



## Password Change Guide – On Campus

### Resetting of Passwords on Mobile Devices

### Setting up of Champlain email on Mobile Devices

### Changing Passwords through MS Office365 – Off Campus

## **For Faculty, Management & Staff**

**This user guide will help to orient faculty members and staff on how to properly change their passwords when directed to do so by the system.**

**NOTE: If your computer is NOT working at all, please raise the ticket through the Info Centre.**

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## 1 Why is a password change required?

Passwords are critical components used to protect the security and confidentiality of data on the College network, including on your laptop, tablet or computer.

The provincial government has established a Cybersecurity office (COCD) that has recently passed policies that stipulate how passwords are to be managed. These policies must be followed completely and accurately by each publicly funded institution. Non-compliance is not an option.

The policy states that passwords must change every 90 days and that passwords must be complex.

## 2 What is password complexity?

A complex password will have the following characteristics:

- 12 characters in length for Champlain staff and faculty
- It contains at least 1 upper character
- It contains at least 1 lower character
- It contains at least 1 number
- It contains at least 1 special character (eg !, @, #, \$, %, ^, &, \*)

Your password should never have sequential numbers (eg 123 or 321), sequential letters (eg xyz or zyx), or sequential keyboard characters (eg qwerty or ytrewq; !@# or #@!), etc.

Following these guidelines will help to ensure that your data, your student's data and the College's data is safe and secure and that you are doing your part to help secure the reputation of our College.

### 3 Password uniqueness across your platforms – Password Vaults

Almost half the population uses the same password on multiple websites/login portals. They do this because it is hard to remember unique passwords for every login service they access. Despite this, you are strongly advised to keep each password unique for every service that you access and that you never use the same password in the work environment that you use in your personal life.

#### 3.1 How can I track all these different passwords?

The tracking of passwords is complicated. Many people have upwards of 50 different login credentials to manage. In addition, remembering when the last password change was, the answers to the personal questions, the secondary verification method selected, and your current password requires a herculean memory.

The simple solution is to use a Password Vault.

A Password Vault allows you to store all the different passwords, websites and other details that you will need. The password vault needs to be encrypted with 256bit encryption and should NOT be stored on a cloud service – it should be stored only on your phone (iPhone or Android). It will require you to remember one password to access the vault, and then all your password data can be accessed through a file manager type interface

#### 3.2 What are acceptable password Vaults?

Any password vault that offers 256bit encryption would be fine. There are many options within the App Store and Google Play store. Some are free, some offer in-app upgrades, and some require payment. Any pay options are your individual responsibility. The choice of product is yours, but you are strongly encouraged to pick one, configure it and use it to store your passwords.

Sample options to choose from include The Vault, KeyPass, etc.



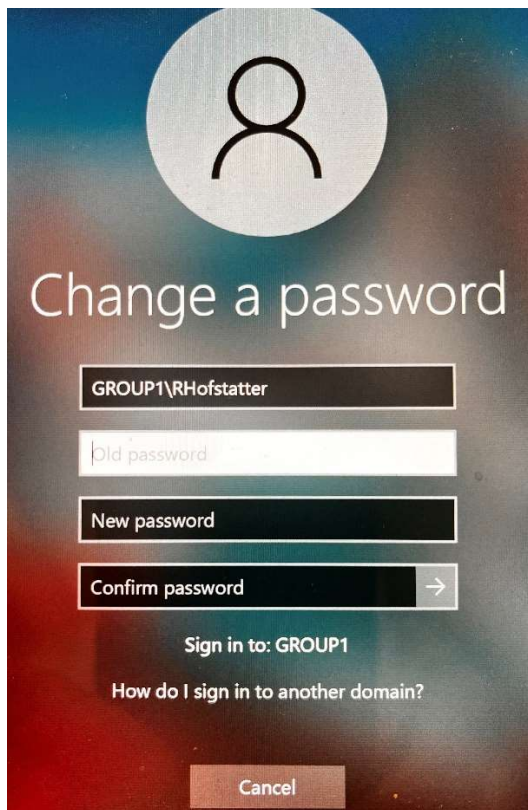
If you are concerned about vault options, please contact your IT&MS Relationship Service Technician (RST) as indicated below:

