Technology Overview

Password Management Tool

Adler University has made available the Adler Account Password Management tool. This web-based tool allows for self-service management of the following network account password functions:

- Enrollment of password reset security questions
- Change current password
- Reset a forgotten password
- Unlock a locked account
- *Can be performed at any time on or off campus*

The system is available through the Quick Links menu of the Adler Connect Portal or through an Internet-connected computer both on and off-campus at http://mypassword.adler.edu/

Note: This tool is accessible on mobile platforms that can view Internet websites. The address above will automatically display in mobile format.

When Would I Use this Tool

This tool can be used by Adler faculty, staff, and students to change or reset their password or to unlock their network account at any time without requiring Adler Technology Helpdesk support. Should you forget your password or find yourself locked out of your account due to exceeding the invalid password attempt threshold, you can use this tool to reset your password and/or account as needed.

Important: To use this system, you must first enroll. This entails logging into the tool with your Adler network account credentials and enrolling security questions that will be used to identify you. Please note the following:

- *Important: You must enroll your security questions or you will be unable to reset your password/unlock your account. Enroll by logging into the tool at http//mypassword. adler.edu*
- If you forget your enrollment questions, they cannot be retrieved. You will need to log in and re-enroll your questions. You can re-enroll the same questions or new ones as desired
- Remember to always add the required CAPTCHA phrase on appropriate pages when prompted. This feature prevents automated systems from maliciously accessing the tool. Should you not understand the phrase, click on the green reset button as shown below for a new caption:

- Should you be unable to change your password / unlock your account, please contact the Adler Technology Helpdesk

Accessing the System

Access the system using the **Quick Links** menu of the Adler Connect Portal or by pointing your web browser to http://mypassword.adler.edu:

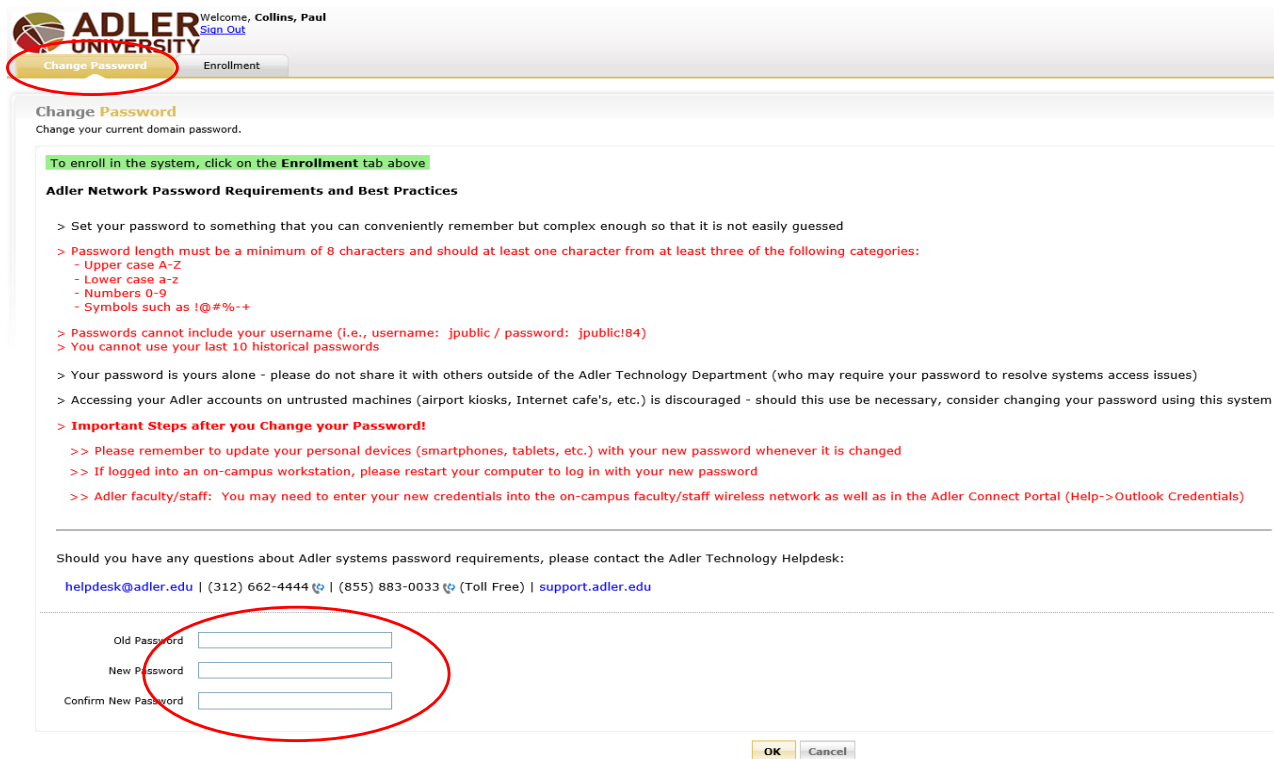Enroll into the system or change your current password, log in here (remember to add the CAPTCHA code.)

