

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>:



This tool allows you to manage your Adler network password at any time.

>> **First time here?** Sign in and **enroll** by answering the security questions to register your account. Once signed in, click on the **Enrollment** tab.

After enrolling your security questions...

>> Use the **Reset Password** option to reset your lost or forgotten password.

>> Use the **Unlock Account** option to unlock your account (locked after multiple invalid login attempts).

>> Sign in to **change** your current password or **re-enroll** by registering new security questions.

[View the Reference Guide](#)

Need Help? Please contact the Adler Technology Helpdesk:

helpdesk@adler.edu | (312) 662-4444 | (855) 883-0033 (toll free)

Sign in below with your Adler network username (i.e., *jpublic*) and password to **enroll** security questions or **change** your current password.

For your security, please enter the CAPTCHA code displayed in the field provided below.



The screenshot shows a 'Sign in' form with the following elements:

- Sign in** header
- User Name:** text input field
- Password:** text input field
- CAPTCHA image showing the code **6690rc**
- Case-Insensitive** checkbox
- Login** button

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



Reset Password

Reset your forgotten password



Unlock Account

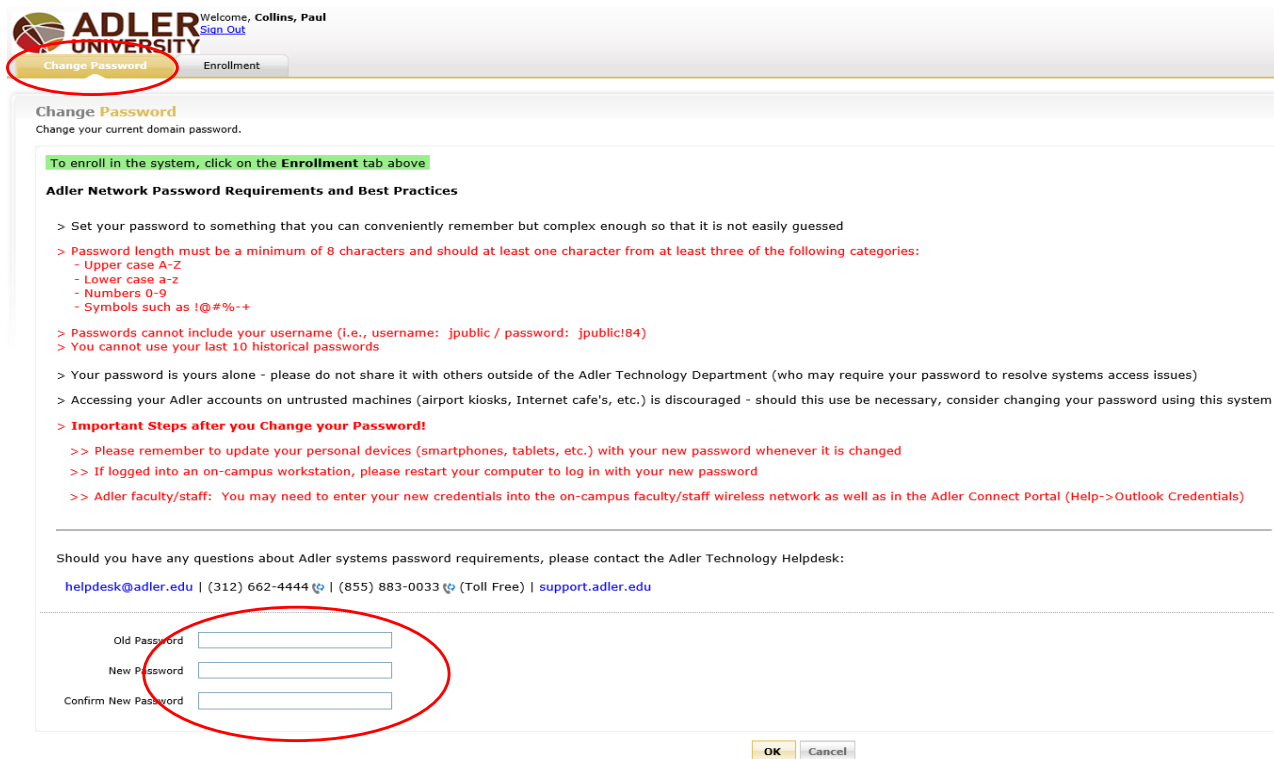
Unlock your locked out account

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.