|             | Department |         |           |                         |          |           |                  |           |
|-------------|------------|---------|-----------|-------------------------|----------|-----------|------------------|-----------|
|             | Library    | Cont Ed | Registrar | Business Office/Finance | Academic | H.R.      | Student Services | B&E       |
| Primary RST | Denise     | Amin    | Robert    | Robert                  | Max      | Josephine | Rami             | Pierre    |
| Backup RST  | Pierre     | Denise  | Max       | Max                     | Rami     | Rami      | Robert           | Josephine |

## 4 How to change your password to meet the requirement?

When it is time to change your password, the system will automatically prompt you to do so as you attempt to log in.

- ✓ You will enter your current system password.
- ✓ You will then be prompted to enter your new password.
- ✓ You will then be prompted to enter your new password a second time for confirmation.



Remember, the complexity rules are as follows:

- 12 characters in length
- It contains at least 1 upper character
- It contains at least 1 lower character
- It contains at least 1 number
- It contains at least 1 special character (eg !, @, #, \$, %, ^, &, \*)

Your password should never have:

- sequential numbers (eg 123 or 321),
- sequential letters (eg xyz or zyx),
- sequential keyboard characters (eg qwerty or ytrewq; !@# or #@!), etc.

Once you have done so and the complexity matches the system expectations, you do not have to do so for another 90 days.

Please remember to update your new password in your password vault immediately.

## 5 Timeline for initial password change by user group

The changes will occur based on the following groups:

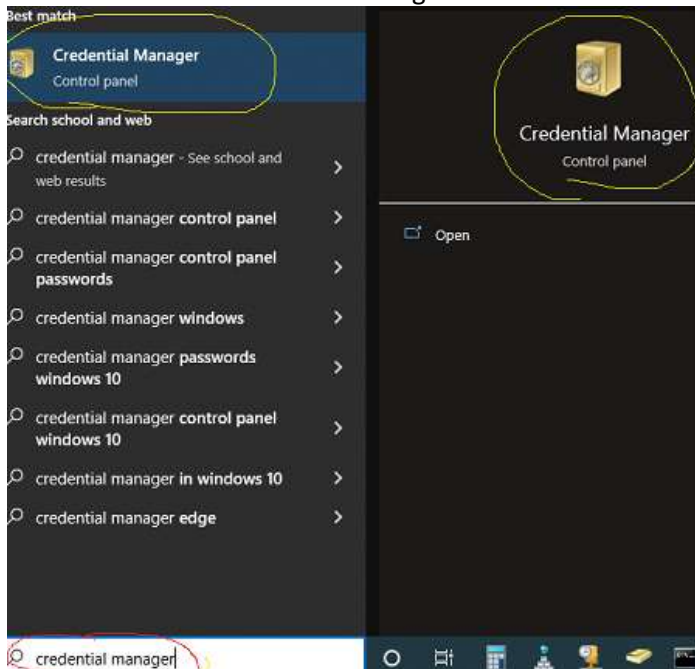
| Group affected                           | Date of Password Change                          |
|--|--|
| Information Technology & Media Solutions | Nov 30, 2021 - completed                         |
| Non-teaching staff                       | Jan 31, 2022 - completed                         |
| Faculty                                  | Mar 8, 2022                                      |
| Students                                 | As part of initial password distribution in June |

## 6 How to prevent Active Directory (AD) account lock

Periodically, if you have saved passwords locally on your computer, conflicts between the current and old passwords can occur after you change your password. This conflict can result in your account becoming locked. To prevent this problem, the saved passwords need to be deleted.