Once enrolled, you can reset your forgotten password or unlock your locked account by selecting the appropriate function

Change Current Password

Once logged in, you can either reset your current password or click on the **Enrollment** tab to enroll.
To change your current password, enter your current (old) password and then your new password twice.

Note: Make sure to follow password requirements guidelines listed.
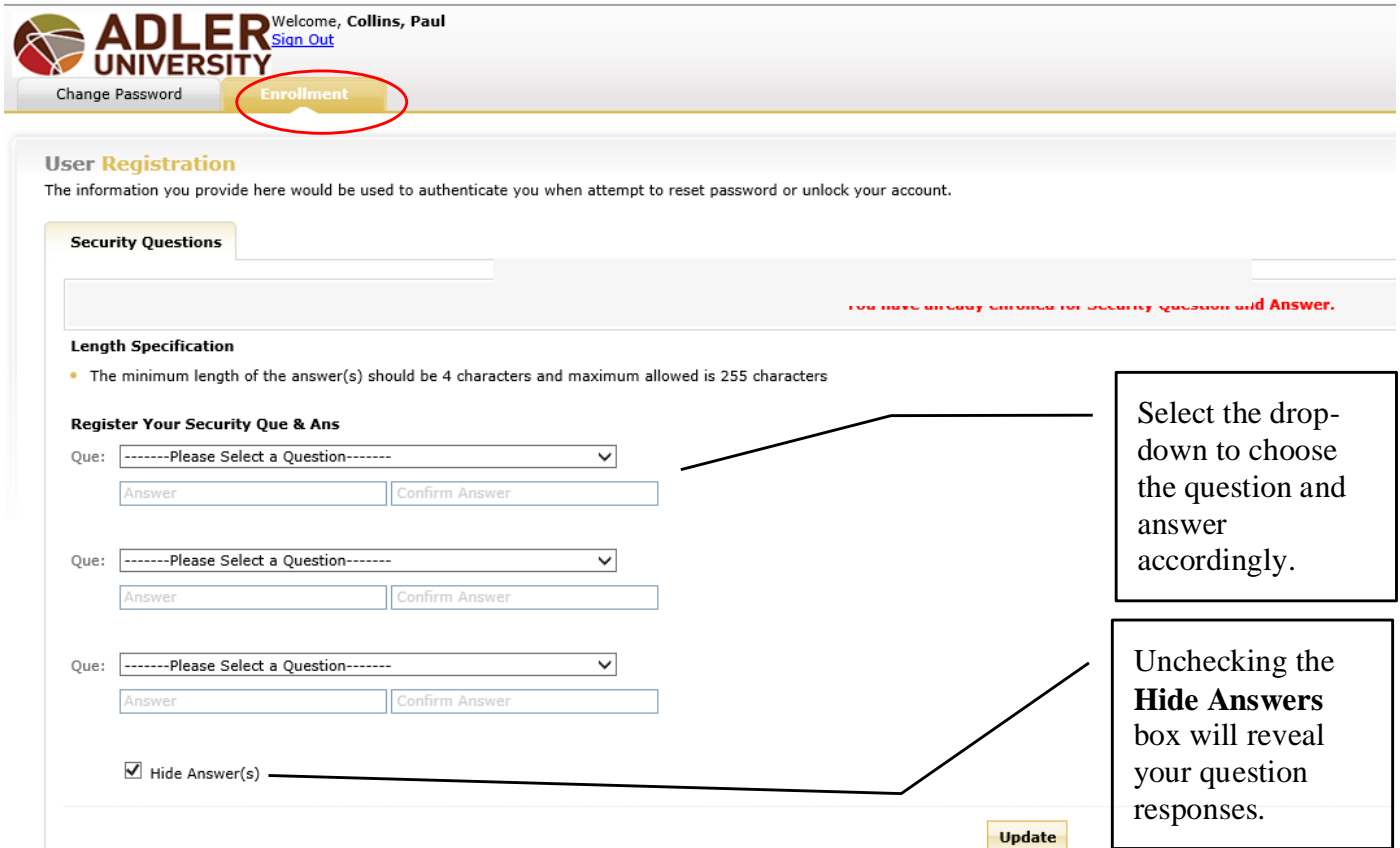