Welcome, Collins, Paul
[Sign Out](#)

Change Password | Enrollment

Change Password
Change your current domain password.

To enroll in the system, click on the **Enrollment** tab above

Adler Network Password Requirements and Best Practices

- > Set your password to something that you can conveniently remember but complex enough so that it is not easily guessed
- > Password length must be a minimum of 8 characters and should at least one character from at least three of the following categories:
 - Upper case A-Z
 - Lower case a-z
 - Numbers 0-9
 - Symbols such as !@#%+&
- > Passwords cannot include your username (i.e., username: jpublic / password: jpublic!84)
- > You cannot use your last 10 historical passwords
- > Your password is yours alone - please do not share it with others outside of the Adler Technology Department (who may require your password to resolve systems access issues)
- > Accessing your Adler accounts on untrusted machines (airport kiosks, Internet cafe's, etc.) is discouraged - should this use be necessary, consider changing your password using this system
- > **Important Steps after you Change your Password!**
 - >> Please remember to update your personal devices (smartphones, tablets, etc.) with your new password whenever it is changed
 - >> If logged into an on-campus workstation, please restart your computer to log in with your new password
 - >> Adler faculty/staff: You may need to enter your new credentials into the on-campus faculty/staff wireless network as well as in the Adler Connect Portal ([Help->Outlook Credentials](#))

Should you have any questions about Adler systems password requirements, please contact the Adler Technology Helpdesk:
helpdesk@adler.edu | (312) 662-4444 | (855) 883-0033 (Toll Free) | support.adler.edu

