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set security question & reset password.pdf
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Author: Steve Hemingway

How to set your security question and reset your password at Vanier College

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Setting Your Security Question

You must now set a security question to maintain access to Vanier College computer services. This section of the document explains why and provides you with instructions on how to do so.

Why do I have to set a security question?

The auditors now oblige the College to enact stringent controls over I.T. security. A key component of these controls will be the implementation of a unified login system. A single Windows login account will provide access to email, web services and Vanier College networks, eliminating the need for multiple usernames and passwords.

You are now required to:

- set a personal security question.
- perform password resets at specified intervals.

Is setting my security question complicated?

The procedure described below will be familiar to anyone who has done online banking and will take a few minutes at most. You will only have to do this once.

In the future, when you reset your password or unlock your email account, you will log on to a website and answer a security question to confirm your identity. People often lock themselves out of their account because they forget their password or mistype it 3 times.

After setting your security question, you will be able to reset your password or unlock your account immediately without placing a call to the Helpdesk and waiting for their response.

Will I lose my email access if I don't set my security question?

If you do not set your security question, the College will eventually lock your account. Upon request, a Helpdesk technician will then come to your office and help you set your security question.

Getting started: Navigating the web site

Click on the STAFF or TEACHERS tab on the Vanier College home page and select the *Secure Password Access* on the left hand side of the page.



Then click on *Manage E-mail/AD Account* on the right hand side of the page.



Once you see the login screen below, enter your *email* username and password in the boxes provided on the left hand side of the screen under **Web Enrolment Login**.



Note:

Your *email* username **does not include @vaniercollege.qc.ca.**

Click on the **Login** button.



Web Enrolment Login

Username:
Password:
Domain: VANIERCOLLEGE ▾

Change Password / Unlock Account

Username:
Domain: VANIERCOLLEGE ▾

Setting your security question

Once you have logged in, select *a minimum of one* security question from the *Question:* field's pull-down menu.

Password Reset Enrolment

You are logged in as VANIERCOLLEGE\vaniertest. If this is not you, please [logout here](#).

Welcome to Sysgem Self-Service Password Reset Enrolment.

Add or remove questions using the options below, when you have finished, close the browser window or [logout](#).

Existing questions:

You have no existing questions.

Add new question:

Question:
Select a question or specify your own below.
What was the name of your first school?
What was your favourite childhood book?
Answer:
Hint (optional):
What was your favourite childhood toy?
What is your mother's maiden name?
What colour was your first car?
Where was your first house?
Where was your first job?

Sysgem Self-Service Password Reset, version 2.0.3758.



If you select more than one question:

You must answer *all* the security questions that you have selected when you reset your password in the future.

Once you have selected your question, type the answer into the **Answer:** field.

Now click on the **Add** button.

If you change your mind and wish to remove your question, click on the *Delete* button.

Password Reset Enrolment

You are logged in as VANIERCOLLEGE\vanieritest. If this is not you, please [logout here](#).

Your question has been added.

Add or remove questions using the options below, when you have finished, close the browser window or [logout](#).

Existing questions:

What was your favourite childhood book?
(Answer hidden)

Add new question:

Question:

Answer:

Hint (optional):

Sysgem Self-Service Password Reset, version 2.0.3758.



Once you are finished, click on *logout*, or simply close the browser window.

Password Reset Enrolment

You are logged in as VANIERCOLLEGE\vanieritest. If this is not you, please [logout here](#).

Your question has been added.
Add or remove questions using the options below, when you have finished, close the browser window or [logout](#).

Click on *logout*

Existing questions:

What was your favourite childhood book?
(Answer hidden)

Add new question:

Question:

Answer:

Hint (optional):

Sysgem Self-Service Password Reset, version 2.0.3753.

Your security question has now been set.

Changing Your Password / Unlocking Your Account

If you forget your password, you need to know how to reset it.

If you mistype your password 3 times, your account is locked for the next 30 minutes. This is to protect you from someone guessing your password. If you don't want to wait half an hour to use your account, you need to know how to unlock it.

This section of the document tells you how to do both.

The navigation to the password reset page is identical to that of the security question page. For your convenience, the instructions are repeated after the *Password guidelines* section which follows.

Password guidelines

What is a weak password?

