

## Password Creation and Protection Guidelines

### I. CREATION GUIDELINES

In general, length is a more important factor in password strength than arbitrary complexity requirements, so the traditional idea of a password being some variation of a single word, such as “football2!” or “78Firebird”, is not an effective approach for strong password creation. Consider using a passphrase (a phrase or sentence as a password) that will be easy for you to remember but hard for others to guess. If you are comfortable creating passphrases, replace letters with numbers or symbols to increase the strength of your passphrase.

Examples:

- IVisitedNiagaraFallsWhenIWas14YearsOld
- My 1st Boss Looked Like Rod Serling
- Why I5 The Coff3e Pot Alw@ys Empty?

Another strategy for creating strong passwords is to turn a phrase or sentence into an acronym by using the first letter or letters of each word in the phrase. For example, if the phrase is “My daughter’s favorite color is green, and her favorite movie is *The Lion King*”, your acronym password could be:

- MdfcigAhfmiTLK
- Mdfc1g&hfm1TLK

When creating your password/passphrase, avoid using any of the following:

- Personal information that may be common knowledge (child’s/pet’s name, date of birth, license plate number) or information that you share on social media sites
- A keyboard sequence or pattern (qwerty, 1qaz2wsx)
- Repeated words or phrases (blueblueblueblue, Lander Lander Lander)
- Any example password (from this document or elsewhere)

### II. PROTECTION GUIDELINES

In order to protect the confidentiality of Lander account passwords that grant access to potentially sensitive data and systems, all users are expected to follow the guidelines below:

- Unless there is a documented exception (departmental accounts), Lander University passwords must not be shared with anyone, including administrative assistants, managers, co-workers, and family members.
- Passwords must not be included in email messages or other electronic communications or shared over the phone.
- Do not hint at the format of your password (“It’s always my son’s name and birthday”).
- Do not write down passwords and display them or store them in a public/unsecured location.
- Do not store passwords in a file on a computer or mobile device without encryption.
- Do not use your Lander password for any non-Lander accounts or services (personal email, social media sites).
- Do not save your Lander password with the “Remember Password” feature of web browsers.
- If you have trouble remembering all of your unique passwords, consider using a password manager (see our resource on Password Management Options for more information).

Lander University’s ITS Department will never request that you verify sensitive personal information, such as passwords or date of birth, by email or phone. Never respond to emails or phone calls requesting your password or other sensitive information. If you believe your password has been compromised, contact ITS immediately.

Additional guidelines for protecting your password are available from Microsoft:  
<https://www.microsoft.com/en-us/safety/pc-security/protect-passwords.aspx>

### **III. CHANGING YOUR ACTIVE DIRECTORY PASSWORD**

There are two methods for changing your Lander Active Directory password.

Preferred (Self-Service Password Reset):

- If this is your first time using Self-Service Password Reset, complete the initial registration at <https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx>.
- To reset or change your password, go to <https://passwordreset.microsoftonline.com>.
- Type your full Lander email address in the User ID field. Complete the CAPTCHA challenge and click "Next".
- Choose "I forgot my password" and click "Next".
- Verify your identity using the mobile phone number added during your initial registration. Enter the complete phone number in the text box, choose "Text my mobile phone" or "Call my mobile phone", and click the corresponding button ("Text" or "Call").
- After completing the phone verification process, enter your new password twice and click "Finish".

Alternative:

- Sign in to MyLander with your Lander username and password. Click the email link in the top right.
- From your Office 365 inbox, click your name in the top right corner.
- From the dropdown menu, select "My account".
- Select "Security & privacy" from the menu on the left.
- Choose "Password".
- Enter your old (current) password once and your new password twice.
- Click "submit".

After changing your password, sign back in to MyLander with your new password to resynchronize your account information. You may also need to update any application or service that uses your Active Directory password, including the Outlook desktop application, any mobile mail apps (phone/tablet) that check your Lander email, and the Bearcat Wireless settings on any of your mobile devices.

### **IV. RELATED DOCUMENTS**

Technology Acceptable Use Policy  
Departmental and System Accounts  
Lander Account (Email / Active Directory) Password Policy  
Password Management Options

### **V. HISTORY**

Created 1/4/2018  
Reviewed by ITS 7/29/19