Old Password
New Password
Confirm New Password

OK Cancel

Post password change recommendations

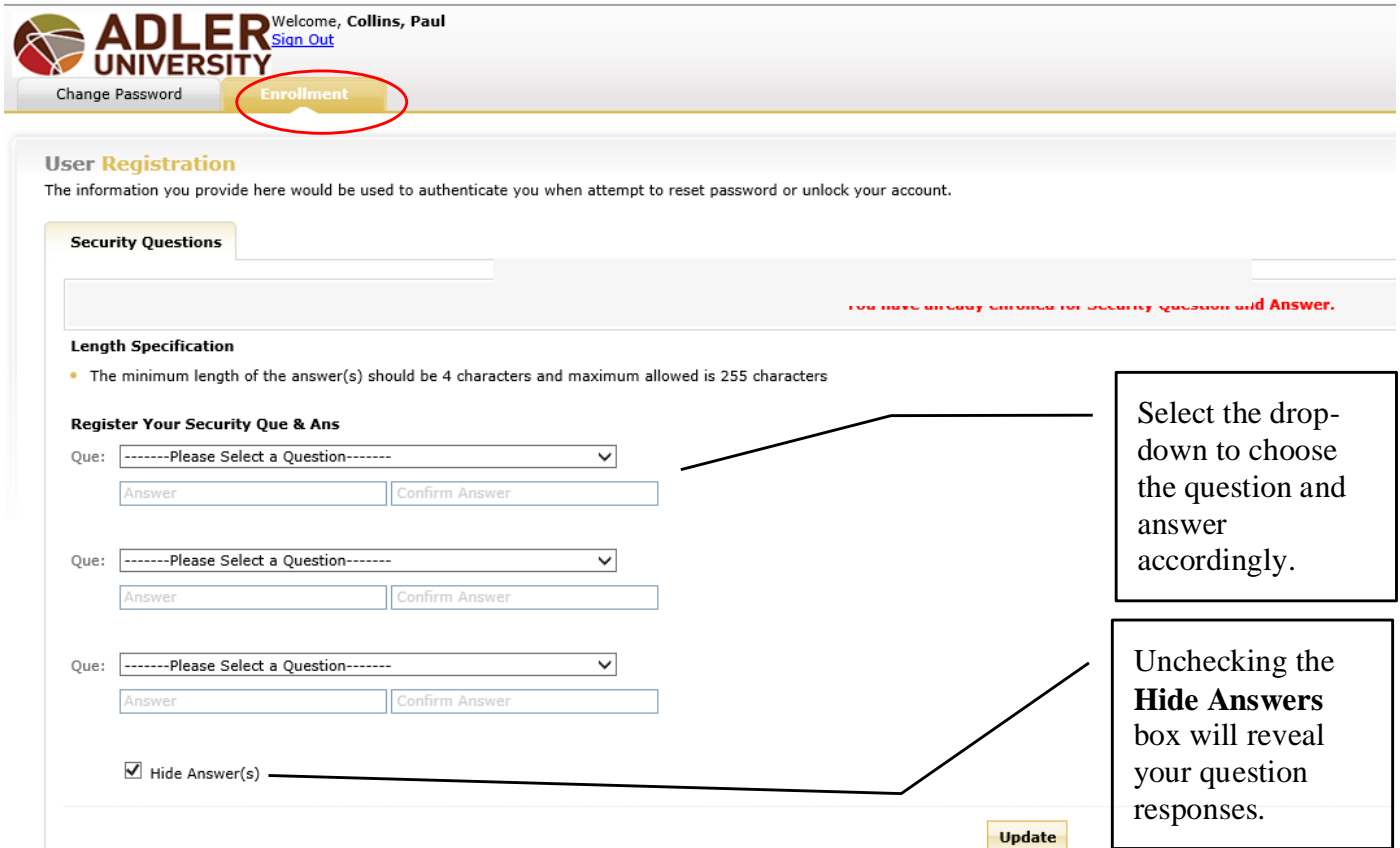
- If on-campus and on an Adler workstation, please log off and back on to establish your new password
- Remember to update account access profiles on any relevant mobile devices (iPad, iPhone, Android, etc.)
- Students: Your Adler network password automatically updates your Adler Student Gmail password
- 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)

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



The screenshot shows the Adler University user registration interface. At the top, the Adler University logo is on the left, and the user's name "Welcome, Collins, Paul" is on the right with a "Sign Out" link. Below this is a navigation bar with "Change Password" and "Enrollment" tabs. The "Enrollment" tab is highlighted with a red circle. The main content area is titled "User Registration" and contains a "Security Questions" section. This section includes a "Length Specification" note, a "Register Your Security Que & Ans" section with three question entries, and a "Hide Answer(s)" checkbox. A red error message is visible at the top of the form. Two callout boxes provide instructions: one points to the question dropdowns, and the other points to the "Hide Answer(s)" checkbox. An "Update" button is located at the bottom right of the form.

Welcome, Collins, Paul
[Sign Out](#)

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.

Security Questions

You have already enrolled for Security Question and Answer.

Length Specification

- The minimum length of the answer(s) should be 4 characters and maximum allowed is 255 characters

Register Your Security Que & Ans

Que: -----Please Select a Question-----
Answer Confirm Answer

Que: -----Please Select a Question-----
Answer Confirm Answer

Que: -----Please Select a Question-----
Answer Confirm Answer

Hide Answer(s)

Update

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:

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?

Que: Who is your childhood hero ?

Que: Your favorite hobby ?

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:

[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:



This tool allows you to manage your Adler network password at any time.

>> **First time here?** Sign in and **enroll** by answering the security questions to register your account. Once signed in, click on the **Enrollment** tab.

After enrolling your security questions...

>> Use the **Reset Password** option to reset your lost or forgotten password.

>> Use the **Unlock Account** option to unlock your account (locked after multiple invalid login attempts).

>> Sign in to **change** your current password or **re-enroll** by registering new security questions.

