Password Reset

Changing Passwords
Passwords only last a certain amount of time before you need to change them for security reasons. If you are a:

- **Student** – your password needs to be changed every 120 days.
- **Faculty** – your password needs to be changed every 30 or 120 days based on the level of account access.
- **Official Retiree/Emeritus** – your password needs to be changed every 30 or 120 days based on the level of account access.

**Note:** Prior to your password expiring, you will receive email notifications 5 days and 1 day prior to your email expiring. You must change your password prior to expiring. If you do not change your password within the specified days, you will be locked out of your account. To have the lockout reset, contact the Help Desk.

Password Criteria
Current policy states:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 30 characters long.
- Must include at least 1 number.
- Cannot include more than 15 numbers.
- The first character cannot be numeric.
- The first character cannot be a symbol (non-letter or number).
- Must have at least 4 unique characters.
- Must not include any of the following values: / @ & ? $
- Must not include part of your name or username.
- New password may not have been used previously.

Through goPFW
Now through goPFW, there is a centralized platform for resetting and recovering passwords. The system requires you to set up security questions before password management is allowed.

To set up your security questions:

1. Go to [go.pfw.edu](http://go.pfw.edu).
2. **Do not log in.** Click the “Change Password” link toward the bottom of the page.
3. There will be a second Change Password link you will have to click through to redirect you to the Self Service Password Reset Portal.
4. Enter your credentials and log in.
5. You will have to answer 5 security questions
   a. Do not choose question and answers that would be easy to guess.

b. Answers must be more than 3 characters.

c. Answers are not case sensitive.

6. Click **Save Answers**
7. After this is completed, a screen will come up with 2 additional security questions for the IT Services Help Desk’s use in case there is an issue that would require them to verify your identity
8. Click **Save Answers**
9. A screen will come up to verify your answers have been saved
10. Click **Continue**

To change your password:

1. In a browser, go to [go.pfw.edu](http://go.pfw.edu)
2. Click **Change Password** at the bottom of the screen
   a. You will be redirected to the Self Service Password Reset Portal
3. Enter your credentials and login
   a. If you have not set up your security questions, you will have to do so at this point.
4. Click **Change Password**
5. Enter in your desired password following the password rules that are listed.
**Note:** If you want a randomly generated password, you may click on the symbol circled below:

![New Password](https://pfw.edu)

6. Type again in the second blank to confirm

7. Click **Change Password**
   - Once it has successfully been submitted, you will receive an email stating your password has been changed

8. Click **Continue**

9. This takes you back to the login page

**If you do not remember your password:**

1. On the **go.pfw.edu** homepage, click the “Forgot password” link. There will be two options. If you have not set up your security questions yet, click the first **Forgot Password** link and follow the directions below:
   a. You’ll need to enter in your last name, birthdate, and either your social security number (for students), your PUID (for faculty), OR your 9 digit PFW ID number.
   b. After you do that you can then choose a new password.

2. If you have set up your security questions, click the second Forgot Password link and follow the directions below:
   a. To further protect your information, type the Captcha text in the blank
   b. Click **Verify**
   c. Enter your username and last name
   d. Click **Search**
   e. You will then be asked to answer 3 of your security questions
   f. Click **Check Answers**

**Tip:** If you are having trouble answering the questions, you can click **Cancel** and try again to receive a different set of questions

   g. Type your desired password into **both** blanks
   h. Click **Change Password**
   i. Click **Continue**

**If you do not remember your username:**

1. On the **go.pfw.edu** homepage, click the “Forgot Username?” link.
2. To further protect your information, type the Captcha text in the blank
3. You will then be asked to provide your date of birth, last name, the last 4 digits of your social security number, and your PFW ID number

4. The first two blanks are **required**, and in addition to these:
   - Students must provide either the last 3 of their social security number or their PFW ID number
   - Staff/Faculty must provide their PFW ID

5. Click **Search**

6. If your username is found, you will be redirected to another page with your username. Write this down for your records.

7. Click **Continue**

**Through the work station**

1. Login to a PFW computer with the Novell Client.
2. If the password prompt appears, click **Yes** on the prompt to change password.
3. Enter the new password in twice, being sure to adhere to password criteria.

**If the prompt is missed or does not appear,**

1. Hit **Ctrl + Alt + Del** on the keyboard.
2. Click **Change Password**.
3. Click the username of the profile.
4. Enter in your old password in the specified field.
5. Enter in your new password and confirm.
6. Click the right-arrow at the bottom to continue and click OK.

Activation

How long to wait
You can start using your new password as soon as you change it. However, you will have to update your password throughout other programs like Lync and Outlook on your other devices (phone, tablet, laptop, etc.)

Updating Passwords for Outlook, Lync, and Mobile Devices
Usually, a pop-up or error should appear when you open the Outlook or Lync clients as well as any email apps on your mobile devices. You will just need to type your new password in and login in this case. If you have trouble accessing certain programs since you changed your password, you may have to update it manually.

Note: You use the same password for Lync as you do for other Office 365 programs.

• Outlook
To update the password for your email:

1. Open the Outlook client on your computer.
2. It will open normally, but a login prompt will open as well.
3. Enter your new password and login.

If you use your Android device’s email app for your PFW email:

1. Open the email app.
2. Navigate to the Settings.
3. Go to Account Settings and tap your email.
4. Tap the Password section and enter in your new password.
5. Tap OK.

For iPhone/iPad:

1. Go to Settings > Mail, Contacts, Calendars
2. Tap your email account.
3. Tap the account.
4. Tap the Password blank, and enter in the new password.
5. Tap Done at the top

• Skype for Business
When you log in to Skype after changing your password, the password textbox will be empty. Enter your new password and log in.