



# Network Passwords – Frequently Asked Questions (FAQ's)

## Information Services (IT)

The following is a list of 'frequently asked questions' that give guidance and explain the rationale for the University's position on the use of network passwords.

Question	Answer
Why have password rules?	Password rules help users to protect information and are in-line with 'best practice' and external business requirements
How can I remember my password?	Several techniques can be used but the key is ensuring that passwords are easy to remember but difficult to guess
Are there any guidelines on what makes a 'strong' password?	Passwords should not contain common words or number sequences as these are easy to discover through 'dictionary' attacks. Help in choosing a 'strong' password can be found in the Network Password Guidelines
Are passwords case-sensitive?	Yes, so please take care when choosing and entering your password – Check that the Caps Lock and Num(ber) lock keys are not on
How can I change my password on campus?	Use CTRL+ALT+DELETE on a Windows PC and chose the 'Change Password' option, but be aware of device synchronisation and/or password caching issues
Why do I have to provide answers to security questions?	By pre-registering your security answers this will enable you to reset your IT account remotely
How can I change my password when away from campus?	If you know your old password or security answers then you can use <a href="#">Password Manager</a> to change your password
What happens if I forget my password?	You can use your pre-registered security answers and <a href="#">Password Manager</a> to reset your account

What happens if I lock my IT account?	If you lock your account by incorrectly entering your password, you can use <a href="#">Password Manager</a> to answer your security questions and reset your account. Alternatively, you can contact the IT Service Desk in person or provide certain details remotely i.e. your pre-registered 'Lockout PIN'
How can I use Password Manager when my network account has been locked out?	As <a href="#">Password Manager</a> is available on the Internet you use another device or users' PC to access it. Please ensure that by doing so you do not divulge any personal information (answers to your security questions or your Lockout PIN) about your account
What is the memorable 'Lockout PIN' used for?	The 'Lockout PIN' is used to verify your identity to the IT Service Desk if you have forgotten both your password and the answers to your security questions
Will using a 'personal' handheld device, such as iPhone, Android smartphone, iPad, or similar tablet, have any impact?	If your personal device is not registered as part of the University domain, you will need to manually change the password details in your device as you reset your password. Failure to undertake this will mean that are likely to be 'locked out' of your account, due to device synchronisation and/or password caching
How will I be prompted to change my password?	Three weeks prior to the expiration of your password, you will receive an email to your pre-registered account alerting you to the fact that your password is due to expire. An email reminder will be sent one week before your expiry date
What happens when my password expires?	You will be unable to log into your account until you have verified your details with the IT Service Desk, either by phone with details derived from your pre-registered 'Lockout PIN' or security answers, or in person at the IT Service Desk or CDS Service Delivery Team (MH60)
Can I register/change my security questions whilst on the University's Wireless Network?	Yes, although you should not attempt to change your password, as due to the polling of the wireless network you are likely to be locked out before any information can be stored against your account

What happens if I need to reset my account via the IT Service Desk?	If you physically visit the IT Service Desk, then you must provide evidence of your identity through an ID card. If you contact the IT Service Desk remotely then you will need to provide other forms of identity, which could include your 'registered' email address, date of birth and information derived from your pre-registered 'Lockout PIN' or security answers. Once your identity has been verified then you will either be provided with a one-time Reset Code, or your account will be automatically reset if you have physically attended the IT Service Desk
What is the difference between the 'Lockout PIN' and the 'Reset Code'?	<p>The 'Lockout PIN' is used as the last means of verification by the IT Service Desk, and therefore should always be both memorable and kept secure</p> <p>The 'Reset Code' is a one-time, time-limited code that is provided by the IT Service Desk to enable a user to reset their account when they are unable to physically verify themselves to the IT Service Desk</p>
What happens if I receive a Server Error "401 – Unauthorized: Access is denied due to invalid credentials" message when logging into Webmail Outlook?	This may occur because your network password has expired but can be rectified by entering your pre-registered security answers in <a href="#">Password Manager</a> to verify your identity and reset your password
Why do I keep receiving requests to enter my password to other services when I've just changed my password?	To allow for account synchronisation, you must log out of your account once you have changed your password to prevent this from occurring
Why am I having difficulties connecting to the Wireless Network when I've just changed my password?	Microsoft Windows stores passwords for wireless connectivity through the 'Extensible Authentication Protocol' and you should contact the IT Service Desk to obtain information on how these can be modified
Do the answers to my chosen security questions have to be accurate and true?	No, but they need to be memorable.
Can I choose my own security questions?	Yes, but only from a pre-defined list of sixteen questions - See <a href="#">Password Manager</a> 'Review your security questions'

Why are you encouraging me to provide sensitive information that I use elsewhere e.g. on-line banking?

It is strongly recommended that you do not use this information for your security answers, and therefore users are given a choice on which security questions to use.

## Document control

<b>Document title</b>	Network Passwords – Frequently Asked Questions (FAQ's)
<b>Document number</b>	CU-IT-PROC-26.01
<b>Originator name/document owner</b>	Information Security
<b>Professional Service Unit/Department</b>	Information Services
<b>Approval by and date</b>	Information Assurance Committee; 21/09/2021
<b>Date of last review and version number</b>	September 2021; V1.6
<b>Date of next review</b>	August 2022
<b>Information categorisation</b>	Open

## Document Review

<b>Version</b>	<b>Amendment</b>	<b>By</b>	<b>Date</b>
1.4	Date changes only	Information Security	September 2019
1.5	Date changes only	Information Security	October 2020
1.6	Date and numbering changes only	Information Security	September 2021