

Password Management Frequently Asked Questions

1. Why do I have to change my password?

In the past HWS did not have a consistent set of policies or guidelines for passwords. Continuing that practice creates a security exposure, particularly as web-based access to the HWS infrastructure becomes more prevalent. Having a strong password is just one piece of an overall plan in securing our infrastructure.

2. Why is enrolling in Password Station a good idea?

Password Station allows you 24/7 self-service access to manage your account. Additionally, it is a Web-based tool so is accessible by all supported platforms on campus.


3. Why do I have to answer security questions in Password Station?

By answering security questions that only you have the answers to, you will have access to the Web-based system anytime, anyplace, to reset your password in the event that you forget it. The security questions were selected using a series of security best practices.

4. What Web browsers work with Password Station?

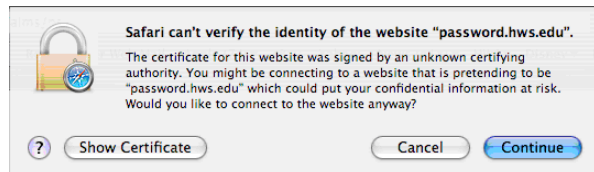
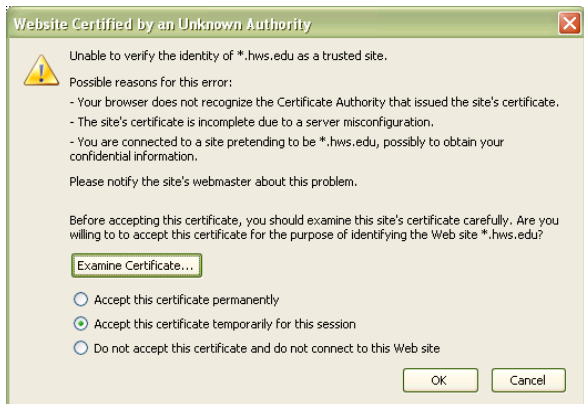
Password Station has been tested in Internet Explorer, Safari and Firefox.

5. How do I know that my password is secure in this site?

You should see a padlock icon  in your browser that identifies this site as being secure. You can click on the padlock to get more information about the security certificate.

6. I am getting a security error, what should I do?

Click "Accept this certificate permanently" and then "OK". Or "Continue."



7. Password Station isn't accepting my new password, why?

New passwords are required to meet the following criteria

- Be at least *8 characters long* (the longer, the better)
- Contain at least one *UPPERCASE* letter
- Contain at least one *lowercase* letter
- Contain at least one *number*

Note that longer and more complex passwords are more secure.

8. Are the answers to the security questions case-sensitive?

No.

9. I forgot my password...what do I do now?

You have 24/7 self-service access to Password Station from any computer connected to the Internet. You can log into the system at any time to reset your password. Just go to <http://password.hws.edu>.

10. I forgot the answers to my security questions...what do I do now?

You will need to call the Help Desk during normal business hours (M-F, 8:30 a.m. – 5 p.m.) to have an IT Services Staff member reset your password. Only you have the answers to your security questions.

11. What if I have multiple computers?

If your computers are on the HWS network, changing your password using Password Station will affect all of them. If a computer is not connected to the campus network (such as a laptop off campus), it will not be affected, so you should continue to use the old password on that computer until it is connected to the campus network.

12. What if I have a computer that is not logged into the network?

Most computers have local security credentials. In addition, you have HWS network security credentials. On most machines, when you are connected to the HWS network, they synchronize automatically, without you needing to do anything. However, when you are not connected to the campus network, the local password will not be updated on your machine when you change your network password via the Password Station process.

You may still change your HWS network password from a computer not physically connected to the HWS network. The best way to change your password is while you are connected remotely to the HWS network via VPN (Virtual Private Network). If you have questions or concerns about how to do this, please contact the help desk and someone will help you. The help desk can be reached Monday-Friday from 8:30 a.m.-5 p.m.

However, to change the local computer password when your computer is not connected to the HWS network, use the user account feature of the Control Panel or System Preferences tools. Until you connect that computer to the HWS network, you will need to use your old password. You should then plug the computer into the HWS network at your earliest convenience to make sure all passwords are in sync.

