

PASSWORD SELF-SERVICE

The Help Desk and IS staff have received a multitude of calls from Employees and Students asking for password resets over the last year. A new program Password Self-Service has been installed campus wide that will allow users to reset their own passwords both on and off campus.

The first step is to answer five easy questions to create a Questions and Answers Profile. Once created Question and Answer Profile can be edited at anytime. On campus you can use the “Password Self-Service” icon on the desktop. Off campus you can access it on the Rhodes State web page by using the drop down menu and selecting “Password Management”, or by typing in the following address into the browser (<https://password.rhodesstate.edu>) Once the questions are answered you will be able to use the “Manage My Password” or “Forgot My Password” button on the login screen as well as the other two options to change your password.

Note: New students should always login to their Stars account to verify their username and initial password. If this fails the student may still need to contact the Helpdesk the first time to get a pass code to setup your question and answer profile. When visiting the Help Desk users MUST show a valid Driver’s License to get passwords reset.

Getting Started

1. Enter your username (this is exactly the same as you use to log on the Rhodes network, your Rhodes email account, or Angel) and click on OK.



Please note that when you change your network password the Angel, and Email passwords also change (they will always “match”).

2. Select the icon below the words My Questions and Answers Profile.



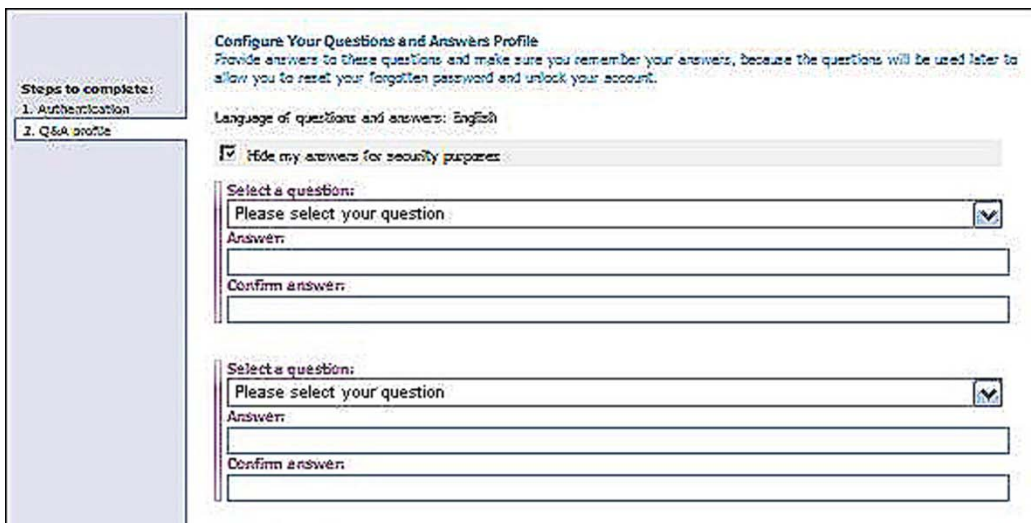
Account Locked: If you type in your password 3 times wrong on any login (Network, Email, or Angel) you will lock the account. When you login to change the password of a locked account the new window has an additional icon to choose from. Select the Unlock My Account icon and answer the question to unlock the account.



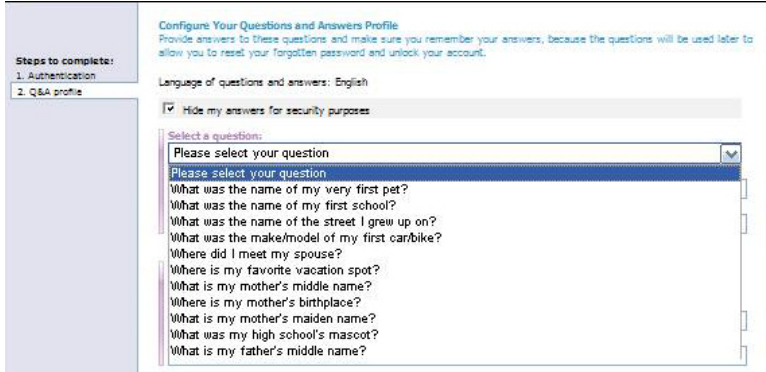
3. Type in your current password and click NEXT.



4. Select your questions by using the dropdown arrow.



- After you have selected the question from the list type your answer on the answer line and repeat it on the confirm answer line. Repeat these steps for the next 4 questions.



- Once you've completed the Questions and Answers Profile and you access the program the screen will look like this.



Password Rules

- ✓ Must be a minimum of 9 characters.
- ✓ Must contain 1 number.
- ✓ Cannot reuse previous passwords.
- ✓ Cannot use First or Last names.
- ✓ Cannot reverse passwords.

HELP DESK USER REFERENCE

Give us a call... Ext. 8069

Email us... helpdesk@rhodesstate.edu

Stop by... Keese Hall Room 104

Coverage Hours: Fall, Winter, & Spring

Mon. > Thurs. 8:00 AM-10:00 PM	Fri.> Sat 8:00 AM-5:00 PM	Sun 1:00 PM- 5:00 PM
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**Summer and Weekend hours vary so be sure to call during the week to check for availability.*

WHAT TO PROVIDE WHEN CALLING THE HELP DESK

- Name & Contact Information
- Asset Tag Number (e.g. 12453) if using a campus PC
- First Call or Follow-up
- Exact Error Messages
- Operating System
- Software Application (Word, Angel, etc.)
- Recurring or One Time
- Trouble on All PC's or Just One

SERVICES THE HELP DESK PROVIDES

Help Desk Operators consists of many levels of expertise from advanced System Analysts to 1st and 2nd year Workstudy's. By giving the Help Desk operator the information they need, they will be able to quickly and efficiently respond to your problem or request.

The Help Desk

- Serves as a central point of contact for you to report any hardware or software problems
- Assists with your User ID management (User Account, Password, etc.)
- Assists with print management (e.g. Cancel, print, status, etc.)
- Logs all incoming calls and facilitates problem resolution.
- Contacts the proper source to correct any problems that we cannot directly solve, and provides solutions in a timely manner.

IS POLICIES

Password Policies

Microsoft passwords - expire every 90 days. You will need to reset your password when prompted. The password must be a minimum of 9 characters long and contain at least 1 number. You will **not** be able to use the same password again. The password cannot be able to contain first or last names. Reversing a previous password is also not allowed.

Computer Resource & Facilities Policy

Adherence to the Rhodes State College PC Lab Rules and Policies is mandatory (posted in all labs). See **Code of Student Conduct** for details.

Data Storage Policy

All critical data should always be saved to your network M:\ drive. Information Systems cannot guarantee the recovery of locally saved files (USB, Floppy) lost because of a hardware failure on the PC. Request remote access to your M:\ drive via the web by stopping at the Help Desk to provide them your photo ID and network login name information. Instructions to access the drive will be sent to your campus email within 48 hours.