



UMass Boston

# Self-Service Password Management

## *Frequently Asked Questions*

January, 2011

Using the new Self-Service Password Management system allows you to change your password or reset a forgotten one via the web at this address: <https://spmt.umb.edu/>

Following are some frequently asked questions about this new system.

### **If I need to change my password, can I do it myself?**

Yes! Our new Self-Service Password Management system allows you to do this via the web at this address: <https://spmt.umb.edu/>

### **Can I reset my password before I have edited my profile?**

No. Resetting your password requires you to answer the security questions in your profile, so setting up your profile is the first thing you should do. For help with this, see our “Getting Started” guide.

### **When entering my user name, do I include “@umb.edu”?**

No, just enter the part before the @ sign. Be careful, because the system does not note anywhere that you cannot use @umb.edu and you will be locked out if you try to log on with it three times. (The system will work with compservdom\ in front your user name, but it is not required.)

### **What are the password requirements? Where can I find them on the password reset/change page?**

The password reset rules are listed on the main page. They are as follows:

- 1) Passwords must have a minimum length of eight (8) characters
- 2) Passwords must include at least 3 out of 4 of the following:
  - Contain at least 1 upper-case character
  - Contain at least 1 lower-case character
  - Contain at least 1 special character (&, \*, \$, etc.)
  - Contain at least 1 numeric character
- 3) Passwords cannot contain all or part of your email address
- 4) Passwords will expire after 180 days
- 5) Passwords cannot be re-used

If your new password fails to meet these requirements, you will get a page telling you what rules you did not meet. The password guidelines are only displayed on the front page, so make a note of them. Otherwise you will only see them when they are not met.

### **What is an example of a good password?**

A good password is one you will remember but no one else will be able to guess. Here are some passwords that will fail and the reason:

umb.edu 15	Contains part of your email address
boston33	Does not contain enough types of characters
Joe99	Is not long enough

The ideal password would be some long combination of random characters, like cf%G84#Ws!5, but of course no one would remember this and would be forced to write it down. Never do this! Pick a password that means something to you and you can remember, like your parents' initials and their marriage date (e.g. JKS+MJJ=1955). Do not choose a password that someone is likely to guess, and do not share your password with others!

### **I tried to right click and paste my user name into the user name box but was unable do so. Why is this?**

You cannot right click to copy or paste on any of the pages in this system. The right click function is disabled on the page for security reasons. However, you can use Control-C and Control-V (Command-C and Command-V on the Mac) to copy and paste.

### **I entered my user name and password but when I hit enter nothing happens. I tabbed down to “change my password” and hit enter but this did not work ether. Am I doing something wrong?**

You cannot enter information using the enter button on the change password page. (You can, however do this to edit your profile security questions, so be careful!) Also, on the change password page, you cannot use tab to move from down from the “generate password” button to the “enter password” button.

### **I committed two errors when trying to change my password but then I was able to get it correct. Then when trying to edit my profile I committed another error and now I am locked out. Why is this and how long will I be locked out?**

The retry limit for failures is three, and unfortunately, the count is not reset when you log in successfully, so a third error will lock you out. If this happens, you will not be able to use the system for five minutes. Errors carry over from window to window and are not limited to your password — if you enter your user name wrong three times, you will be unable to use the system for five minutes. (The only exception to this is when you are actually on the password reset page and you are entering a new password.)

**I tried to log on to my account and was told that “You have exceeded the retry limit. Access denied” only after one attempt how do I fix this?**

The system will block your computer from using the system (based on your IP address) after three failed log-in attempts. The attempts do not have to be consecutive and will carry over. For security reasons, your computer will be blocked from accessing this site for the next five minutes.

**I was trying to change my password when I got the error message “Exception from HRESULT: 0x8007202F.” What does this mean?**

It usually means your password is too similar to an older password. For instance, if your old password was “Massachusetts 10” and you try to change it to “Massachusetts 11,” this error message will be displayed. However it will not tell that the passwords are too similar. The solution is to choose another password.