Delete all saved passwords in Windows 10 vault:

1. From windows Task manager search for “Credential Manager” and select

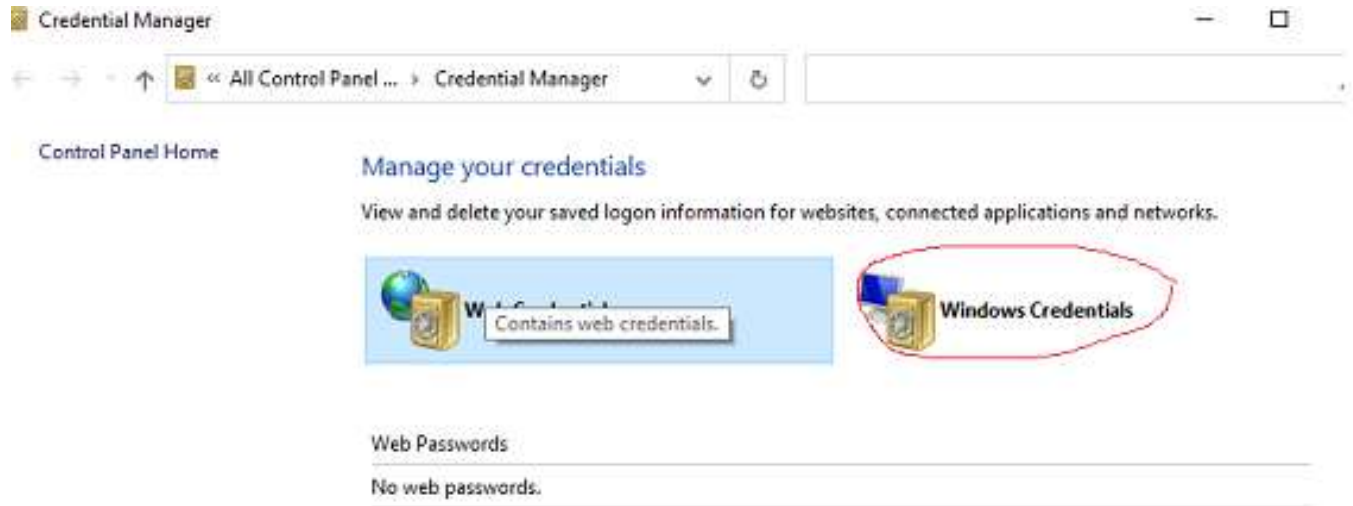


- 2. You have the option to delete Web Credentials & Windows Credentials

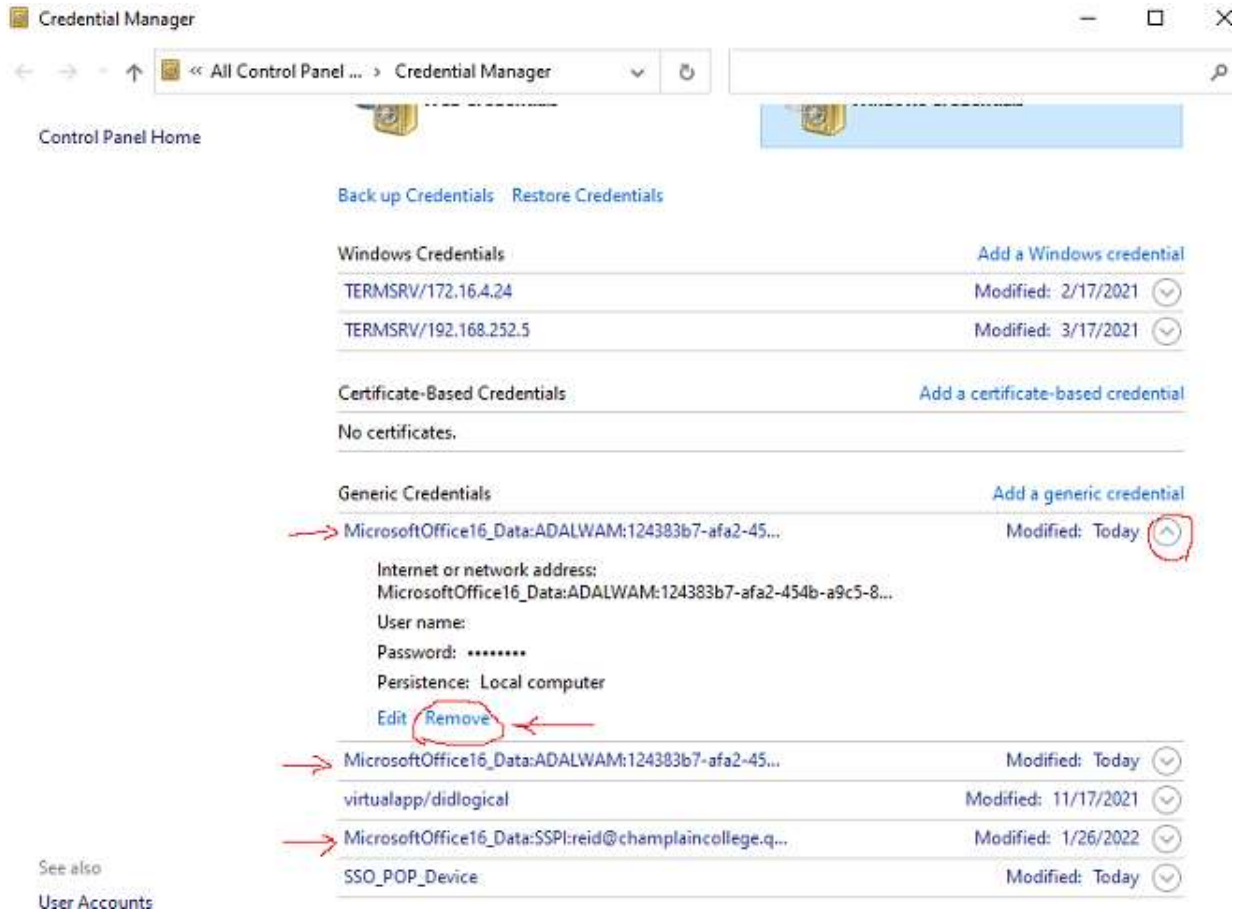
**Web Credential:** saved passwords to websites that require password to login.

