IT

UNIVERSITY OF LEEDS

Changing your password

Contents

Before you start – read this whole section

This document was updated on 1 October 2019, but advice on the various aspects of the processes described are updated regularly so check the documents referenced and the IT website for the latest information.

1. If you haven't already done so, register for Self-Service Password Reset (this will help you if your account is locked out or you forget your password). (See page 2)
   If you cannot, or do not want to, register for Self-Service Password Reset, you can still follow the remaining steps to change your password.
2. Log off Minerva and other University systems where possible (eg Office 365 email, email apps on mobile phones, UniLeeds App, etc) on all your devices (eg smartphone, tablet and laptop). This may not be possible on all devices, but we recommend logging off as many systems and devices as you can, as this will reduce the chance that you will have problems when you change your password.
3. If you are using a computer connected to the University wired network 'forget' the eduroam network on all your devices. (See page 3)
4. If you are changing your password over eduroam, 'forget' eduroam on all your other devices. If you are changing your password over another wireless network, 'forget' eduroam on all your devices.
5. Remove any saved passwords for University systems in web browsers and apps on all your devices (eg Email app). (See page 5)
   For security reasons you should not save your passwords in web browsers.
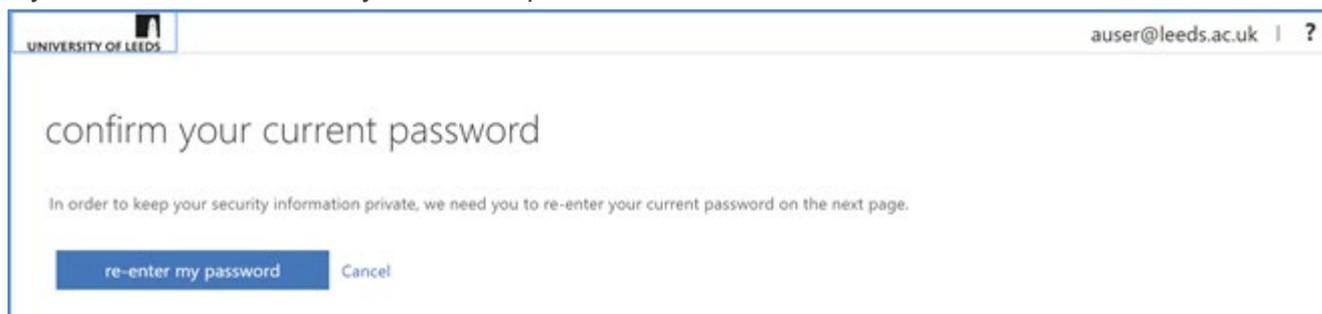
You must complete these steps before attempting to change your password, otherwise your devices could automatically try to connect with your old password and lock you out.

The next sections go into each of these steps in more detail.

Register for Self-Service Password Reset

1. Go to https://aka.ms/ssprsetup.
2. If you are not currently logged into Office 365, you will automatically be redirected to the University of Leeds Single Sign On Logon Page. Enter your password and click **Sign in.**
3. If you are logged on to Office 365, or online Office applications such as SharePoint Online, you may be asked to pick an account or asked to re-enter your password.
4. If you are asked to pick your account, do so, or click on **Use another account** and enter your **username** followed by **@leeds.ac.uk**. Click **Next.**
5. If you are asked to confirm your current password, do so.

Click **re-enter my password** to be redirected to the University of Leeds Single Sign On Logon Page. Enter your password and click **Sign in.**
6. You will now be signed into the SSPR page.

Follow the steps to register at least 2 verification methods. However, we strongly advise you to configure all 3, giving you flexibility when one method isn't available. An example of this is when you have lost your mobile phone.

To setup a mobile number

1. Click **Set it up now** next to **Authentication Phone is not configured**
2. Enter your mobile phone number, then click **text me** or **call me**
3. You will receive a verification code via text message or call. Enter it into the verify box and click **verify**
4. When your phone number has been verified, you'll be taken back to the options screen and there will be a green tick next to **Authentication Phone**

Set up an email address

1. Click **Set it up now** next to **Authentication Email Address is not configured**
2. Enter an alternative email address (not your University email address), then click **email me**
3. You will receive a verification code in an email message to your alternate address. Enter it into the verify box and click **verify**
4. When your email address has been verified, you'll be taken back to the options screen and there will be a green tick next to **Authentication Email Address**

Set up security questions

1. Click **Set them up now** next to **Security questions have not been configured**
2. Choose 5 security questions and enter the answers for each.
3. Click **save answers** once you have answered **all 5 questions.**
4. Once saved, you'll be taken back to the options screen and there will be a green tick next to **Security Questions**

Click **Finish** to complete the registration process. Now continue with step 2 in the 'Before you start' section.