Post password change recommendations

- If on-campus and on an Adler workstation, please log off and back on to establish your new password
- Remember to update account access profiles on any relevant mobile devices (iPad, iPhone, Android, etc.)
- Students: Your Adler network password automatically updates your Adler Student Gmail password
- Faculty/Staff:
    o If accessing the Adler Chicago or Vancouver faculty/staff wireless network on your mobile device, you will need to re-connect to this network using your new password
    o Remember to save your new password in the Adler Connect Portal to maintain Outlook integration (in Adler Connect, click on Help->Enter my Outlook credentials

Enrolling Your Security Questions

Click on the **Enrollment** tab to enroll your security questions. Should you forget your password/lock your account, you will need to answer these questions to confirm your identity and proceed.

Important Considerations
- Answers must be 5-255 characters in length
- You must provide an answer to three security questions.
- Should you forget your security questions they cannot be reviewed or modified. Simply re-register your security questions and answers as needed

Select the drop-down to choose the question and answer accordingly.

Unchecking the **Hide Answers** box will reveal your question responses.

Should you need to re-enroll your security questions, please select the appropriate question and enter your answer. Note that unchecking the **Hide Answers** checkbox will display your answers.

Note that once your answers are saved they cannot be retrieved. Simply re-enroll your security questions as needed:

ADLER UNIVERSITY

Change Password | Enrollment

User Registration
The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

You have already enrolled! If you desire, you can alter your enrollment information here.

Security Que & Ans

Length Specification
• The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que: The country you always dreamt of visiting?
Japan

Que: Who is your childhood hero ?
Superman

Que: Your favorite hobby ?
Reading

☐ Hide Answer(s)

Update

To save your answers, click on the **OK** / **Update** button. If successful, you will get a successful confirmation:

✔ Successfully Updated the Registration.

You can now **Sign Out** of the system:

Technology Overview
Password Management Tool

Resetting your Password / Unlocking your Network Account

Once you have enrolled your security questions, you can reset Adler network password or unlock your locked account as needed without Adler Technology Helpdesk support.

Access the Account Password Management system at http://mypassword.adler.edu and select either the **Reset Password** *or* **Unlock Account** options as needed:

Now, enter your Adler network username (i.e., jsmith) in the **Domain User Name** field.

Remember to fill out the appropriate CAPTCHA security phrase and then click **Continue**

Reset Your Password
Please provide your user name and domain name.

Domain User Name [   ] (Example : Jsmith)

Type the characters you see in the picture below.
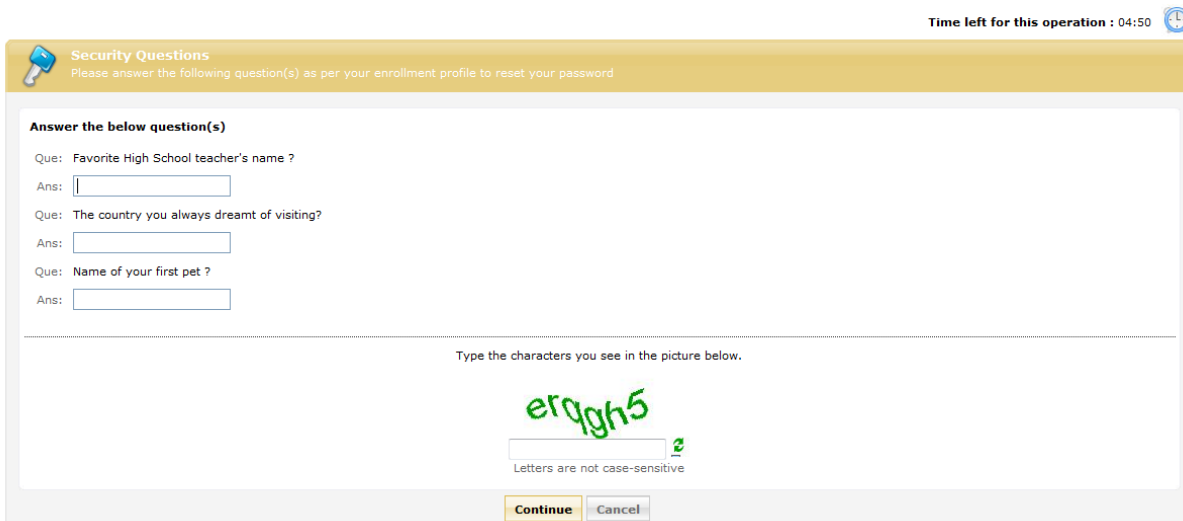
om8nsb