**Windows Credential:** Saved passwords for windows login & other applications installed on the machine that require password to login. Including: MSOffice password.

**Click on Windows Credentials:**



- Expand all menus that include Microsoft Office & click **remove**. This will remove all saved passwords for Office applications including MS Outlook



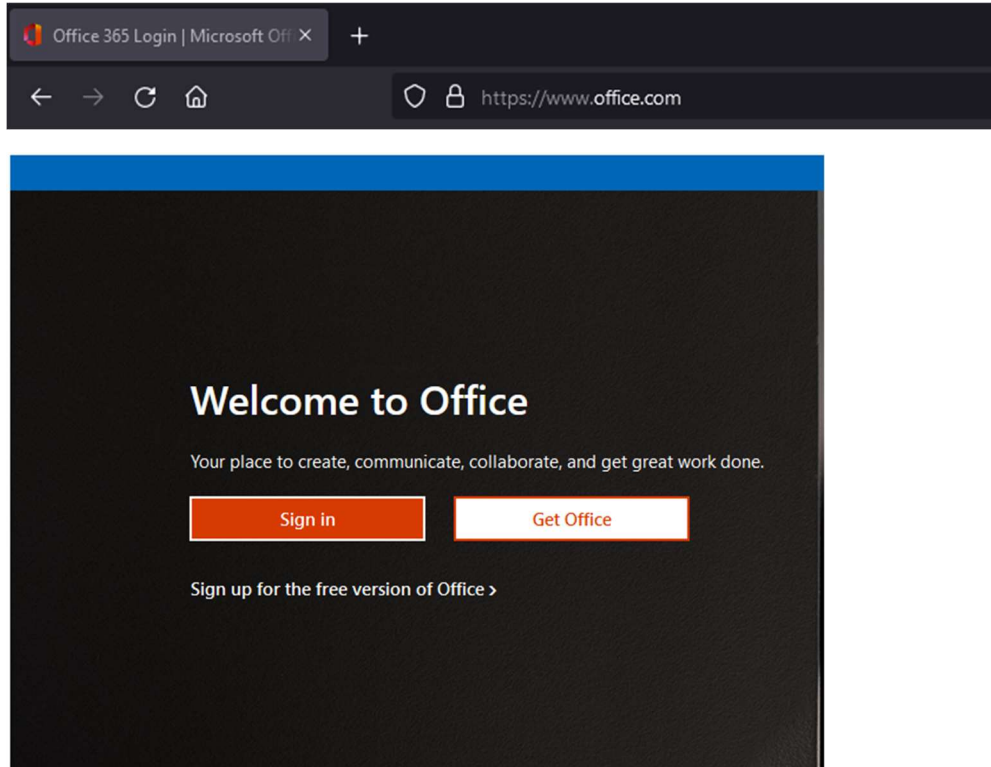
- Make sure to use **English** keyboard when entering your new password