Forget the eduroam network

These instructions will show you how to forget the eduroam network on most devices, however some versions of Android and iOS may be different – check with the manufacturer's instructions.

We recommend that you forget the eduroam network as if you don't, once you have changed your password it may try to reconnect with your old password and lock you out of your account. However if you are unable to do this for any reason, make sure you enter your new password as soon as you are prompted.

You will need to forget the eduroam network on any device which you have used to access the wireless network on campus (including laptops and personal devices such as mobile phones, smart watches etc)

Note: you may only be able to forget eduroam when your devices are in range of the eduroam network.

Before forgetting eduroam, make sure you know how to reconnect your devices. For instructions see "How to join eduroam" on the IT website (go to https://it.leeds.ac.uk and search for '**join eduroam'**).

Windows 10

1. Click the **Network icon** (in the lower right corner of your screen) or open **Settings** from the Start menu
2. Click **Network & Internet settings**
3. Click **Wi-Fi** on the left-hand side
4. Click **Manage known networks**
5. Click the **eduroam** network in the list
6. Click **Forget**

Windows 7

1. Right-click the **Network icon** in the taskbar notification area or from the Start menu choose **Control Panel > Network and Internet**
2. Click **Open Network and Sharing Center**
3. On the left-hand side, click **Manage wireless networks**
4. Right-click on the **eduroam** connection and then click **Remove network**
5. Click **OK** on the Warning dialog box that appears

Windows Mobile 10:

1. Go to **Settings**
2. Press **Network and Wireless**, then press **Wi-FI** to access wireless network options
3. Press and hold on **eduroam**
4. Select **Delete** from the menu that appears

Windows Phone 8:

1. Go to **Settings** then select **WiFi**
2. Select **advanced** button
3. Under Known networks, press and hold on **eduroam**
4. Press **delete**

MacOS

If you do not have administrator privileges on your Mac then you will not be able to forget the eduroam network. You should switch off Wi-Fi by clicking on the Wi-Fi icon and select 'turn off'.

If you do have administrator privileges and you have used the Automatic Configuration Tool or used eduroam at another institution, you may need to remove the eduroam profile *before* forgetting the Wi-Fi network (if you are not sure if this applies to your device, remove the profile).

To remove the profile:

1. Go to **System Preferences**
2. Click on **Profiles** *(if no Profile icon is present, skip the following steps and go to remove the Wi-Fi network)*
3. Select the **eduroam** profile
4. Click the **minus (-)** button to remove the profile. Click **Remove** if a warning message appears

To forget the Wi-Fi network:

1. Click the **wireless icon** and Click **Open Network Preferences...** at the bottom of that menu or Go to **System Preferences > Network**
2. Select **Wi-Fi** on the left and click the **Advanced...**button
3. Under Preferred Networks, click the **eduroam** network
4. Click the **minus (-)** button below the box to remove the network. Click **Remove** if a warning message appears
5. If you have 'meetinleeds' or 'Wi-Fi Set Up – University of Leeds' remove these as well.
6. Click the **OK** button
7. Click **Apply** in the previous Network window to save the changes. You may also need to turn the Wi-Fi off and back on again to see the change.

Apple iOS (for iPhone, iPad or iPod Touch)

If you have used the Configuration Assistance Tool or used eduroam at another institution, you may need to remove the eduroam profile *before* forgetting the Wi-Fi network (if you are not sure if this applies to your device, remove the profile). To do this:

1. Open **Settings**
2. Select **General**
3. Select **Profile** *(if Profile is not listed, skip the following steps)*
4. Select the eduroam profile
5. Press **Remove Profile**
6. Enter your passcode and press **Remove** to uninstall the profile

To forget the Wi-Fi network:

1. Open **Settings**
2. Select **Wi-Fi**
3. Press the information icon (blue 'i' in a circle), or the > icon (depending on your version) and select **Forget This Network**
4. Select **Forget** from the dialog box