[   ]
Letters are not case-sensitive

Continue   Cancel

You will now be prompted to answer your enrolled security questions. Enter your responses to all questions and then enter the CAPTCHA characters. Click on **Continue** to proceed.

Note: You have a five minute time limit to complete this procedure (shown in left-hand corner)

Time left for this operation : 04:50

Security Questions
Please answer the following question(s) as per your enrollment profile to reset your password

Answer the below question(s)

Que: Favorite High School teacher's name ?
Ans: [   ]

Que: The country you always dreamt of visiting?
Ans: [   ]

Que: Name of your first pet ?
Ans: [   ]

Type the characters you see in the picture below.

erqgh5

[   ]
Letters are not case-sensitive

Continue   Cancel

If resetting your password, you will be prompted to enter your new password. Please ensure that you provide a password that meets minimum password requirements as shown below.

Note: You have a five minute time limit to complete this operation.

If the password reset / account unlock operation is successful, you will sent an email confirmation. *Should you ever receive and email confirmation to a password reset / account unlock operation, please contact the Adler Technology Helpdesk as soon as possible.*

Post password change recommendations

- If on-campus and on an Adler workstation, please log off and back on to establish your new password
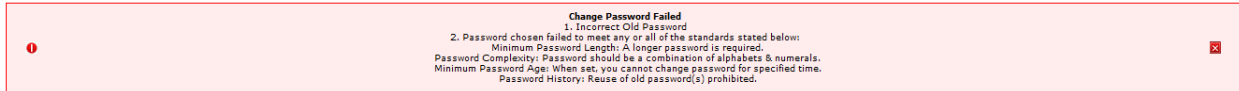- Remember to update account access profiles on any relevant mobile devices (iPad, iPhone, Android, etc.)
- Students: Your Adler network password automatically updates your Adler Student Gmail password
- Faculty/Staff:
    - If accessing the Adler Chicago or Vancouver faculty/staff wireless network on your mobile device, you will need to re-connect to this network using your new password
    - Remember to save your new password in the Adler Connect Portal to maintain Outlook integration (in Adler Connect, click on Help->Enter my Outlook credentials

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If the operation is not successful, you may receive a message as follows:

Change Password Failed
1. Incorrect Old Password
2. Password chosen failed to meet any or all of the standards stated below:
Minimum Password Length: A longer password is required.
Password Complexity: Password should be a combination of alphabets & numerals.
Minimum Password Age: When set, you cannot change password for specified time.
Password History: Reuse of old password(s) prohibited.

Should this occur, please ensure you are submitting a password that meets minimum password requirements.

Mobile Device Access to mypassword.adler.edu

You can access the password management tool by visiting the same site on any Internet accessible mobile device (iPhone, iPad, Android, etc.):