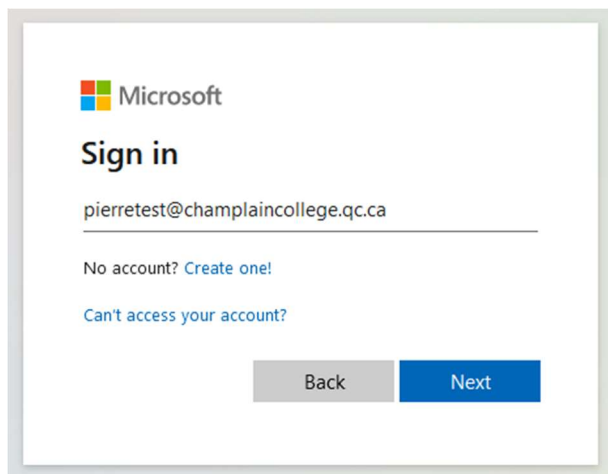


## 7 Password Change Off-Campus through MSOffice 365

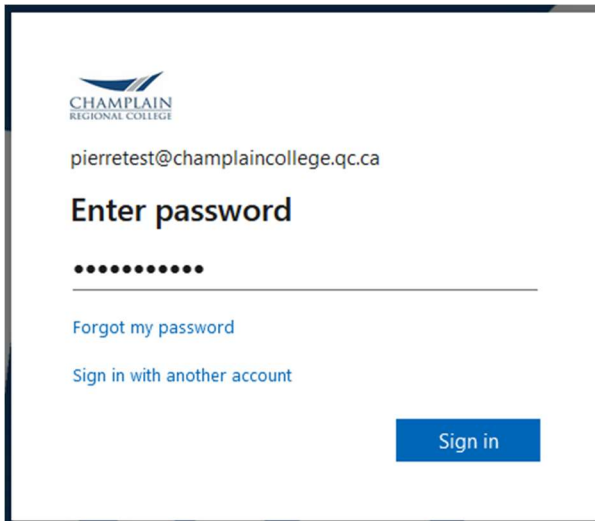
- Go to <https://www.office.com> and click on **Sign in**.



- At the **Sign in** page, enter your username and click **Next**.



- Enter your password and click **Sign in**.



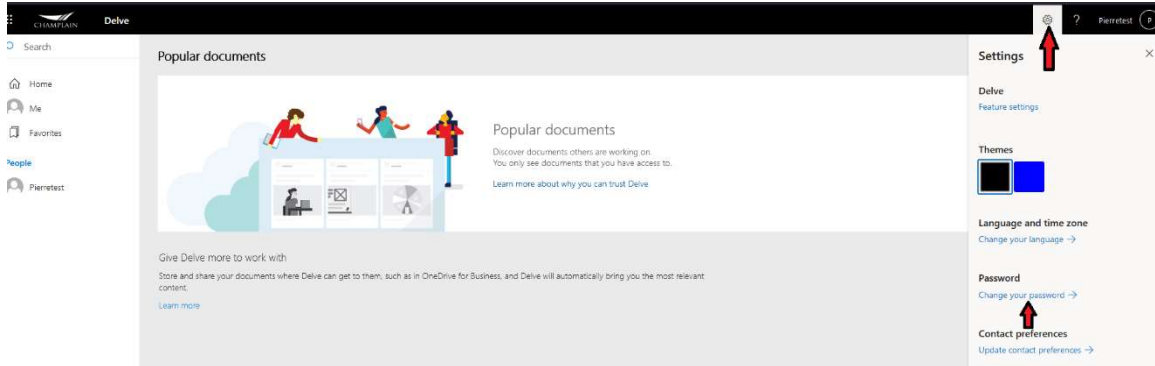
The screenshot shows the login interface for Champlain Regional College. At the top left is the college's logo. Below it, the email address 'pierretest@champlaincollege.qc.ca' is displayed. The main heading is 'Enter password', followed by a password input field with ten dots. Below the field are two links: 'Forgot my password' and 'Sign in with another account'. A blue 'Sign in' button is located at the bottom right of the form.