[View the Reference Guide](#)

Need Help? Please contact the Adler Technology Helpdesk:

helpdesk@adler.edu | (312) 662-4444 | (855) 883-0033 (toll free)


Sign in below with your Adler network username (i.e., *jpublic*) and password to **enroll** security questions or **change** your current password.

For your security, please enter the CAPTCHA code displayed in the field provided below.

Sign in

User Name:

Password:





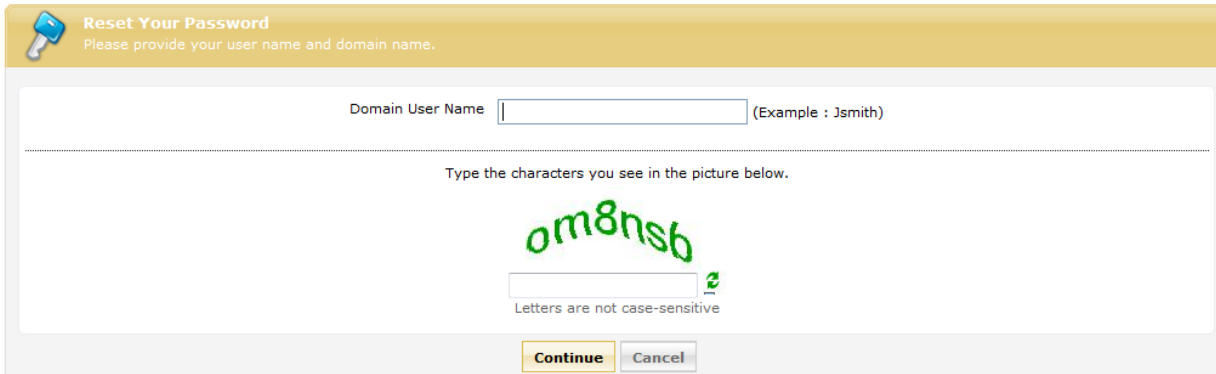
Reset Password
Reset your forgotten password



Unlock Account
Unlock your locked out account

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.

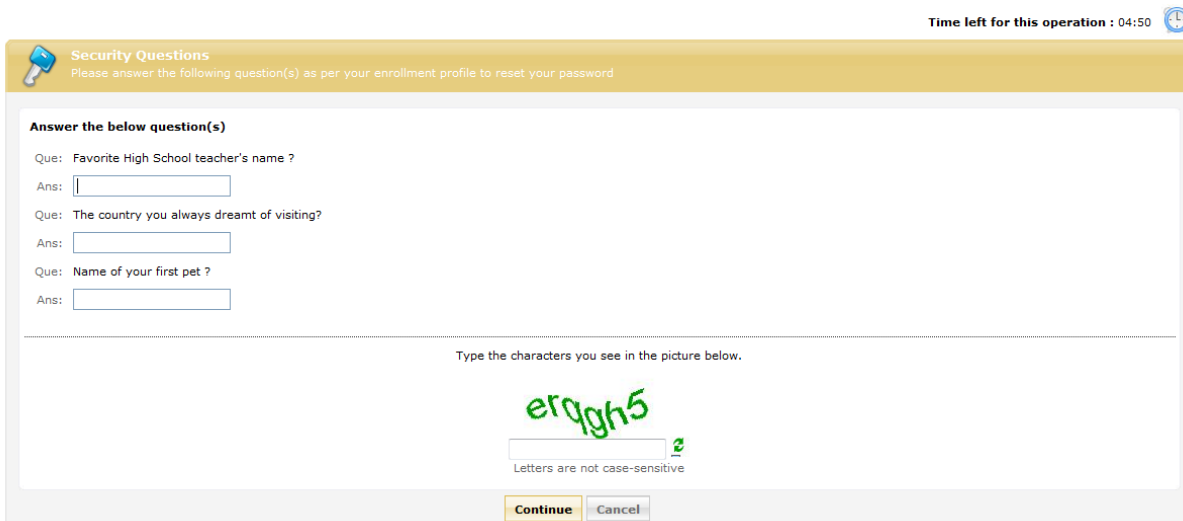
om8n5b

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)



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

Time left for this operation : 04:50

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.

erq9gh5

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.