http://mypassword.adler.edu

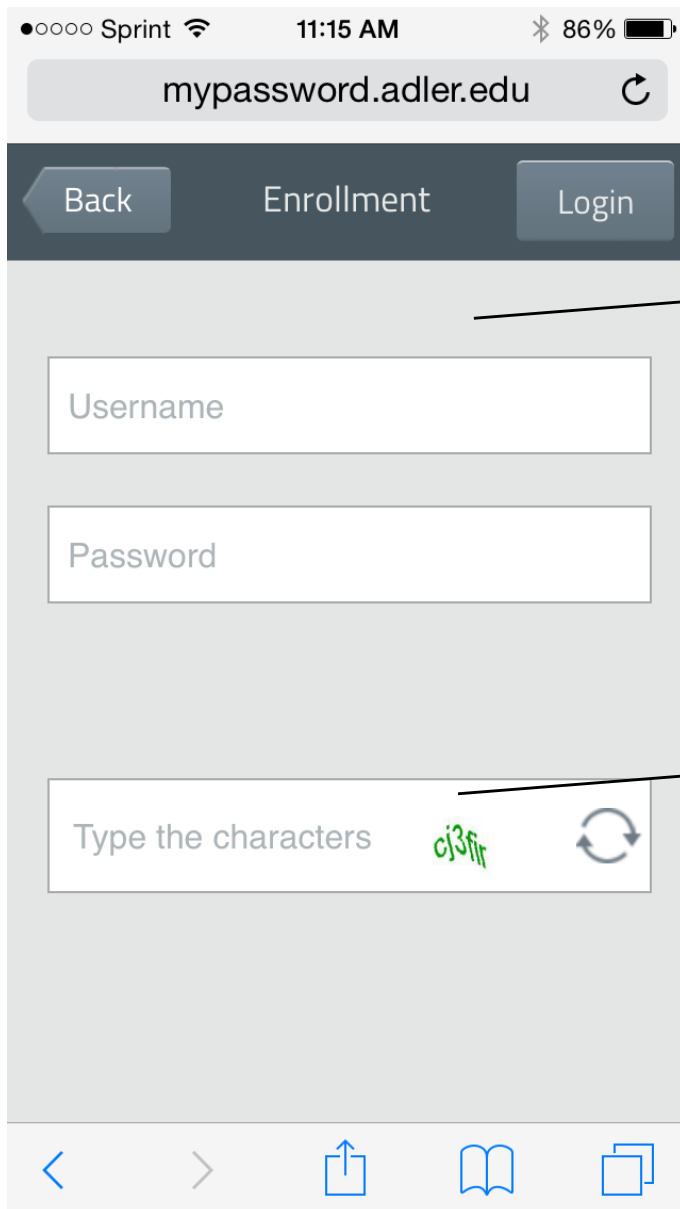The tool will automatically detect a mobile browser and will display the mobile format tool.

You are presented with a consolidated site that allows for enrollment, password change/reset, and account unlocking operations (changing your current network password is available when clicking the **Enroll** button):
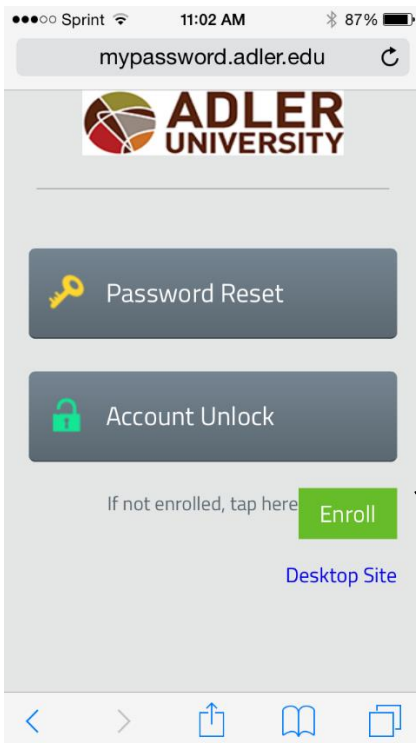
Select the **Enroll** button to enroll security questions or **change** your current network password.

Mobile Device – Change your Password or Enroll security Questions

By clicking on the **Enroll** button you are prompted to provide your Adler username/password credentials. Remember to add the CAPTCHA characters. Click on the **Login** button when done:

