Law School Computing Services User Memo

Managing Your Loyola UVID Password

Overview

This user memo will detail the steps for current Loyola staff, faculty and students to manage their Loyola Universal ID (UVID) password. There is a section in this document below with the steps for existing users to follow to change their current password or reset a forgotten or expired password and a section with the steps for existing users to unlock their account if it becomes locked.

Your UVID password will expire 180 days from the last time it was changed and you will need to change the password as required by university policy.

When your password gets close to the date it will expire, you will start receiving daily emails about 14 days prior to your password expiring notifying you to change your password. The emails will come from lpss@luc.edu with the subject "Loyola Password Expiration" informing you when your password is about to expire and how many days you have left to change your password. You will need to use the Microsoft Service Password Reset (SSRP) Tool to change your password.

How to use this document

This document has two sections below.

- Use the directions in the first section below if you need to change your password or reset a forgotten or expired password.
- Use the directions in the second section below if you are trying to unlock your account.

Steps to change your current password or to reset a forgotten or expired password

You can do the following steps from a Law School desktop computer only when using it on campus (not when accessing it remotely from off campus) or from your personal laptop or desktop computer when off campus.

Note: When you change your password you must update any application on personal devices such as a computer, tablet or smartphone you've allowed to save your password. Whenever possible, before changing your password, gather all these devices together when you use the Self Service Password Reset (SSRP) Tool to change your password so you can update the password on those devices after changing your password.

Important Note for Staff and Faculty: If you are working from home when you need to change your password and you are using the Loyola Secure Access (LSA) VPN and the Remote Desktop software to connect to the computer in your office at the Law School please do the following first before changing your password.

Before you do the steps below to change your password, "Sign Out" of the computer in your office and click the "Disconnect" button on the GlobalProtect app to turn off the LSA VPN.

Make sure to use the "Sign Out" command on the computer in your office at the Law School and DO NOT use the "Shut Down" command. If you "Shut Down" the computer in your office at the Law School instead of using "Sign

Out" you will not be able to login remotely again until you or someone can go to your office at the Law School to power the computer on.

After you do that you can follow the steps below from your home computer to change your password**.**

Step 1: Click on the following link to access Loyola's [Self-Service Password Reset](#) webpage.

Note: If you have a paper copy of this document go to http://www.luc.edu/password and in the "Getting Started" section on the page click on the link "Reset Your Password" and you will get to Loyola's Self-Service Password Reset web page.

Once you see the page, you will enter your Loyola **e-mail address** and fill in the **CAPTCHA**.
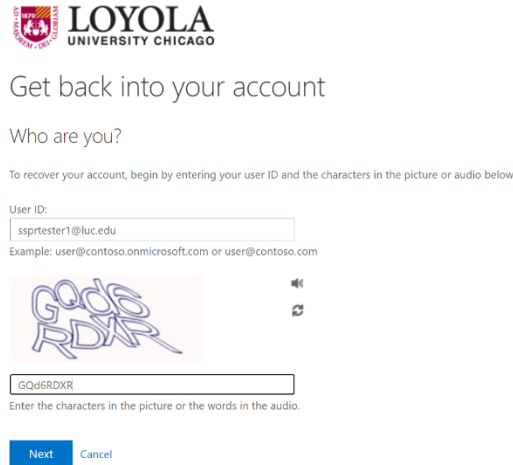
Step 2: Next, you will be asked to select "I forgot my password" or "I know my password, but still can't sign in". **In this step always select "I forgot my password" and click next.** This will allow you to reset password.
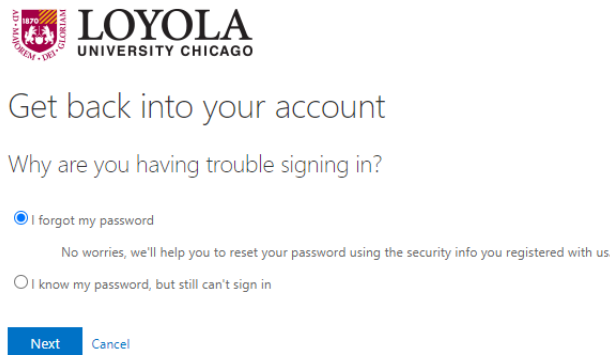
Step 3: You will be prompted to confirm your second factor authentication method either thru the Microsoft Authenticator Mobile App or text message or call. You will be prompted for whichever authentication method you chose when you setup your second factor authentication method. This will be the same authentication method you are prompted for when you login into other Loyola systems like your Loyola email account.

