

Changing NIACC network password – Off Campus Users

NIACC is committed to a secure information technology environment, and in this time of ever increasing attempts to improperly obtain personal information, the need for a strong password policy is greater than ever. To protect your personal information and the information of our students, the College strengthened its policy on password usage.

The password policy applies to all NIACC staff and faculty credentials (username and password combinations) utilized on college-provided and personal devices to attach to College services (e.g., wireless network, portal, email, etc.).

- All passwords must be changed at least every 90 days.
- You will receive email reminders to change your password 14 days, 7 days & 1 day before it expires.
- All passwords must be ‘strong passwords’, having the following characteristics:
 - At least eight characters in length.
 - Include three of the following four characteristics:
 - upper case characters (e.g., A-Z)
 - lower case characters (e.g., a-z)
 - numbers (e.g., 0-9)
 - symbols (e.g., !@#\$%^&*()_+|~-=\`{}[]:”’!<>?,./)
- Do not include any part of the account name or the word ‘NIACC’
- The last four passwords are retained and will not be accepted (you cannot repeat a password).
- You can change your password only once in a 24 hour period.
- Accounts will be ‘locked’ (unable to be used) after three unsuccessful attempts to log in. To unlock your account do one of the following

Wait 30 minutes – it will unlock itself

Call the Help Desk at 866-614-5020 – ask to have your account unlocked

Use the Password Self-Service (NIACC public website – Quick Links – Password Self-Service) – click on Unlock Account – enter username - answer 2 security questions – click on Unlock Account button

1. Personal Devices:

If you have personal devices that have your NIACC password saved on them (i.e. smartphone, tablet, iPad, personal laptop, etc.), you will need to manually change the password on your Personal Device/s or else they will continually try to log in and will lock out your account.

Gather your personal device/s and set them to offline/airplane mod/power them off to temporarily disable network access. This will keep the device/s from trying to log into your account. Refer to the specific documentation for your device/s (they start on page 4). Don't change the password on these devices until step #4.

2. Changing your password:

This needs to be done when nothing for NIACC is open/running (ie: MyNIACC, VPN).

Utilize the self-service password tool at <http://myPassword.NIACC.edu> .

The image shows a 'Sign in' form. It has a title 'Sign in' at the top. Below the title are three input fields: 'User Name:' with a text box, 'Password:' with a text box, and 'Log on to:' with a dropdown menu showing 'NIACC'. Below these fields is a 'Login' button.

- Enter your User Name (Network ID / username)
- Enter your Password
- Click on Login

Change Password

Change your current domain password.

The image shows a 'Change Password' form. At the top, it says 'Change Password' and 'Change your current domain password.' Below this is a section titled 'Domain Password Policy Requirements' with a list of requirements: 'The minimum password age is 1 days', 'The maximum password age is 90 days', 'The minimum password length is 8', 'No. of Passwords Remembered is 4', and 'The password complexity property is Enabled'. Below the requirements are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. To the right of the 'New Password' field is a 'Password Strength' indicator. At the bottom right of the form are 'OK' and 'Cancel' buttons.

- Enter your Old Password (current)
- Enter your New Password
- Confirm New Password (enter it again)
- Click on OK
- Sign Out when done

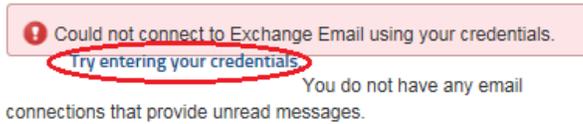
Wait at least 5 minutes after changing your password before proceeding to step 3.

Note: Step 4 can be done while waiting the 5 minutes.