Enter your current username and password and then tap the **Login** button.
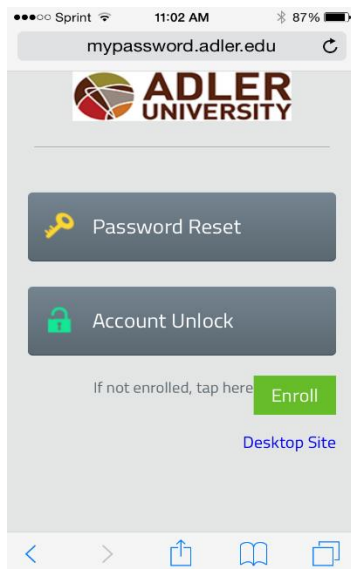
Remember to include the appropriate CAPTCHA text.
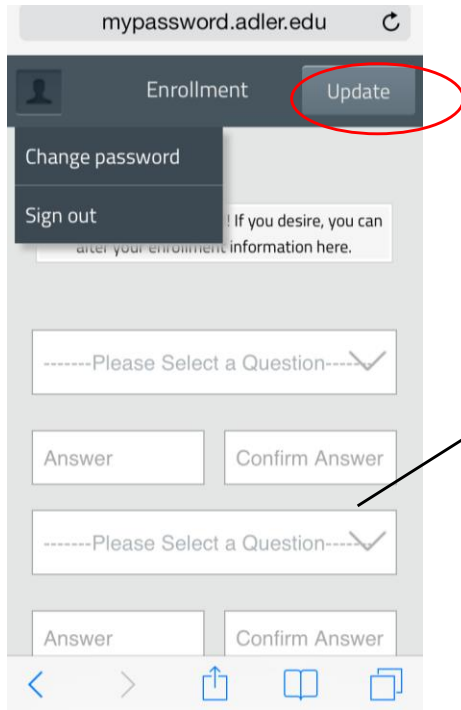
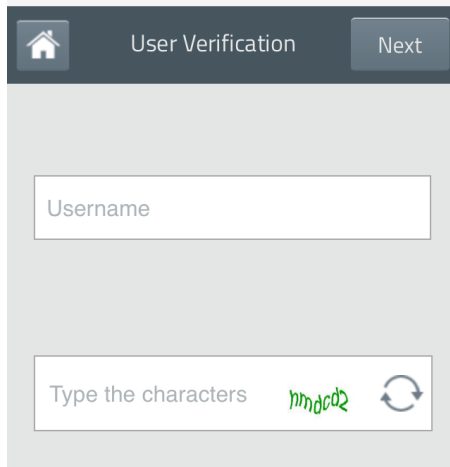If enrolling, select your enrollment questions and provide the answers.

Click the **Update** button when done.

Mobile Device – Reset your Password / Unlock your Network Account

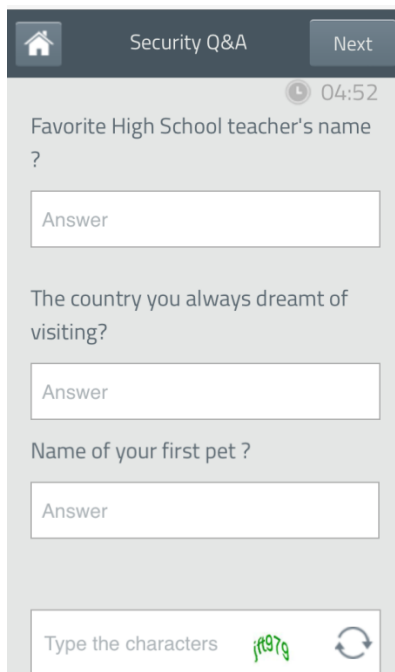To reset your network password or unlock your account, select the appropriate action as shown below:

Type in your Adler network username (i.e., jpublic). Remember to include the CAPTCHA characters as well. Click on the **Next** button when done:
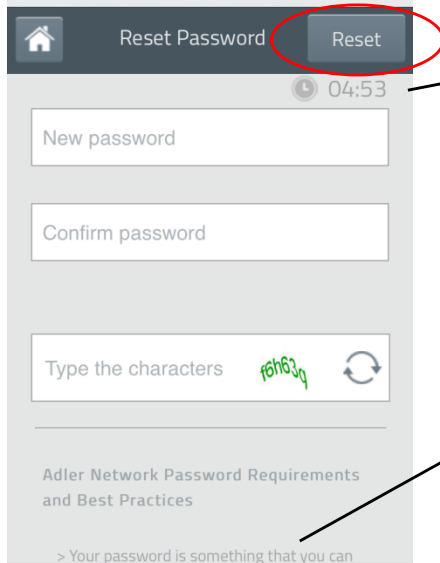
Enter the answers to your security questions. Now, enter the CAPTCHA characters and click on the **Next** button to continue:

If resetting your password, please enter your new password twice to confirm. Note that minimum password requirements are available by scrolling down the page. Remember to enter the CAPTCHA characters and then click on the **Reset** button to reset your password.

The procedure is similar for unlocking your network account.

There is a time limit to complete this operation.

You can scroll down on the page to review minimum password requirements.

Post password change recommendations

- If on-campus on an Adler workstation, please log off and back on to establish your new password
- Remember to update account access profiles on any relevant mobile devices (iPad, iPhone, Android, etc.)
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  - If accessing the Adler Chicago or Vancouver faculty/staff wireless network on your mobile device, you will need to re-connect to this network using your new password
  - Remember to save your new password in the Adler Connect Portal to maintain Outlook integration (in Adler Connect, click on Help->Enter my Outlook credentials