

Tips on Changing Your Career Account Password

AgIT Call Center

FAQ No. C7.1.18

What are some useful tips for changing my career account password?

Once again we are receiving an increased number of calls from users who have problems after changing their password. The tips below will help reduce the likelihood of problems after changing your password.

1. When possible change your password using the Ctrl + Alt + Delete option.
 - You will not have to logout of your computer and back in after changing your password using this method.
 - Instruction are available at http://sharepoint.agriculture.purdue.edu/agit/_op_policy_procedures/FAQ/S1_1_40_ONEPURDUE_PASSWORDS.pdf
2. If you choose to change your password using the website linked in Employee Self Service or the thirty day password change reminder, remember you **MUST** completely logout of your machine and back in so that your password propagates through the system. The propagation process can take 5-10 minutes minimum.
 - Ex: You change your password on a webpage. Don't logout of the computer and 5 -10 minutes later Outlook starts asking for your password.
3. Remember the minimum password requirements.
 - Minimum length is 8 characters.
 - Must be a combination of 3 of the 4 character types.
 - Capital letters
 - Lower-case letters
 - Numbers
 - Special characters
 - Can't be a word in the dictionary or contain a significant portion of your username.
 - At least 3 characters must be different from your previous passwords.
 - Your password can not contain spaces.

Frequently Asked Questions

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4. Do NOT share your password with other staff in your office, family members, or friends.
 - Sharing your password or accessing the system under another user's login and password is a direct violation of Purdue policy

(http://sharepoint.agriculture.purdue.edu/agit/training/POLICIES/A3/A3_3_1_Password_Policy_Violation.pdf) and can result in the loss of computer privileges for both the person who's password is shared and the person who uses the other person's password.
5. If you must write your password down, treat it like the PIN number on your bank card – keep it in a secret location/
 - A locked drawer in your desk works. Your wallet works. Any readily accessible location is NOT secure (under keyboard, posted on monitor, in an unlocked car, written in your planner, etc.).

Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.

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