Password FAQ

What systems are NOT affected by the password changes?
EMS (Conference Services) and Voice Mail.

How will my other systems deal with the new password?
As a general rule, your other systems will prompt you for your new password. Restart the device or application if it stops working properly or you cannot have it accept your new password.

Entourage authenticates with the exchange server every few minutes. This means that entourage will quickly recognize a changed or expired password. It will prompt for your new password.

The Portal authenticates at each initial login and occasionally thereafter (depending on the content you are accessing). You will need to update your credentials on the left side of your portal page above the calendar.

Houndmail, VPN, and Blackboard authenticate at each initial login. If you are connected to any of these systems when your password expires or changes, it will require the new password the next time you log in to them.

Depending on which Data Phone you have, you may be prompted to enter the NEW password or you may receive a message that says you cannot connect to the server or some similar error message. You will need to update your phone’s stored password.

The Mac Keychain stores a password locally on your computer. When you change it, you will need to change your Keychain password. Most mac computers have a keychain minder program that will prompt you to enter the NEW password. If you have problems with this issue, contact the HUB at x7060.

My password has expired and my phone cannot connect to email. Why?
The phone cannot prompt you to CHANGE your password only to enter a new password. The phone will not deliver new mail until you have reset your password. Change your password first, then, put your new password when prompted by your phone. Shut down and restart your phone if you have problems.

Where can I change or reset my password?
Our recommendation is always use Password Manager at http://www.assumption.edu/password and REBOOT your computer.

When off campus, you can ONLY change it using the Password Manager web page. Use “Manage My Password” option at http://www.assumption.edu/password. When on campus, you can change it using your Windows or Mac computer if your system prompts you or you enter your operating system commands to change password.

I am confused. I can change my password in numerous systems. Where should I change it?
Password manager allows you to change your password on or off campus.