# Password Management



## **Quick Reference Guide**

#### Logging In

2. Press Enter.

4. Click Continue.

REQUIREMENTS

Management service.

Main Menu



## Enroll to Use Password Station (after first login only)

- 1. Click Continue.
- 2. Enter your password.
- 3. Click Continue.
- 4. Select three (3) security questions from the drop down lists and enter the answers.
- 5. Click **Continue**. Your primary email address is displayed.
- 6. Enter your mobile number.
- 7. Select the **country** for the mobile number.
- 8. Select the carrier for the mobile number.
- 9. Click Send.
- 10. Enter the authorization code sent to your mobile phone.
- 11. Click Continue.
- 12. Click **Continue** again to return to the main menu. An email notification will be sent to the address on file.
- 13. To logout, click Logout and close your browser.

Question 1:	- Please Select a Question			
Answer 1:				
Question 2:	- Please Select a Question		~	
Answer 2:				
	Semi-Private Question: When you call t you may be asked to disclose this answe your identity.	he Help Desk, ir to verify		
Question 3	Please Select a Question		Y	
Answer 3.				
CONTIN	UE CANCEL			
CONTIN	UE CANCEL	a	1	
CONTIN	CANCEL @humber.c An email will be sent to this add Station.	a Iress any time your accou	nt is accessed via Pass	word
CONTIN imary Email:	UE CANCEL Ohumber.c An email will be sent to this add Station.	a Iress any time your accou	nt is accessed via Paso	word
CONTIN imary Email: tobile: puntry;	UE CANCEL	a kress any time your accou	 nt is accessed via Passo	word
CONTIN imary Email: lobile: puntry: arrier:	UE CANCEL  Othumber.c  An email will be sent to this add  Station.  CANADA  Bell Mobility	a kress any time your accou	 nt is accessed via Pase	word
CONTIN rimary Email: fobile: ountry: arrier:	UE CANCEL @humber.c An emal will be sent to this add Station. CANADA Bell Mobility An SNS will be sent to this rum for SNS authorization.	a ress any time your accou	   tis accessed via Pass ]   Password Station is cr	vord
CONTIN imary Email: tobile: pountry: arrier:	UE CANCEL  Phumber.c  An email will be sent to this add Station.  CANADA  CANADA  CANADA  CANADA  An SNS will be sent to this run for SMS authentication.  If you have changed the mobile before continuing.	a Ress any time your accou	   nt is accessed via Pase     Password Station is co er fields, then you mur	word onfigure t vallefa
CONTIN rimary Email: hobile: puntry: arrier: WS Code:	UE CANCEL  Phumber c An email will be sent to this add Station.  CANADA  Eell Mobility An SNS will be sent to this num for SNS authentication.  If you have changed the mobile before continuing.	a kress any time your accou- kress any time your accou- vertice of the second secon	 nt is accessed via Pass Password Station is cr re fields, then you must	word onfigure t valida

## Information Technology Services

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This document is available in an alternate format upon request.

#### **Manage Account Options**

#### Forgot Password

Allows you to reset your password if it was forgotten.

- 1. Click Forgot Password.
- 2. Wait for a text message.
- 3. Enter the **authorization code** sent to your phone.
- 4. Click Continue.
- 5. Answer security question 1 and click Continue.
- 6. Answer security question 2 and click Continue.
- 7. Answer security question 3 and click Continue.
- 8. Enter a **new password** in the New Password field.
- 9. Re-enter the **new password** in the Confirm field.
- Click Continue.
   A confirmation page will appear and an email notification will be sent to the address on file.
   Click Continue to return to the main monuted of the main
- 11. Click **Continue** to return to the main menu.
- 12. To logout, click **Logout** and **close** your browser.

#### Unlock Account

Allows you to unlock your account after entering too many incorrect passwords.

- 1. Click Unlock Account.
- 2. Wait for a text message.
- 3. Enter the **authorization code** sent to your phone.
- 4. Click Continue.
- 5. Answer security question 1 and click Continue.
- 6. Answer security question 2 and click Continue.
- Answer security question 3 and click Continue. A confirmation page will appear and an email notification will be sent to the address on file.
- 8. Click **Continue** to return to the main menu.
- 9. To logout, click Logout and close your browser.

### E Change Password

Allows you to change your password.

- 1. Click Change Password.
- 2. Enter the current password in the Old Password field.
- 3. Enter the new password in the New Password field.
- 4. Re-enter the **new password** in the Confirm field.
- Click Continue.
   A confirmation page will appear and an email notification will be sent to the address on file.
- 6. Click **Continue** to return to the main menu.
- 7. To logout, click **Logout** and **close** your browser.

### **Account Information Options**

#### Account Information

Displays information about your account such as password age, password expiry date, etc.

- 1. Click Account Information.
- 2. Wait for a text message.
- 3. Enter the **authorization code** sent to your phone.
- 4. Click Continue.
- 5. Answer security question 1 and click Continue.
- 6. Answer security question 2 and click Continue.
- 7. Answer security question 3 and click Continue.
- 8. The Account Information is displayed.
- 9. Click **Continue** to return to the main menu.
- 10. To logout, click **Logout** and **close** your browser.

#### Enrollment

Allows you to change your security questions.

#### Click Enrollment.

Your username is filled in automatically.

- 1. Enter your password.
- 2. Click Continue.
- 3. To change one or more security questions:
  - a. Select the new question from the drop down list.
  - b. Enter the new answer.
- 4. Click Continue.
- 5. To change your mobile number:
  - a. Enter the new number, country and carrier.
  - b. Click Send.
  - c. Enter the **authorization code** sent to your phone.
- 6. Click Continue.

An email notification will be sent to the address on file.

- 7. Click **Continue** to return to the main menu.
- 8. To logout, click Logout and close your browser.

#### **Best Practices for Passwords**

- Memorize your password or store it in a secure password application.
- Use a mix of letters (uppercase and lowercase), numbers, and symbols in each of your passwords.
- A strong password is eight or more characters in length.
- Replace your password every 90 days.
- Never give your password to anyone including support persons, friends, family, and roommates.
- Do not use the same password to secure more than one account.