Android

1. Select **Settings**
2. Select **Wi-Fi**
3. Press and hold on **eduroam** from the list of available wireless networks
4. From the menu that appears, select **Forget network**

Removing saved passwords

1. Remove Windows Credentials (see A below). You will need to do this on any Windows device (eg desktop and laptop) which you have used to access University systems.
2. Remove any passwords saved in your web browsers (see B below). You will need to do this on all your devices where you have saved passwords to University systems. We recommend you do this to prevent sites trying to log on with your old password and possibly locking you out of your account once you have changed your password. However if you are unable to do this for any reason, continue to change your password.

A. Removing Windows Credentials

1. In Windows 10, click on the Start button and type **Credentials**. Click on **Credential Manager** to open it.
   In Windows 7, click on the Start button, choose **Control Panel**, and then search for **Credential Manager** in the Search Control Panel box. Click on Credential Manager to open it.
2. When Credential Manager has opened, you may see two tabs – 'Web Credentials' and 'Windows Credentials' or just a single window with no tabs.
   a. If you have a single window with no tabs
      i. For each site that is related to the University of Leeds (eg has 'leeds', 'office' or 'msteams' in the credentials or web password column) click on the down arrow next to the site and click **Remove** or **Remove from vault**
   b. If you have two tabs:
      i. select the Web Credentials tab. You will see a list of sites where Windows has saved the password. For each site that is related to the University of Leeds (eg has 'leeds', 'office' or 'msteams' in the address) click on the down arrow next to the site and click **Remove** or **Remove from vault**
      ii. Now click on the **Windows Credentials** tab and repeat this process.
3. Click on the X at the top right of the Credential Manager window to close it

B. Removing saved passwords in web browsers

Firefox

Windows

1. Click the menu button and choose **Preferences**.
2. Switch to the **Security** tab.
3. Click on **Saved Logins….**
4. To remove all saved passwords, click **Remove all**. To remove specific saved passwords, click on the site name (eg anything with .leeds.ac.uk in the website name) in the Site column and click on it once to highlight it in blue. Then click the **Remove** button below.

MacOS

1. In the menu bar, open the Firefox menu.
2. Select **Preferences**.
3. Switch to the **Security** tab.
4. Click on **Saved Passwords**.
5. To remove all saved passwords, click **Remove all**. To remove specific saved passwords, click **View Saved Passwords** and delete the required ones (eg anything with .leeds.ac.uk in the website name).

Internet Explorer

You do not need to delete passwords in Internet Explorer, as this has already been done in the 'Removing Windows Credentials' section.

Chrome

1. Open the **Chrome** menu using the button on the far right of the browser toolbar (three vertical dots).
2. Choose the **Settings** menu option
3. Click **Passwords**
4. Click the three vertical dots next to the site whose password you'd like to remove (eg anything with ".leeds.ac.uk" in the website name) and click **Remove**.

Safari

1. Open the **Safari** menu.
2. Select **Preferences**.
3. Switch to the **Autofill t**ab.
4. Click the **Edit** button for **Usernames and Passwords**
5. Delete the entries you want to remove (eg anything with .leeds.ac.uk in the name of the website)

Changing your password

Your new password must contain at least 8 characters with:

- at least 1 UPPERCASE letter
- at least 1 lowercase letter
- at least 1 number or special character

It must not contain your name or username

Follow the instructions in the appropriate section which relate to your device **either**:

1. On campus and connected to the University wired network, **or**
2. Not connected to the wired network (this includes being connected via eduroam, or any other non-University network), **or**
3. If you have a University encrypted laptop which is not connected to the wired network, you will need to follow the instructions for any device not connected to the wired network (2), and then the additional instructions for an encrypted laptop, **or**.
4. If you are changing your password on a computer running MacOS or Linux.

Once you have changed your password go to the 'After you have successfully changed your password" section.

1. On campus, connected to the University wired network

If you are on campus and using a University Windows PC or University encrypted laptop connected to the wired network (staff) or a cluster PC (students):

- Ensure you have followed the instructions in the "Before you start" section above
- Log on to your computer with your University username if you haven't already done so
- Once logged in, Press **Ctrl+Alt+Del** keys together
- Choose **Change a password...**
- Enter your **Old password**
- Enter your **new password** as indicated, and then type the **new password** again to confirm it
- Click the **arrow** (next to the Confirm password box) to change your password

If you changed your password on a desktop PC and also have a University encrypted laptop, you will need to use your old password to log on to it. Once you have connected it to the wired network the password will update automatically.