Authenticate on your mobile device when prompted and then go to the next step.

Step 4: You will be prompted to enter your new password

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

[   ]

* Confirm new password:

[   ]

[**Finish**] Cancel

Your new password must meet the following requirements:

- At least 12 characters in length

- At least 1 uppercase character

- 2 of the following:

  - 1 Number

  - 1 Symbol

- Password cannot be one of your last 10 recently used passwords

Step 5: You will see the screen below telling you your password has been reset. You are done resetting your password. Please continue to the next step (Step 6) in this section and follow the steps outlined to update your password on any other devices that may have had the password saved in them. This is very important.

LOYOLA
UNIVERSITY CHICAGO

Get back into your account
✓ Your password has been reset

Step 6: Now that you have changed your password, you must update any application you've allowed to save your password on personal devices, such as a computer, tablet or smartphone. Follow the steps below as soon as possible after changing your password

1. If you just completed the steps above to change or reset your password when you are at the Law School using a computer at the Law School, you must log off the computer after you change your password and then log back in with your new password. If you do not do this, you may experience issues with some applications.

2. Students skip this step. Law School staff and faculty, after changing or resetting your password, the next time you logon to the Law School computer in your office and start the Outlook desktop application the first time it may prompt you to login. Make sure to enter the new password you just set for your UVID.

3. As soon as possible after completing the steps above to change your password from on campus or off campus, you must update any application you've allowed to save your password on personal devices, such as a computer, tablet or smartphone.

    If you are using the Outlook app on your mobile device or your laptop, it may not immediately prompt you for your new password. The application may start and take you into your mail box as it normally does. You will see your mail that was in your mailbox before you changed your password, but it may not be retrieving any new mail or allow you to send mail.

    Important Note **:** <u>If you do not update all your devices to the new password, it is possible that one or more of your devices will continue trying to use the old password, causing your password to be locked because of too many incorrect logins.</u>

4. The next time you are at the Law School with your mobile device or laptop and try to use the LUC WiFi network, keep in mind your UVID and password are used to authenticate you to the WiFi network. After you change your password, the first time you try to connect to the LUC WiFi network your device should prompt you to enter your new password.

    However, if your device does not immediately prompt you for the new password you just changed to, it may look like you are still connected to the LUC WiFi network as you always are, but when you try to access the internet it does not work.

    To force your device to prompt you for the new password, tell your device to forget the LUC WiFi network. Then tell your device to connect to the network again, and it should then prompt you for the new password and connect properly.

This is only an issue for the LUC WiFi network, other WiFi networks your device is aware of are not affected by you changing your Loyola UVID password.

If you have other systems with your password saved in them that were not listed above, you can go to the "Password Reset - Next Steps" web page to see information for more systems at https://www.luc.edu/its/services/password/nextsteps/

Existing Users follow these steps to unlock your account

The next section is for people who's account has become locked. Please follow the following steps to unlock account.

Step 1: Click on the following link to access Loyola's Self-Service Password Reset web page.

Note: If you have a paper copy of this document go to http://www.luc.edu/password and in the "Getting Started" section on the page click on the link "Unlock your Account" and you will get to Loyola's Self-Service Password Reset web page

Once you get to the page below you will enter your Loyola **e-mail address**, followed by **CAPTCHA.**

Step 2: Next, you will be asked to select "I forgot my password" OR "I know my password, but still can't sign in". **In this step always select "I know my password, but still can't sign in" and click next.** This will allow you to unlock your account.

Step 3: You will be prompted to confirm your second factor authentication method either thru the Microsoft Authenticator Mobile App or text message or call. You will be prompted for whichever authentication method you chose when you setup your second factor authentication. This will be the same authentication method you are prompted for when you login into other Loyola systems like your Loyola email account.

Authenticate when prompted on your mobile device and then go to the next step.

Step 4: That's it, your account has been unlocked.

For more information about the Self Service Password Reset (SSRP) Management Tool go to luc.edu/password if you have questions about or need assistance using the SSPR Tool contact Law School Computing Services (LSCS) by email at lscs-info@luc.edu or by phone at 312-915-7192 or the university ITS Service Desk by email at itsservicedesk@luc.edu or via phone at 773-508-4487.