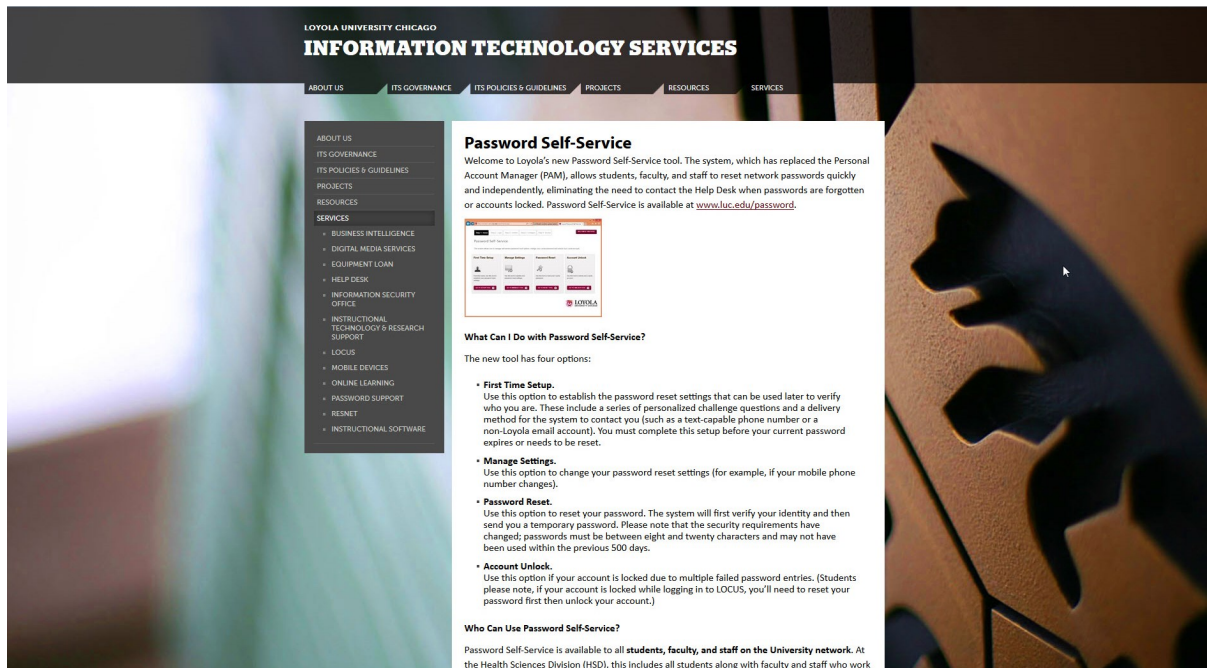


Password Self-Service

Welcome to Loyola's new Password Self-Service tool. The system, which has replaced the Personal Account Manager (PAM), allows students, faculty, and staff to reset network passwords quickly and independently, eliminating the need to contact the Help Desk when passwords are forgotten or accounts are locked.



The screenshot shows the Loyola University Chicago Information Technology Services website. The header includes the university name and the IT Services logo. A navigation menu is visible at the top. On the left, there is a sidebar with a 'SERVICES' menu. The main content area features a 'Password Self-Service' section with a welcome message, a screenshot of the tool's interface, and a list of four options: First Time Setup, Manage Settings, Password Reset, and Account Unlock. A footer note specifies that the service is available to all students, faculty, and staff on the University network.

LOYOLA UNIVERSITY CHICAGO
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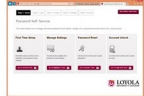
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SERVICES

- BUSINESS INTELLIGENCE
- DIGITAL MEDIA SERVICES
- EQUIPMENT LOAN
- HELP DESK
- INFORMATION SECURITY SERVICES
- INSTRUCTIONAL TECHNOLOGY & RESEARCH SUPPORT
- LOCUS
- MOBILE DEVICES
- ONLINE LEARNING
- PASSWORD SUPPORT
- RESNET
- INSTRUCTIONAL SOFTWARE

Password Self-Service

Welcome to Loyola's new Password Self-Service tool. The system, which has replaced the Personal Account Manager (PAM), allows students, faculty, and staff to reset network passwords quickly and independently, eliminating the need to contact the Help Desk when passwords are forgotten or accounts locked. Password Self-Service is available at www.luc.edu/password.



What Can I Do with Password Self-Service?

The new tool has four options:

- First Time Setup.** Use this option to establish the password reset settings that can be used later to verify who you are. These include a series of personalized challenge questions and a delivery method for the system to contact you (such as a text-capable phone number or a non-Loyola email account). You must complete this setup before your current password expires or needs to be reset.
- Manage Settings.** Use this option to change your password reset settings (for example, if your mobile phone number changes).
- Password Reset.** Use this option to reset your password. The system will first verify your identity and then send you a temporary password. Please note that the security requirements have changed; passwords must be between eight and twenty characters and may not have been used within the previous 500 days.
- Account Unlock.** Use this option if your account is locked due to multiple failed password entries. (Students please note, if your account is locked while logging in to LOCUS, you'll need to reset your password first then unlock your account.)

Who Can Use Password Self-Service?

Password Self-Service is available to all students, faculty, and staff on the University network. At the Health Sciences Division (HSD), this includes all students along with faculty and staff who work

This document will provide instruction on accessing the new Password Self Service system.



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To access the Password Self Service system, navigate to:
www.luc.edu/password





Step 1: Home Step 2: Login Step 3: Confirm Step 4: Configure

Step 5: Review

HELP WITH THIS PAGE

Password Self-Service

This system allows you to manage self-service password reset options, change your Loyola password and unlock your Loyola account.

<h3>First Time Setup</h3>  <p>First time users, use this tool to establish your password reset settings.</p> <p>GO TO SETUP TOOL ></p>	<h3>Manage Settings</h3>  <p>Use this tool to reset or change your Loyola password.</p> <p>GO TO MANAGE TOOL ></p>	<h3>Password Reset</h3>  <p>Use this tool to reset or change your Loyola password.</p> <p>GO TO RESET TOOL ></p>	<h3>Account Unlock</h3>  <p>Use this tool to unlock your Loyola account.</p> <p>GO TO UNLOCK TOOL ></p>
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Alternatively, you can access the Password Self Service via the luc.edu homepage by selecting “LINKS” and then “Password Self Service”

The screenshot shows the Loyola University Chicago homepage. At the top left is the university logo with the text "LOYOLA UNIVERSITY CHICAGO". Below the logo is a navigation bar with links: ABOUT, ACADEMICS, ADMISSION, ALUMNI, and CAMPUS LIFE. On the right side, there is a "LINKS" dropdown menu with a search icon. The menu items include: E-Mail, Sakai, KRONOS Timecard, LOCUS, Password Self Service (highlighted with a yellow arrow), Academic Affairs, Advising, Admission: Adult B.A., Admission: Grad/Prof, Admission: International, Admission: Undergrad, Alumni Relations, Athletics, Bookstore, Bursar's Office, Career Centers, Colleges and Schools, and Conference Services. Below the navigation is a large banner image of two graduates in red caps and gowns. The banner text reads: "Congratulations to the Class of 2015" and "Hats off to this year's graduates—plus everything you need to know about Loyola's upcoming ceremonies". Below the banner are links for "DETAILS | STORIES | WATCH LIVE".

NEWS AND FEATURES



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If you have any other questions in accessing the Password Self Service or questions on its features, feel free to contact the ITS Helpdesk at:

Phone: (773) 508-4487

E-Mail: helpdesk@luc.edu

Twitter: @lucitshelpdesk

Facebook: LUCITSHELPDESK



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