- Choose your preference to proceed to your **Home** page.



The screenshot shows a confirmation dialog box. At the top left is the college's logo. Below it, the email address 'pierretest@champlaincollege.qc.ca' is displayed. The main heading is 'Stay signed in?'. Below the heading is the text 'Do this to reduce the number of times you are asked to sign in.' followed by a checkbox labeled 'Don't show this again'. At the bottom, there are two buttons: a grey 'No' button and a blue 'Yes' button.

- In the upper right-hand side of your **Home** page, click the gear to access your **Settings**, under **Password** click **Change your password**.



- At the **Change password** page fill out the required fields, then click **Submit** to proceed with the password change.

## Change password

User ID  
pierretest@champlaincollege.qc.ca

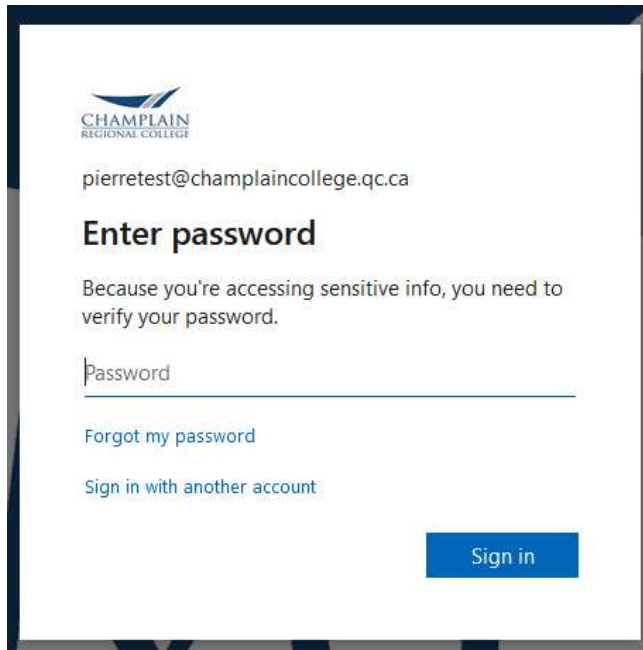
Old password

Create new password

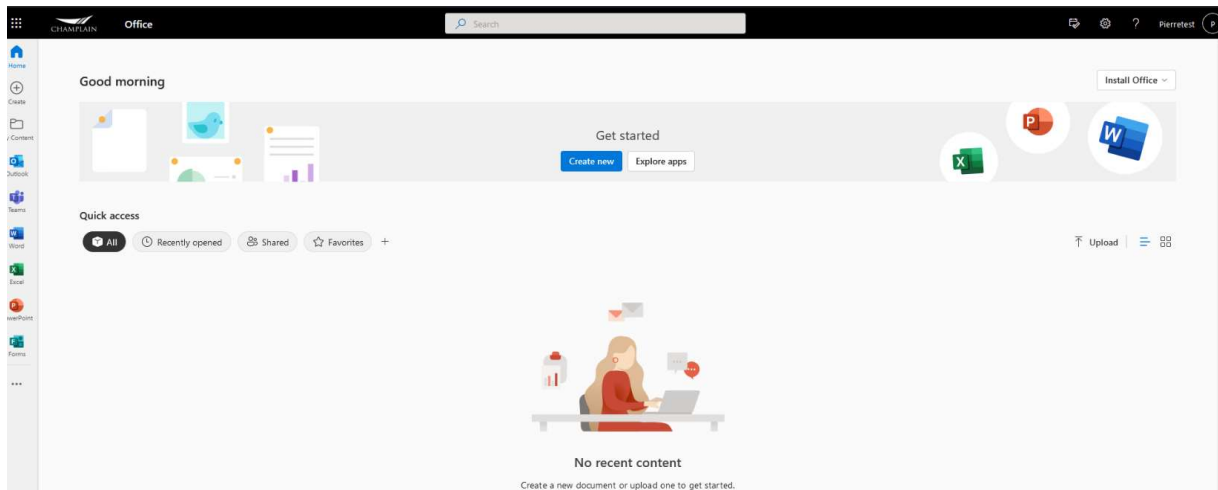
Confirm new password

[Cancel](#)

- You will be prompted to **verify your password**, use your **new** password.



- Once verified, you will return to your **Home** page.



## 8 Reconnecting devices to CHAMP Wifi after changing password

### 8.1 MAC O/S

1. Go to **System Preferences > Network > Wi-Fi**
2. Select the SSID from the network drop down. **CHAMP-WIFI**
3. Type in your username and password
4. The username is the email address added under Network-wide > Users for the specific SSID
5. Click **Join**
6. Click **Connect** to trust the certificate and join the SSID If there is a certificate warning
7. macOS may prompt for an administrator password to add an exception for the certificate

### 8.2 Android

1. Go to **Settings > Wi-Fi**
2. Select **CHAMP-WIFI**
3. Choose **PEAP** from the EAP method drop-down menu
4. Choose **MSCHAPV2** from the Phase 2 authentication drop-down menu (Optional on some phone)
5. Type your **username** in the **Identity** field (Champlain user name: username)  
username is the email address added under Network-wide > Users for the specific SSID
6. Enter the **password**
7. CA Certificate---> select certificate---> select **Don't Validate**
8. Click **Connect**

### 8.3 Chrome

Click the **Search** button and type **Network**

1. Under the Network section, click **Wi-Fi**
2. Search and click the appropriate SSID