Time left for this operation : 03:06

Reset Password
Please enter a new password in the boxes below:

Adler Network Password Requirements and Best Practices

- > Your password is something that you can conveniently remember but complex enough so that it is not easily guessed
- > Passwords must include at least one character from at least three of the following categories:
 - Upper case A-Z
 - Lower case a-z
 - Numbers 0-9
 - Symbol, i.e., !@#\$%&()
- > Passwords cannot include your username (i.e., username: jpublic / password: jpublic!@4)
- > Passwords must be a minimum of 8 characters
- > You cannot use your last 10 historical passwords
- > Your password is yours alone - please do not share it with others outside of the Adler Technology Department (who may require your password to resolve systems access issues)
- > Accessing your Adler accounts on untrusted machines (airport kiosks, Internet cafe's, etc.) is discouraged - should this type of use be necessary, however, you are encouraged to change your password using this system
- > Please remember to update your personal devices (smartphones, tablets, etc.) with your new password whenever it is changed


Should you have any questions about Adler systems password requirements, please contact the Adler Technology Helpdesk:
helpdesk@adler.edu | (312) 662-4444 | (855) 883-0033 (Toll Free)

Reset Password

New Password :

Confirm New Password :

Type the characters you see in the picture below.

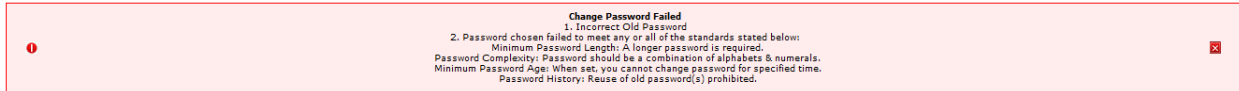

 Letters are not case-sensitive

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)

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



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

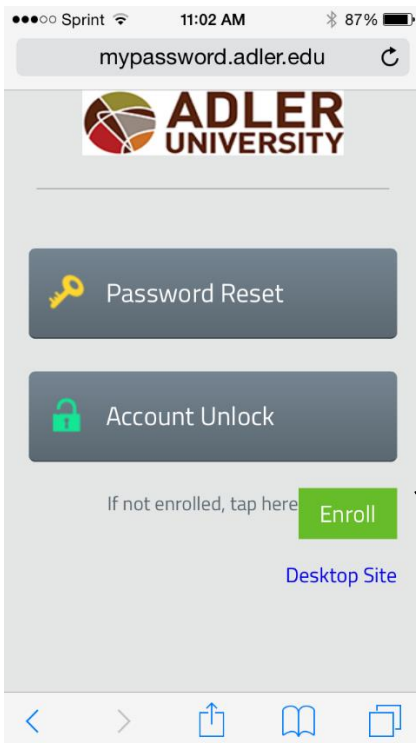
[Mobile Device Access to mypassword.adler.edu](#)

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.