A weak password is one so easy to guess that it does not protect your email account. Automated password crackers look for patterns similar to those in the list below:

- Dictionary words: *chameleon, Expos, sandbags*
- Words with number substitutions: *password1, deer2000, john1234*
- Doubled words: *crabcrab, stopstop, treetree, passpass*
- Common sequences: *qwerty, 12345678*
- Anything personally related to you:
 - license plate number
 - current or past telephone number or address
 - birthdays, relatives' or pets' names or nicknames.

What is a strong password?

A strong password is one that *does* protect your email account by conforming to the following 2 rules on the Vanier College email system:

Minimum password length

The minimum password length is 9 characters.

No previously used passwords

Passwords eventually leak out or get left lying around on a scrap of paper. Hackers understand human nature. They know that we like to reuse our favourite passwords. For your protection, the email system maintains a history log of previously used passwords. ***Once a password has expired, it cannot be reused.***

A helpful suggestion

Make up a short sentence that is easy to remember. It can be a nonsense sentence. For example: **wigglemy3Toes**

Getting started: Navigating the web site

Click on the STAFF or TEACHERS tab on the Vanier College home page and select the *Secure Password Access* on the left hand side of the page.



Then click on *Manage E-mail/AD Account* on the right hand side of the page.



Once you see the login screen below, enter your *email* username in the box provided on the right hand side of the screen under *Change Password / Unlock Account*.



Note:

Your *email* username **does not include** @vaniercollege.qc.ca.

You won't type in your password here, because you've forgotten it. Right?

This is why you set a security question.

Click on the *Continue* button.

The screenshot displays the Sysgem self-service interface. On the left, under the heading "Login", there is a "Web Enrolment Login" section with fields for Username, Password, and Domain (set to VANIERCOLLEGE), and a Login button. On the right, under the heading "Change Password / Unlock Account", there is a section with fields for Username, Domain (set to VANIERCOLLEGE), and a Continue button. A large red arrow points to the Username field in the "Change Password / Unlock Account" section. The Sysgem self-service logo is visible in the top right corner.

Sysgem Self-Service Password Reset, version 2.0.4648.

Answering your security question

Once you see the screen below, enter the answer to your security question.

You now have the option of unlocking your account or resetting your password.

If you wish to unlock your account, click on the *Unlock Account* button.

If you wish to reset your password, type in your new password. Retype it for confirmation and click on the *Change Password* button.

Change Password / Unlock Account

SYSGEM[®]
self-service

Please supply answers to the security questions below.

What was the name of your first school?

Then, either click or enter a new password below:

New password:

Confirm new password:

Click here to unlock account

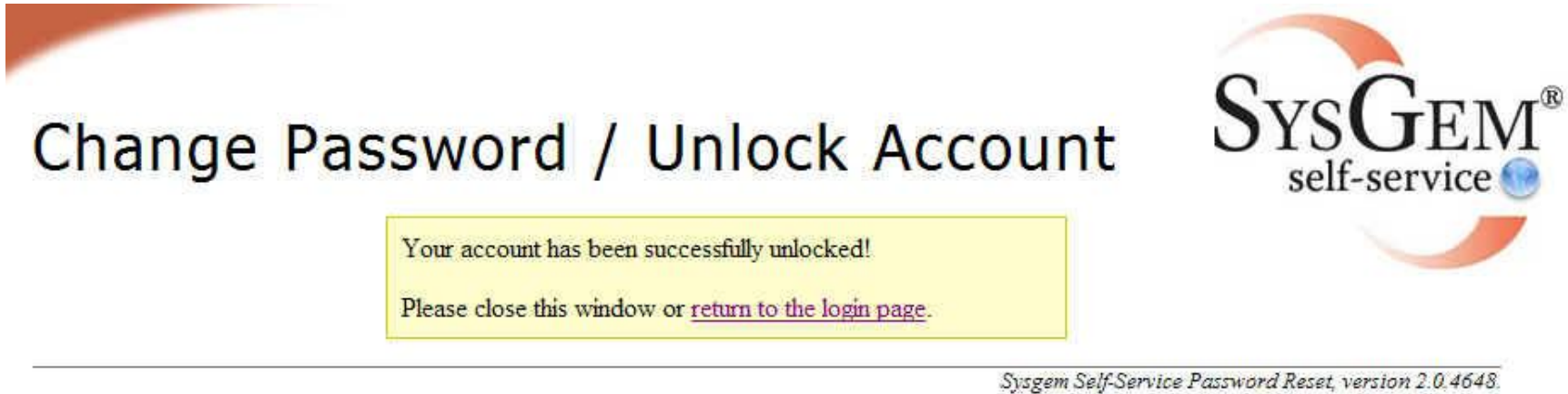
Click here to change password

Sysgem Self-Service Password Reset, version 2.0.4648.

