McGill Password Reset Checklist

OVERVIEW – STEPS FOR CHANGING YOUR PASSWORD

☑ 1. Change your McGill Password (3 options)
☑ 2. Restart your computer
☑ 3. Delete saved passwords for WiFi connections
☑ 4. Reset passwords saved in Email apps
☑ 5. Delete saved passwords in browsers
☑ 6. Delete/recreate connections to webfolders (WebDAV)
☑ 7. Connect to Lync VOIP phones
☑ 8. Check access to other systems
☑ 9. Optional: change credentials for other systems if desired (Minerva PIN, INB password,...)

BEFORE YOU BEGIN

• Close all other browser windows and applications, including email.
• Choose a new password:
  - 8 to 18 characters, no spaces, quotes, or accents
  - significantly different from the old one
  - view strong passwords for tips
  - Don’t use your McGill Password for systems outside the University

1. Change your McGill Password
Choose the option best for you:

Option 1: Minerva

• For students, faculty staff and alumni
• Requires logging into Minerva using any of these:
  - McGill Username & current Password
  - 9-digit McGill ID & 6-digit PIN
  - answer to FORGOT PIN security question
  - alternate email address where you can receive the PIN reset link

Option 2: Windows

• For McGill-managed Windows computers
• Connected to McGill network (on campus)
• Requires your current McGill Password
• Does not work from a personal laptop at home
• Not recommended if you have 2 McGill Username accounts (@mail.mcgill.ca and @mcgill.ca); use the Minerva option instead.

Option 3: Reggie

• For affiliates and resource account sponsors
• Need to know the current McGill Password of the account.
• Coordinate with resource account sponsor and anyone else using the resource account before changing its password.
Option 1: Minerva - for faculty, staff, students and alumni

Minerva Steps:

1. Log into Minerva (www.mcgill.ca/minerva) and follow the onscreen instructions if you don’t know your McGill Password.
2. Go to Personal Menu | Password for McGill Username.
3. Reset your Password and click Submit New Password.

NOTE: Allow up to 5 minutes for your new Password to take effect. If you have both a staff and student account, your McGill Password will be automatically synced.

Option 2: Windows

Windows Steps:

1. Log into the workstation with your McGill Username.
2. Click Ctrl+Alt+Del and select Change a password...
3. Follow the prompts to set a new password. Ensure that the new password meets McGill Password requirements, as this feature does not verify McGill-specific criteria (8-18 characters no spaces, no accents, no quotes).
4. Log out and log back in again, using your new McGill Password.

NOTE: Allow up to 5 minutes for your password change to take effect on all McGill systems. You can now use your new McGill password to access McGill systems, including Minerva, Email, Skype for Business and other...
Office 365 tools. Remember to clear out any saved old passwords from other devices and enter the new one (see Next Steps checklist below).

Option 3: Reggie - for affiliates and resource account sponsors

Reggie Steps:
2. Select McGill Password.
3. Enter the account’s McGill Username, McGill Password, and click Next.
4. Follow the instructions to change the password. Allow at least 5 minutes for the new password to take effect.

Next Steps
Follow these checklist steps to avoid being locked out of email or other systems. Steps 2-5 are the most common; the remaining steps may only apply to certain individuals.

If you need additional assistance despite following these steps, please contact the IT Service Desk at ITSupport@mcgill.ca or phone 514-398-3398.

2. Restart your computer (for McGill Faculty, & Staff)

Restart your computer as soon as possible and login with your new password. Your connections to email, departmental folders will now use the new password.

If you use a laptop, do this step while you are connected to the McGill network.

3. Delete saved WiFi connections

If you have mobile devices (laptop/tablet/smartphone) that are configured to use McGill Wireless, you must delete the saved connections and then recreate them. Unless you perform this step, you may be unable to connect simply by entering the new password.
(http://kb.mcgill.ca/it/easylink/article.html?id=5070)
4. Change McGill Password on Email apps

Most email applications will prompt you to enter your new password.

If you have McGill email set up on your mobile device (smartphone / tablet), you will have to manually change the password.

If you access your McGill email through Gmail, Hotmail, Yahoo or another web-based email service, you will have to delete and then re-add the account.

Learn more about how to change a saved password in your email client (http://kb.mcgill.ca/it/easylink/article.html?id=5417).

5. Delete saved passwords in browsers

If you have saved your password for any of McGill online systems in a browser, you will have to delete them (http://kb.mcgill.ca/it/easylink/article.html?id=5413).

6. Delete/recreate connections to webfolders (WebDAV) - as applicable

If you have set up access to personal (P: or R: drive) or departmental network drives on your home computer or laptop, you must delete the existing connections and reconfigure them. (http://kb.mcgill.ca/it/easylink/article.html?id=5409)

7. Connection to Lync VOIP phones - as applicable

If you have a Lync VOIP phone, you will have to:

1. Log out of the computer that your Lync phone is connected to and log back in.
2. Open the Lync client and enter your new password in the Credentials are required window.
3. See change your saved password in Lync for detailed instructions. (http://kb.mcgill.ca/it/easylink/article.html?id=5419)

8. Check access to other systems - as applicable

RSS Feeds:

If you have subscribed to RSS feeds from CenterStage or other online McGill systems (not including Channels) that required you to sign in to receive the feed, you will need to update the stored McGill password.

Windows identity management:

If you use Windows Credential Manager (on a personal computer/laptop), you must update or delete any saved entries for your McGill Username and McGill Password. (http://kb.mcgill.ca/it/easylink/article.html?id=5420)

Note: this checklist only covers systems managed by McGill central IT Services. Your department may have additional systems that you log into with your McGill Username and Password.
9. Optional: change other passwords (Minerva PIN, INB, ...)

... Present, Starfinder, DASTools: You may optionally change your passwords for systems that do not use McGill Username & Password authentication.

Change your Minerva PIN

Note: These instructions are for users who know their current Minerva PIN.

2. Go to Personal Menu | Minerva PIN.
3. Follow the instructions to reset your PIN.

Verify/set your Minerva Security Question

1. Go to the Personal Menu | Minerva Security Question.
2. If you already have a Security Question selected, ensure you know the response. Otherwise, select a new question and enter a response.

   Note: If you had previously entered a response you will not see it, you will only see the selected question.

(Staff only) Change your Password for Banner, ApplicationXtender, and the Data Warehouse

Although you can choose to set this password to match your McGill Password, it is recommended that you create a different one for added security.

1. In Minerva, go to Personal Menu | Password for Banner/Imaging/Data Warehouse.
2. Follow the instructions to reset your password and click Submit to finish.