

PASSWORD SELF-SERVICE

The Help Desk and IS staff receive a multitude of calls from Employees and Students asking for password resets each 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 Quick Links 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.

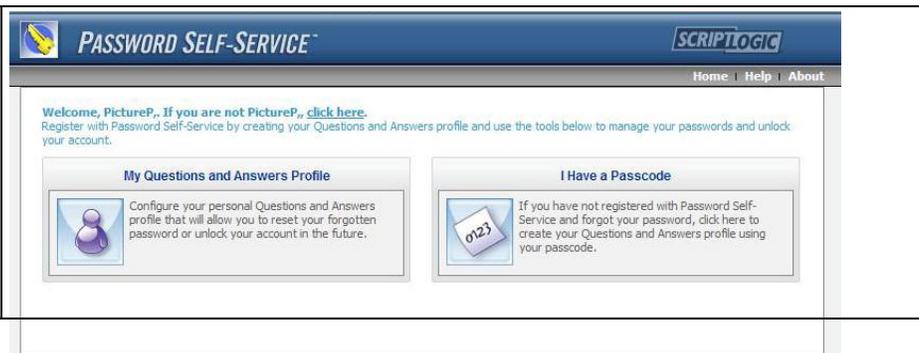
Getting Started

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.

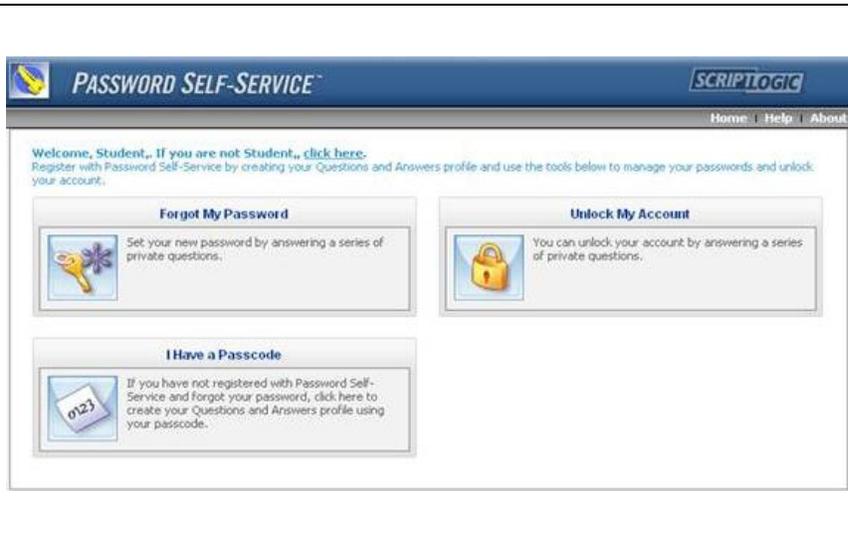


Please note that when you change your network password, the Angel and Email passwords also change (they will always “match”).

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



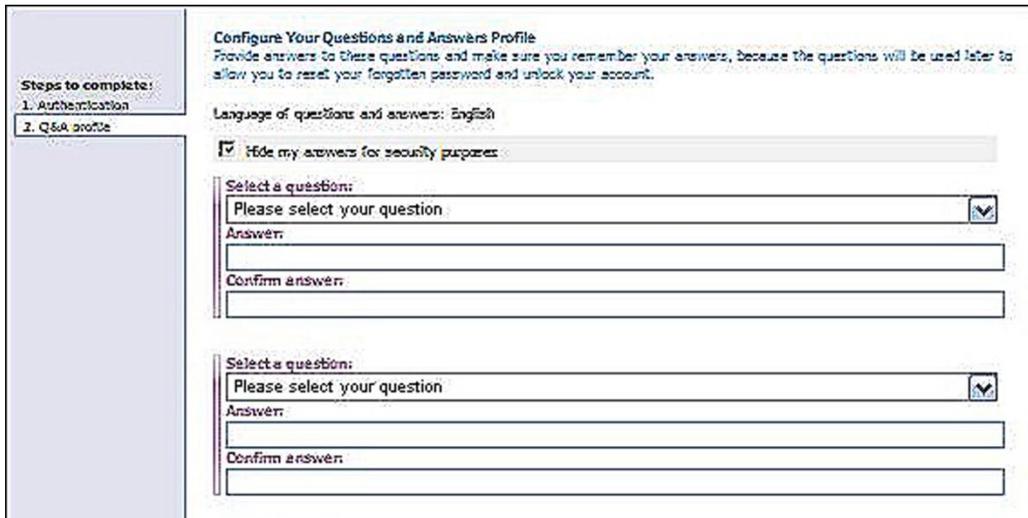
Account Locked: If you type in your password 3 times wrong on any login (Network, Email, or Angel) you will lock the account. When you login to change the password of a locked account the new window has an additional icon to choose from. Select the Unlock My Account icon and answer the question to unlock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



Type in your current password and click NEXT.



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.

Steps to complete:
1. Authentication
2. Q&A profile

Configure Your Questions and Answers Profile
Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Language of questions and answers: English

Hide my answers for security purposes

Select a question:

Please select your question

- What was the name of my very first pet?
- What was the name of my first school?
- What was the name of the street I grew up on?
- What was the make/model of my first car/bike?
- Where did I meet my spouse?
- Where is my favorite vacation spot?
- What is my mother's middle name?
- Where is my mother's birthplace?
- What is my mother's maiden name?
- What was my high school's mascot?
- What is my father's middle name?

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 ALL CAPITAL letter.
- ✓ Must contain 1 number.
- ✓ Cannot reuse previous passwords.
- ✓ Cannot use First or Last names.
- ✓ Cannot reverse passwords.