If you answered your security question incorrectly, you will receive an error message. Instructions on how to deal with this situation are found in the *Troubleshooting* section of this document.

Unlock Account confirmation screen

You will see the following confirmation screen.

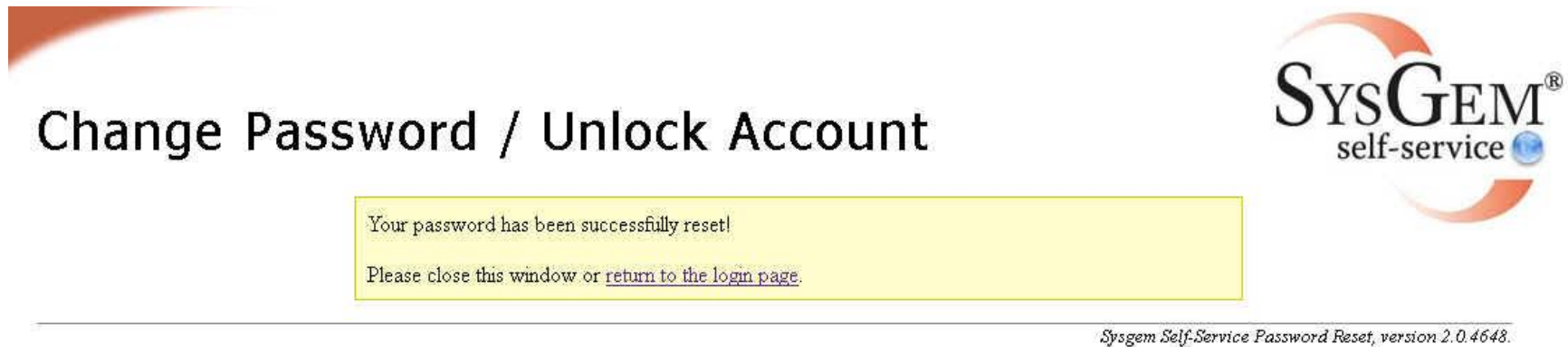


The screenshot shows a confirmation screen with a white background and a red curved header element on the left. The main heading is "Change Password / Unlock Account" in a large, black, sans-serif font. To the right of the heading is the Sysgem self-service logo, which consists of the word "SYSGEM" in a large, black, serif font with a registered trademark symbol, and "self-service" in a smaller, black, sans-serif font below it, accompanied by a small blue globe icon. A yellow rectangular box with a thin black border contains the text: "Your account has been successfully unlocked!" followed by "Please close this window or [return to the login page](#)." in a smaller black font. At the bottom right of the screen, there is a small, italicized footer text: "Sysgem Self-Service Password Reset, version 2.0.4648."

Close the browser window or click on *return to the login page*.

Change Password confirmation screen

If you enter a strong password in accordance with the guidelines stated on page 11 of this document, you will see the following confirmation screen.



Once you see the confirmation screen, close the browser window or click on ***return to the login page***.

If you do not see the confirmation screen, you have either mistyped your confirmation password or you have entered a weak password that does not conform to the strong password standards outlined above.

Instructions on how to deal with either situation are found in the ***Troubleshooting*** section of this document.

Troubleshooting

Problem answering your security question

If you answered your security question incorrectly, you will see the following screen.



Click on the *continue* button.

You will be brought back to the initial screen so that you may re-enter the answer to your security question.

If you have forgotten the answer to your security question, please contact the Helpdesk for assistance.

Mistyped confirmation password

If you mistype the password when you attempt to confirm it, you will see the following screen.



Click on the *continue* button.

You will be brought back to the initial screen so that you may retype your password.

Weak password

If you enter a weak password, as described on page 11 of this document, you will see the following screen.



Click on the *continue* button.

You will be brought back to the initial screen so that you may choose a strong password.