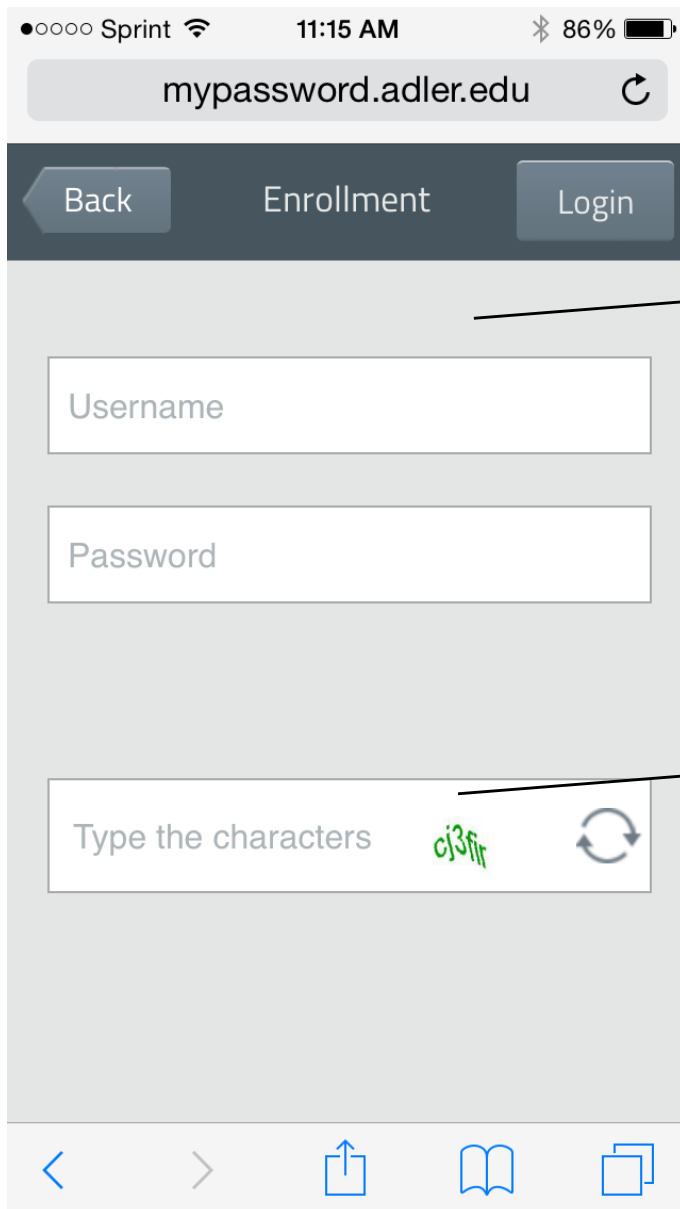
You are presented with a consolidated site that allows for enrollment, password change/reset, and account unlocking operations (changing your current network password is available when clicking the **Enroll** button):



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:



●○○○○ Sprint 11:15 AM 86%

mypassword.adler.edu

Back Enrollment Login

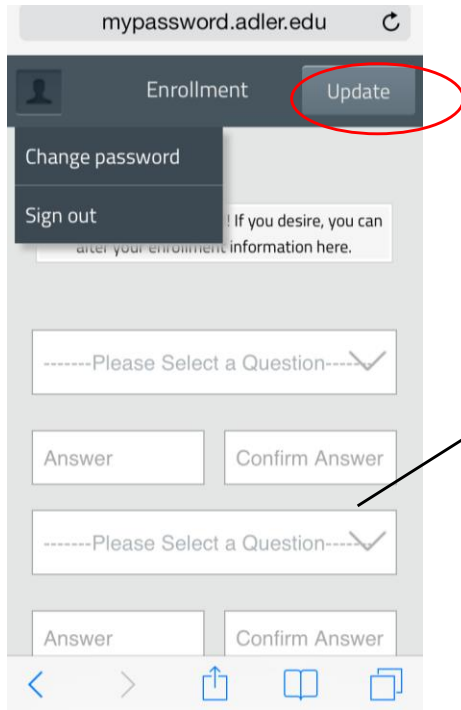
Username

Password

Type the characters *cj3fir*

Enter your current username and password and then tap the **Login** button.

Remember to include the appropriate CAPTCHA text.

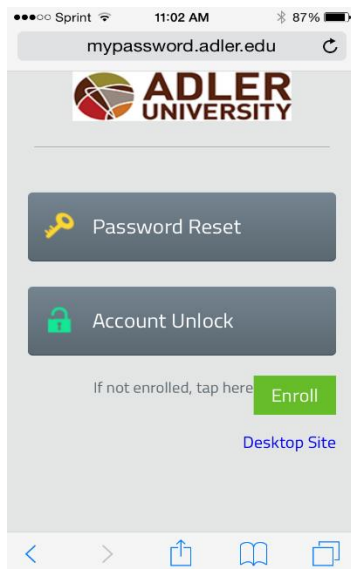


If enrolling, select your enrollment questions and provide the answers.

