Self-Service Password Manager

Rose-Hulman Institute of Technology has implemented a self-service password manager that provides an easy-to-use interface for changing your password or resetting a forgotten password. The service requires an individual to select and answer at least five questions before the service can be used. Three of these questions must be answered correctly in order to reset a forgotten password.

Please Note: In order to use the Password Manager, you must perform an initial login and configure your security questions. If you fail to complete this step, you will not be able to reset your password. Please take a moment now to follow the simple instructions in this document under the sections Accessing the Self-Service Password Manager, and Initial Login and Setup to configure the security questions for your account in Password Manager.

If you have any questions or if you need additional assistance, please contact the EIT Service Desk at extension 8989, (812) 877-8989, or ServiceDesk@rose-hulman.edu.

ACCESSING THE SELF-SERVICE PASSWORD MANAGER ................................................................. 2
INITIAL LOGIN AND SETUP ........................................................................................................... 3
MANAGING YOUR ACCOUNT PROFILE ......................................................................................... 5
CHANGING YOUR PASSWORD ...................................................................................................... 8
CHANGING AN EXPIRED PASSWORD .......................................................................................... 9
RESETTING A FORGOTTEN PASSWORD .......................................................................................10
ACCESSING THE SELF-SERVICE PASSWORD MANAGER

The URL for accessing the self-service password manager is https://password.rose-hulman.edu/; it can also be accessed from the EIT website. The home page has two options as shown below: **Forgot Your Password?** and **Manage Your Account Profile**. To begin the login process, click **Manage Your Account Profile**.

You will be prompted to login to your account. At the prompt, enter your Rose-Hulman network credentials, and then click **Login**.

If this is your first time logging in to the password manager, see the section entitled *Initial Login and Setup* for information on how to proceed. If you have already logged in and configured your security questions, see the section entitled *Managing Your Account Profile* for additional information.
INITIAL LOGIN AND SETUP
The first time you login to the Password Manager, you will be presented with a User Setup wizard that will walk you through the steps required to configure your account for self service features. At the first step in the setup wizard, click **Next**.

The next step in the setup wizard is to configure any e-mail addresses to which the system will send messages and confirmations. At a minimum you should add your Rose-Hulman e-mail address and at least one other secure, external address. For each address, you may select the type of notification you prefer to receive at that address. Options are: **None, Account Only, OTP Only, or All Notifications**. The **OTP Only** option is for sending temporary, one time passwords (only) to an address. OTPs are used to temporarily access your account in order to reset a forgotten password. In the example below, three addresses have been added and configured. When you have finished entering your contact information, click **Next** to continue.
The next step in the setup wizard is to provide answers to the default personal security questions. A combination of these questions are used to verify your identity if you forget your password. Although you can make up any answer for these questions, you should be sure to provide answers you can remember later if you need to reset your password. You will be able to create your own custom personal questions at a later time, once you have completed the initial account setup. Answers to all questions must be a minimum of five characters. Please note that the Show answers on screen option will erase all answers any time it is toggled, so be sure to set it as desired before you begin answering questions. When you have answered all six questions, click Next.

If you have completed both of the setup steps correctly, the wizard will indicate so. Click Finish to exit the wizard and proceed to the Dashboard for your account. For information on the Dashboard and other options for configuring your account, see the next section entitled Managing Your Account Profile.
MANAGING YOUR ACCOUNT PROFILE

The account Dashboard is your landing page when you access your account in Password Manager. It displays important information about your account and provides access to common tasks. The Dashboard will also inform you if there are any outstanding setup tasks you need to complete, and has information about managing your account from Android and iOS devices. To display the dashboard from any of the other views, click the Dashboard tab.

Welcome to your Rose-Hulman Password Manager home page. From here you can view and update the personal information required to perform self-service password resets and account unlocks.

Tasks

No tasks, your account is completely configured.

Mobile

To manage your account on the move download the Android app here or iPhone app here.

Android app configuration steps :-

1. Start the Android app.
2. Use the app’s QR code scanner to scan the QR code.
3. The app will save the link to the mobile password reset site.

You can change your password at any time by clicking the Change Password tab. Begin by entering your current password. Then, following the password rules shown on screen, select a new password and enter it twice. When you are finished, click Change to update your account.
You can manage the e-mail addresses where you receive notifications by clicking the **Contact Details** tab. For each address, you may select the type of notification you prefer to receive at that address. Options are: **None**, **Account Only**, **OTP Only**, or **All Notifications**. The **OTP Only** option is for sending temporary, one time passwords (only) to an address. OTPs are used to temporarily access your account in order to reset a forgotten password.

Your personal security questions and answers can be managed by clicking the **Your Answers** tab.