3. Updating your portal (MyNIACC) single sign-on (SSO) credentials:

a. Email – You will receive the following error message

***If you don't get the error – Sign Out of MyNIACC and wait another 5 minutes**

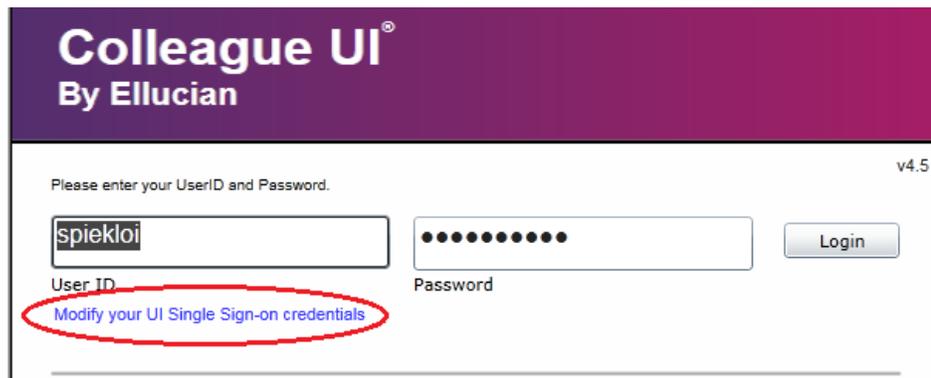


- Click on Try entering your credentials
- Enter your User Name (Network ID / username)
- Enter your New Password
- Confirm New Password (enter it again)
- Click on OK

b. Colleague or Datatel – You will receive the following error message:



- Click on OK



- Click on Modify your UI Single Sign-on credentials
- Enter your User Name (Network ID / username)
- Enter your New Password
- Confirm New Password (enter it again)
- Click on OK

c. Canvas – no action is needed

4. Personal Devices: **Important Note – personal devices must be completely updated one at a time.**
- a. On your first device – Refer to the specific documentation for your device/s.
 - Change your password for the necessary email app.
 - Change your password for your wireless connection (if saved).
 - b. If you have saved your password on any other apps, you will need to change the password in that app.
Here are a couple you may use:
 - WiFi Now is an app that saves passwords.
 - Ellucian Go Mobile app, you will need to use your new password to log in.
 - c. Repeat with your next device, etc...

Change Exchange email password on Android Phone

Android (Version 4.1.2) Phone

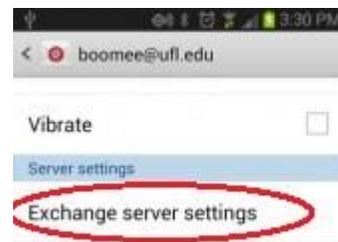
1. From home screen, select menu button, then select settings



3. Select settings.



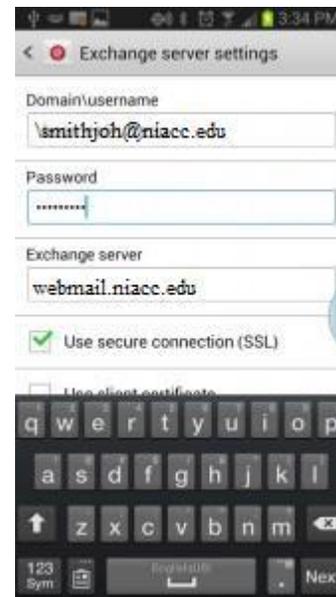
4. Under the email account select Exchange server settings.



2. From settings menu select Microsoft Exchange ActiveSync



5. Update the new password, click done.



How to Change your NIACC\Exchange Password on your iPad or iPhone

1. Go to Settings on your iPad/iPhone and select Cellular Data. Slide Cellular Data to OFF.



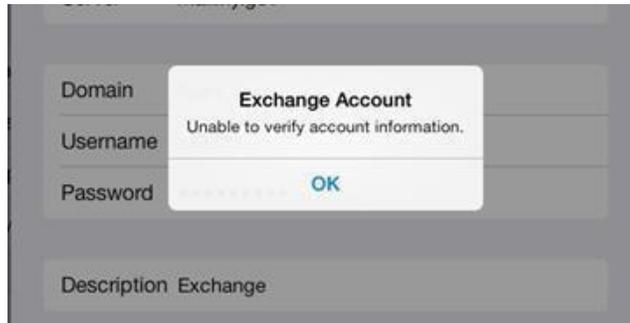
2. Go to WIFI and slide WIFI OFF.



