Android phone main screen. Tap the "Settings" icon
2. Select "Microsoft Exchange ActiveSync"
3. Select the account you need to change
4. Touch your email address and then the "Password-Edit your password" field
5. Enter your new password

Contact your IPFW IT Services Help Desk for help walking through the process. We are located in Kettler Hall, Room 206, and are open Monday through Friday 7:30 a.m.–8 p.m. and Saturday 8:30 a.m.–4 p.m. Give us a call at 260-481-6030 or email us at helpdesk@ipfw.edu.