Using the top half of the page, you can either choose from several stock questions in the **Select a question** list on the left, or enter your own question in the **Enter a Question** field on the right. Provide an answer in the corresponding **Your Answer** field, and then click **Add** to add the question and answer to your account. Although you can make up any answer for these questions, you should be sure to provide answers you can remember later if you need to reset a forgotten password.
Using the bottom half of the page, you can review and delete your existing questions and answers. To delete a question/answer pair, click the corresponding **Delete** link. Note that you must have a minimum of five questions, with a maximum of 11. You can have no more than five custom questions. As long as you meet the minimum number of questions, you need not use any of the stock questions. To change an answer, you must first delete the corresponding question/answer pair, and then re-add the question with your new answer.

Please note that the **Show your answers on screen** option will only display new answers as you type them. It will not display answers you have entered previously. Be sure to click **Save** to save your changes when you are finished.

![Your Answers Table]

- **What was your first telephone number?**
- **What was your first pet's name?**
- **What was your first make/model of car?**
- **Who is the president of Network 23?**
- **What network does Ned Grossberg control?**
CHANGING YOUR PASSWORD

Rose-Hulman account passwords must be changed at least once every 365 days, otherwise your password will expire and you will not be able to access your account until your password is changed. Using a web browser, open https://password.rose-hulman.edu/. On the home page, click Manage Your Account Profile. When prompted, enter your Rose-Hulman network account credentials, and then click Login.

![Login Screen]

When your Dashboard is displayed, click the Change Password tab. Begin by entering your current password. Then, following the password rules shown on screen, select a new password and enter it twice. When you are finished, click Change to update your account.

![Change Password Tab]

If your new password is accepted, you will see a confirmation dialog. Click Close to return to the dashboard.

![Confirmation Dialog]
CHANGING AN EXPIRED PASSWORD

If your account password has already expired, resetting it is as simple as logging in to the Password Manager. Using a web browser, open https://password.rose-hulman.edu/. On the home page, click Manage Your Account Profile. When prompted, enter your Rose-Hulman network account credentials, and then click Login.

Next, you will be prompted to change your password. Begin by entering your expired password. Then, following the password rules shown on screen, select a new permanent password and enter it twice. When you are finished, click Change.

If you have entered your expired and new passwords correctly, the system will update your account with your new password. An e-mail confirmation will also be sent to any e-mail accounts you have configured to receive notification of account changes (see the Contact Details tab from the Dashboard). Click Close to return to the Dashboard.
RESETTING A FORGOTTEN PASSWORD

If you forgot your password and need to reset it, you can use the **Forgot Your Password?** feature to reset your password. Using a web browser, open [https://password.rose-hulman.edu/](https://password.rose-hulman.edu/). On the home page, click **Forgot Your Password?** When prompted, enter your Rose-Hulman network account username, and then click **Next**.

You will be presented with a random set of four of your personal security questions. You must provide correct answers to at least three of the questions. If you would like to see your answers as you type them, set the **Show answers on screen** checkbox. When you have correctly entered answers to the questions, click **Next**.
As a further security measure, you will next be presented with a CAPTCHA. A CAPTCHA is a type of challenge-response test used to determine whether or not a user is human. This helps prevent automated attacks by computers. Read the string of numbers/letters presented and enter them into the text field. When you are finished, click Next.

If you mistype an answer to one of the personal security questions, or if you mistype the CAPTCHA, you will be presented with the following error message. Use the Previous and Next buttons to revisit both the security questions and the CAPTCHA and ensure you are entering correct values.

⚠ Incorrect credentials. Either you provided incorrect details or your account has not been configured for self-service.
Once the answers to your personal security questions and the CAPTCHA have been verified, you will be prompted to select a new, temporary password. Following the password rules shown on screen, select your new temporary password and enter it twice. Then click Finish.

The system will reset your account with your new temporary password. An e-mail confirmation will also be sent to any e-mail accounts you have configured to receive notification of account changes (see the Contact Details tab from the Dashboard). Click Close to return to the home page.

Your new password is temporary and will only work for one login, at which time you will be required to change your password to a new, permanent password. To use your temporary password to set a new permanent password, click Manage Your Account Profile. At the prompt, enter your Rose-Hulman network credentials as shown below, making sure to use your new temporary password, and then click Login.
Upon successful login, you will be prompted to change your password. Begin by entering your temporary password in the **Old Password** field. Then, following the password rules shown on screen, select a new permanent password and enter it twice. When you are finished, click **Change**.

If you have entered your temporary and new permanent passwords correctly, the system will reset your account with your new permanent password. An e-mail confirmation will also be sent to any e-mail accounts you have configured to receive notification of account changes (see the **Contact Details** tab from the Dashboard). Click **Close** to proceed to the Dashboard for your account.