



# UMass Boston

## Self-Service Password Management

### *Getting Started*

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 is a brief guide to using this new system. (For answers to some common questions, see our Frequently Asked Questions list.)

## 1. Setting Up a Profile

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The first thing you should do is set up your profile so that you will be able to use security questions you choose to reset your password if you forget it in the future. To begin, go <https://spmt.umb.edu/> and click “Edit my Profile.”

 Information Technology

Self-Service Password Management

**[Change my Password](#)**  
Change your password if you know your current password

**[Reset my Password](#)**  
Reset your password if you don't know your current password

**[Edit my Profile](#)**  
Edit the questions and answers in your Password Reset Profile

**Password Policy**

- 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 you encounter any problems or have questions, please first visit <http://itstatus.umb.edu> and then contact the IT Service Desk @ 617-287-5220 or [itservicedesk@umb.edu](mailto:itservicedesk@umb.edu).

Log in by entering your UMB user name (without @umb.edu) and your known password. (Note: you must press the “Logon” button. Typing your password and hitting “Enter” will not work.

Once you have logged in, you will be asked to provide an answer to the security questions as well as a question you write yourself. This way, if you forget your password in the future, you will be able to recover it.

**UMASS BOSTON** Information Technology

**Self-Service Password Management**

**Answer these questions to complete your profile**

**Answers to all questions are required**

Select a Question from the list.

Question: What is your favorite color?

Answer:

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Select a Question from the list.

Question: What is your favorite food?

Answer:

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Enter your own Question.

Question:

Answer:

**Update**

You will automatically be returned to Main Menu after 2:00 of inactivity

**Inactivity Counter: 1:58**

**Return to Main Menu now**

We suggest a short, simple question, like “Where was our 2001 vacation?” or “What is dad’s car?” Don’t use something anyone might guess, like “Where do I live?”

Choose your questions and answers and click “Update.

Once you do this, your profile is set up.

## 2. Changing Your Password

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After you have set up your profile, you can change your password to a different one by clicking the “Change my password” link. Once you click this link, you will be prompted for your user name (again, without @umb.edu) and your current password. You will then be brought to the “Set your new password” page.

The screenshot shows a web form titled "Self-Service Password Management" with a sub-header "Set your new password". There are two radio buttons: "Generate" (selected) and "Enter". The "Generate" section has a "Generate Password" button and an empty text box. The "Enter" section has "Password:" and "Confirm:" labels with corresponding text boxes. A "Change Password" button is at the bottom.

On this page you have the option of having the site generate a password for you by clicking the “Generate Password” button. If you like the password the site has generated, click “Change Password” and you’re done. You can also create your own password. To do this, click the circle next to “Enter” and type your password into both the “Password” and “Confirm” fields and click the “Change Password” button. and your password will be changed. If you receive an error, make sure your password is the same in the two fields and that your password meets our minimum standards:

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- 2) Passwords must include at least 3 out of 4 of the following:
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  - Contain at least 1 special character (&, \*, \$, etc)
  - Contain at least 1 numeric character
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### 3. Resetting a Forgotten Password

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If you have forgotten your password and have set up your profile, you can reset it yourself using the “Reset my Password” link from the main page. You will first be asked for your user name. (Do not include the @umb.edu.)

The screenshot shows a web interface for "Self-Service Password Management" at UMASS BOSTON Information Technology. The page has a header with the university logo and name. Below the header, the title "Self-Service Password Management" is centered. A blue instruction reads "Enter your user name to reset your password". A section titled "Logon Information" contains a "User Name:" label followed by a text input field. Below the input field is a "Logon" button. At the bottom of the page, a message states "You will automatically be returned to Main Menu after 2:00 of inactivity", followed by "Inactivity Counter: 2:00" and a "Return to Main Menu now" button.

You will then have to answer the three security questions that you set up when you created your profile. You have to answer all of the questions correctly before you will be able to reset your password.

The screenshot shows a web interface titled "Answer your Password Reset Profile questions". It displays "Question 1" with the text "What is your favorite color?". Below the question is a text input field. At the bottom of the question area are two buttons: "Continue" and "Cancel".

Once you answer the three security questions correctly, you will be able create a new password and log on to your account.