3. Select **PEAP** as the EAP method
4. Type your **username** in the Identity field

The username is the email address added under Network-wide > Users for the specific SSID

5. Enter the **Password**
6. CA Certificate---> select certificate---> select **Don't Validate**
7. Click **Connect**

## 9 Setting up Champlain email on mobile devices

### 9.1 Setting up an iPhone or iPad with Champlain email

- User Name: [username@champlaincollege.qc.ca](mailto:username@champlaincollege.qc.ca)
- Password: Champlain email password
- Exchange Server: outlook.office365.com
- **Domain\user name:** \username@champlaincollege.qc.ca

## Set up email, calendar, and contacts

You can connect to your Office 365 or other Exchange-based email on an iPhone or iPad. When you set up an Exchange account on your phone or tablet, you'll be able to access and synchronize your email, calendar, and contacts.

1. If this is the first email account on your iPhone, select **Mail**. Otherwise, select **Settings > Mail, Contacts, Calendars > Add Account**.
2. Select **Microsoft Exchange**.
3. Enter your full email address, for example tony@contoso.com, and your password. Then select **Next** on the upper-right corner of the screen. Your mail program will try to find the settings it needs to set up your account. Skip to step 5 if your mail program finds your settings.
4. If your iPhone can't find your settings, you'll need to manually enter your server name. If you're connecting to your Office 365 email, in **Server**, enter **outlook.office365.com**.
5. Choose the type of information you want to synchronize between your account and your device, and then select **Save**. By default, Mail, Contacts, and Calendar information is synchronized.
6. If you're prompted to create a passcode, select **Continue**, and enter a numeric passcode. If you don't set up a passcode, you can't view your email account on your iPhone.



## 9.2 Setting up Champlain email on an Android device

- 1) Select **Settings**
- 2) Select **Accounts**



- 3) Select **Add Account**
- 4) Select **Microsoft Exchange**



## Configure email:

- 1) Email address: **username@champlaincollege.qc.ca**
- 2) Domain\user name: **\username@champlaincollege.qc.ca**
- 3) Password: **User's password**
- 4) Exchange server: **outlook.office365.com**
- 5) **Check use secure connection (SSL)**