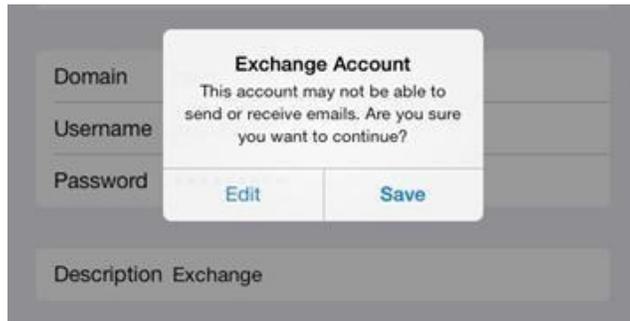
3. Using your preferred method, change your network password.
4. Once your new password is accepted on your computer, return to working with your iPad/iPhone.
5. Go to Settings and then Mail, Contacts, Calendar.
6. Select your Exchange email account. Select your email address (ie: smithjoh@niacc.edu)

How to Change your NIACC\Exchange Password on your iPad or iPhone Continued...

7. Tap the Password field and delete the old password and enter your new password. Select the Done button. You will get the message “Exchange Account, Unable to verify account information.” Select ‘OK’.



8. Select ‘Done’ again. Another message appears “Exchange Account, This account may not be able to send or receive emails. Are you sure you want to continue?” Select ‘Save’ and ‘Done’.



9. Turn on Wi-Fi and Cellular Data.
10. You will see a popup asking for your Exchange password one more time.
11. Open you Mail, or Contacts or Calendar. Everything should be working.

Possible Issues:

I changed my password and now my account is locked out – what do I need to do?

Your account locking after you change your password can happen for a number of reasons, but the two most likely are (1) the new password you created is not the same as the one you are trying to use or (2) another device has the 'old' password saved and is attempting to reconnect using that password.

For the first situation – a new password not working – reset the password using the Password Self-Service tool at <http://myPassword.NIACC.edu>. Information on the password change process is available at this link under the 'Change Password' section.

The second situation – another device with the 'old' password – is a bit more complicated. You will need to gather all of your devices and set them to offline/airplane mod/power them off to temporarily disable network access. When that is done, ensure your new password is working by logging into a NIACC service that utilizes these credentials (the portal is a good test). Power on one of the devices and reset the saved password(s) on that device. After that device has been on for a period of time and you test your account with the new password to make sure it is unlocked, repeat the process on each of the remaining devices. If during the process, your account is locked again, look for other devices that may have the saved password and/or make sure you have found and changed all of the saved passwords on the devices being used.

I saved a password on my computer and, after changing my password, my computer is still trying to use my previous password. How do I change the saved password?

To update your saved password for an application (e.g. Outlook, wireless, etc.), it may be necessary to clear your 'credential vault' on the computer. To do so, open the Windows Control Panel and start the Credential Manager to add, remove, or edit your stored credentials.

The screenshot shows the Windows Credential Manager interface. At the top, it says "Store credentials for automatic logon" and "Use Credential Manager to store credentials, such as user names and passwords, in vaults so you can easily log on to computers or websites." Below this is a "Windows Vault" section with "Back up vault" and "Restore vault" links. The main section is "Windows Credentials" with an "Add a Windows credential" link. It lists one credential: "NIACC\ [redacted] (Windows Identity)" modified on 11/11/2013. Below that is "Certificate-Based credentials" with "Add a certificate-based credential" link and "No certificates." The "Generic Credentials" section has an "Add a generic credential" link and lists three credentials. The first is "MS.Outlook: [redacted] NIACC.EDU:PUT" modified on 8/19/2013. Below it are details: "Internet or network address: MS.Outlook: [redacted] NIACC.EDU:PUT", "User name: [redacted]", "Password: *****", and "Persistence: Enterprise". An arrow points to the "Edit" link for this credential. Below are two more generic credentials: "MS.Outlook: [redacted] niacc.edu:PUT" modified on 11/11/2013, and "MS.Outlook: [redacted] NIACC.EDU:PUT" modified on 8/19/2013. At the bottom is "NIACC\ [redacted]" modified on 1/28/2014.