Now follow the instructions in the section "After you have successfully changed your password" below.

2. If you are not connected to the University wired network

If you don't have access to Windows PC connected to the University wired network or are off-campus, you can change your password at the University login page.

- Ensure you have followed the instructions in the "Before your start" section above
- Using your computer or any device with a browser, **go to** https://changemypassword.leeds.ac.uk
- Enter your **username** followed by **@leeds.ac.uk**
- In the Old password field, enter your **current password**
- In the New password field, enter your **new password**
- In the Confirm new password field, re-enter your **new password**
- Click **Submit** to change your password

Follow the instructions in the section "After you have successfully changed your password" below.

3. University encrypted laptop on a wireless network

If you have a University encrypted laptop, and it is not connected to the University wired network:

- Follow instructions as described in the 'If you are not connected to the University wired network' section above.
- If you are connected to the eduroam wireless network you will need to update your settings to the new password. To do this, first you must **forget the eduroam network**
- To reconnect to the eduroam network, follow **Connect to Wi-Fi using Wi-Fi Setup - University of Leeds**
- During the wireless network setup, enter your new password when prompted
- Connect your encrypted laptop to the University wired network to update the old password to the new password.
- If you have not connected to the wired network, you will have to use your **old password** to log into the encrypted laptop
- You will need to use the new password when logging into University services such as eduroam, Office 365, Skype, Teams, OneDrive, Minerva, VideoLeeds, etc

Follow the instructions in the section "After you have successfully changed your password" below.

4. Changing your password using other Operating Systems

Ensure you have followed the instructions in the "Before your start" section

- **MacOS** – see the instructions on the Apple website - https://support.apple.com/en-gb/HT202860
- Changing your password in **Linux**
  - o Open a terminal
  - o Type **passwd**
  - o Follow the prompts on screen.

After you have successfully changed your password

After you have changed or reset your password:

- If you are logged in to your University PC or laptop, or a cluster PC connected to the wired network, restart your computer and log back in again using your new password.
- On your University PC, update your applications to use the new password if prompted when logging into Teams, Skype, Outlook, OneDrive, OneNote, etc.
- Reconnect your devices to use eduroam wireless network, following the steps in "How to join eduroam" on the IT website (go to https://it.leeds.ac.uk and search for '**join eduroam**')
- On your other devices, update your mobile applications to use the new password eg Outlook for iOS/Android, email app iOS/Android etc

What to do if your account is locked out

I know my password, but I am locked out of my account

If you enter the wrong password several times, or your device tries to connect with an incorrect password, then your account will be locked. If you have registered for Self-Service Password Reset, you can immediately unlock your account yourself. Go to the IT website (https://it.leeds.ac.uk) and search for '**SSPR**' to see the instructions on how to use Self-Service Password Reset to unlock your account.

If you have not registered, you will have to wait (usually 30 minutes) before it unlocks on its own. Find out how to register for Self-Service Password Reset.

Account lock outs can happen when you have changed your password, if your devices (eg laptop, phone, tablet or smartwatch) are still trying to log into a University system or the eduroam network using cached (remembered) incorrect log in details.

Before trying to unlock your account with the Self-Service Password Reset, or during the time while you are waiting for your account to be unlocked, make sure you forget eduroam on all your devices and remove any saved passwords in case the saved details are incorrect.

If you still cannot log in, please contact the IT Service Desk for help.

I have forgotten my password

If you are registered for Self-Service Password Reset, you can use this to create a new password immediately. Go to the IT website (https://it.leeds.ac.uk) and search for '**SSPR**' to see the instructions on how to use Self-Service Password Reset to reset your password. Make sure you forget eduroam on all your devices and remove any saved passwords before creating a new password to prevent being locked out.

If you are not registered you will need to visit the IT Service Desk and bring some photographic identity with you. The password will usually be changed within two working hours but if urgent this can often be done while you wait (during normal working hours).

Remember, make sure your new password follows the good password guidelines.

Please contact the IT Service Desk if you need more help.