13. I am faculty and preparing to be off-campus for a semester, what should I do?

We strongly recommend you change your password before you leave campus. This way, the network password will synchronize with your local password. If however, you need to change your password while you are away, the best way to change your password is while you are connected remotely to the HWS network via VPN (Virtual Private Network). If you have questions or concerns about how to do this, please contact the help desk and someone will help you. The help desk can be reached Monday-Friday from 8:30 a.m.-5 p.m.

14. I have a group email account that several people in my department manage, what do I do?

The best method of sharing an e-mail account is to make several people delegates who can view mail in the group account, but restrict the password to as few people as possible. IT Services can help set up delegate access. Call the help desk at 781-4357 for assistance.

15. If I forget my password, will I be able to retrieve it?

No, but you can reset your password by answering your security questions in Password Station.

16. How often do I have to change my password?

You will be required to change your password every 365 days. Password Station will send you email reminders prior to the date. Changing your password more often decreases the risk of exposure of your account credentials.

17. Can I use the same password twice in a row?

No, using the same password twice in a row is not permitted.

18. Can I access the Password Web site from off campus?

Yes, Password Station is accessible from any computer connected to the Internet.

19. Is the Password Web site secured by SSL?

Yes, Password Station is secured by 128-bit SSL encryption.

20. Am I required to enroll in Password Station?

It is not a requirement, but a strong recommendation. Password Stations provides you:

- 24/7 self-service access to the system from any Web browser, anywhere
- Email reminders when your password is about to expire

If you do not use Password Station, you are still required to adhere to the new password requirements.

21. What if I use the fingerprint tool to log into my IBM/Lenovo machine?

The Thinkvantage Client Security Tools will prompt you on your first attempt to use the fingerprint scanner for your new password. Entering your new password once will reactivate the fingerprint scanner for future use.

22. What if I use the Apple keychain utility?

You must go into the keychain utility and update the saved version of your password.

1. Open the Keychain Access tool in the Utilities folder within your Applications folder
2. Select the Passwords section on the left
3. Double-click the saved password you want to change on the right
4. Check the Show Password box and enter your Keychain password to show your old password
5. Enter your new password and uncheck the Show Password box
6. Click Save and close the saved password window
7. Quit Keychain Access

23. Do I have to be on campus to change my password?

No, you can change your password from anywhere that you have Internet access. However, please note that if you change your password from off-campus, your computer will continue to use your old password, as the local password until after the first time you connect the computer back to the campus network.

24. When I change my password, will it change passwords to all of the services I have access to?

Most of the systems you use on campus take advantage of your network username and password. However some systems do not. Examples of systems that have passwords that are managed outside of this process: SCT HRS & SIS, FRS, FASLOOK, R25, Iamecs Card System, Listserv, ILLiad Interlibrary Loan System, PowerFails, Surveyor, TrackIT.

25. I just changed my password, but can't login to systems like BlackBoard, what's wrong?

The password change should happen almost immediately for all systems that use your HWS Network username and password. However, there could be up to a 15-minute delay. If you are still having trouble after 15 minutes, call the Help Desk. The Help Desk can be reached by phone at 315-781-4357, or email helpdesk@hws.edu. Please also see Question 22, "When I change my password, will it change passwords to all of the service I have access to?" regarding systems that use this network password.

26. I just got an email that said I've been unenrolled from Password Station, but I didn't attempt to do anything in Password Station. What should I do?

Please call the Help Desk if you get a notification like this. The Help Desk can be reached by phone at 315-781-4357, or email helpdesk@hws.edu.

27. Will the Xerox multifunctional devices recognize my new password?

Yes.

28. What else do I need to know about other devices (i.e. PDA's/Blackberry devices, etc.)

Some devices use a security process independent of the HWS network. For example, if you are using a Blackberry and use the wireless provider's service to deliver your mail, you may need to log into that system independently and update your password. If you have any questions about any devices and how they are affected by this process, please call the Help Desk at 315-781-4357, or email helpdesk@hws.edu.

29. I have documents that I have password protected (Microsoft Word, Microsoft Excel, etc.) will this password change affect those passwords?

No the passwords are completely separate. This policy does not affect passwords on individual documents. However, based on the security needs of the information contained in those documents, you may want to consider following the same guidelines when creating your passwords.