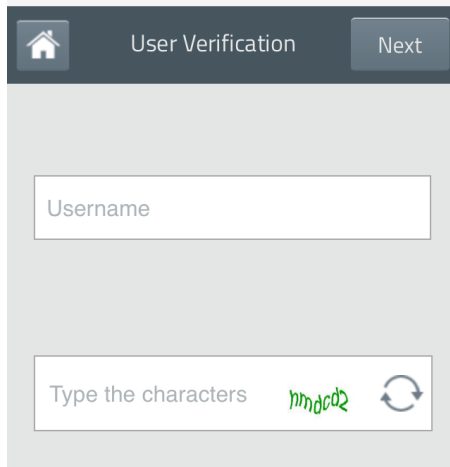
Click the **Update** button when done.

[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:

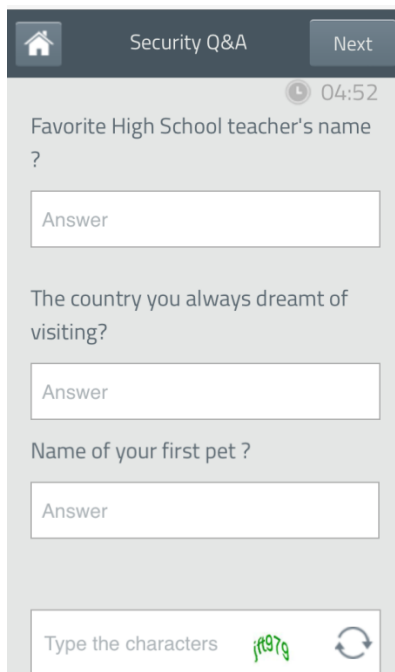


Type in your Adler network username (i.e., jpublic). Remember to include the CAPTCHA characters as well. Click on the **Next** button when done:



A screenshot of a mobile application interface titled "User Verification". At the top left is a home icon, and at the top right is a "Next" button. Below the header is a text input field labeled "Username". Further down is another text input field with the placeholder text "Type the characters" and a CAPTCHA image showing the characters "mmcd2" in green. To the right of the CAPTCHA is a circular refresh icon.

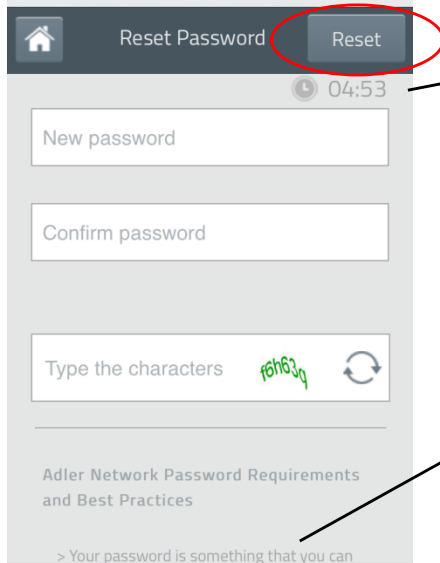
Enter the answers to your security questions. Now, enter the CAPTCHA characters and click on the **Next** button to continue:



A screenshot of a mobile application interface titled "Security Q&A". At the top left is a home icon, and at the top right is a "Next" button. Below the header is a clock icon and the time "04:52". The first question is "Favorite High School teacher's name ?" with an "Answer" input field below it. The second question is "The country you always dreamt of visiting?" with an "Answer" input field below it. The third question is "Name of your first pet ?" with an "Answer" input field below it. At the bottom is a text input field with the placeholder text "Type the characters" and a CAPTCHA image showing the characters "jrs7g" in green. To the right of the CAPTCHA is a circular refresh icon.

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.





Reset Password **Reset**

04:53

New password

Confirm password

Type the characters  

Adler Network Password Requirements and Best Practices

> Your password is something that you can

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.)
- 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)