



PASSWORD RESET

A Comprehensive Guide

PASSWORD RESET GUIDE

This comprehensive guide will walk you through how to Change your password on any device.

Operating Systems Covered:

iOS (iPhone/iPad), Android OS, Windows OS, and MacOS.

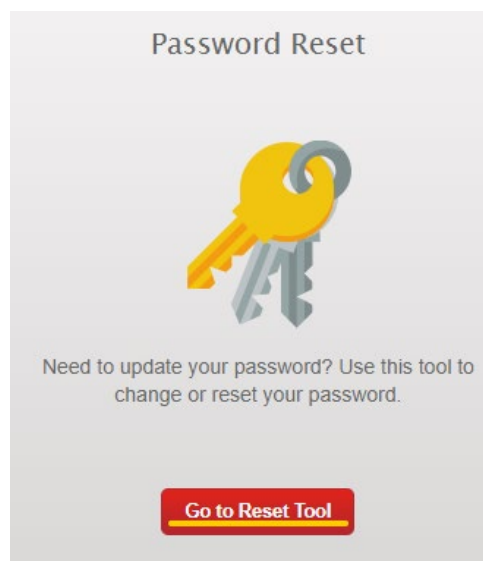
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There are **three** options to choose through the reset portal, we will be focussing on the *password reset* and *unlock* tools. Info for the Update tool will be below.

HOW TO: Change your password

- 1 Navigate to <https://password.fanshawec.ca>
- 2 Click on **Go to Reset Tool**



- 3 Type in either your student number, or your Fanshawe username*
- 4 Answer the challenge questions. By Default, the challenge questions are set based on the *current* information we have on file for you (Address, student number, email on file, etc..). If you are unable to continue with the current questions that are there you can try to use the authenticate with email to send yourself a security code. Otherwise, you may need to contact our office.
 - a. IF you are looking to simply change your password, and you know the current password, you should be able to use the authenticate with current username and password option.
- 5 Should this be your first time using the password reset system, you will be prompted to fill out challenge questions of your own. You **must** fill out all 4 questions to continue.
- 6 You may then be prompted to select or change the email – if you are satisfied with the current configuration click continue (*you can always change this after changing your password using the update tool*)

- 7 When creating the new password, you will need to make sure you meet the requirements outlined on the page. *The red x's will turn to green checkmarks when the requirement is fulfilled*

Password Rules:

- ✗ Passwords must match.
- ✗ At least 8 characters in length.
- ✓ No more than 99 characters in length.
- ✗ At least 3 of the following rules.
 - ✗ At least 1 uppercase character(s).
 - ✗ At least 1 lowercase character(s).
 - ✗ At least 1 number(s).
 - ✗ At least 1 symbol(s).
- ⚠ Cannot be one of your last 24 recently used passwords.
- ⚠ No part of your name can be used

*Password:

*Confirm Password:

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- ⚠ No part of your name can be used

*Password:

*Confirm Password:

- 8 Once you are done typing in the new password click on continue
- 9 The next screen should say “successful” with a green checkmark indicating your password is now changed.

*If you need your **username** it will be to the right-hand side of the create a new password screen.*

Troubleshooting

the password reset tool

- 1 As it says under the password requirements – your password cannot:
 - a. Be one of your last 24 recently used passwords
 What this means is that your new password cannot be **exactly** like any of the previous 24 passwords you have used. It must be unique.
 - b. No part of your name can be used

Doing either of these could result in an error message

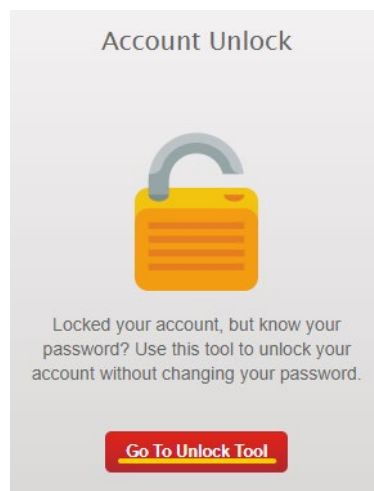
- 2 If you save your passwords using software/browsers (i.e. chrome or apple keychain) you will want to select “update” when asked so that you update the password on your devices/browsers

*If you do not know your student number or username please contact the Office of the Registrar for your student number **BEFORE** contacting the IT Service Desk.

The Unlock tool is used for instances where you believe you know the current password, but you may have tried an incorrect password too many times. In these cases, your account may only be locked out and not needing an outright reset.

HOW TO: Unlock your account

- 1 Navigate to <https://password.fanshawec.ca>
- 2 Click on **Go to Unlock Tool**



- 3 Type in either your student number, or your Fanshawe username*
- 4 You can choose one of three options
 - a. Answer the current challenge questions. By Default, the challenge questions are set based on the *current* information we have on file for you (Address, student number, email on file, etc..). If you are unable to get past this screen you may need to contact our office.
 - b. Enter your current username and password – again if you do not know this you may need to try to reset your password or contact the IT Service Desk.
 - c. Use the email that we have on file – if this does not work and you have tried the other two options you will need to Contact the IT Service Desk

Troubleshooting the Unlock tool

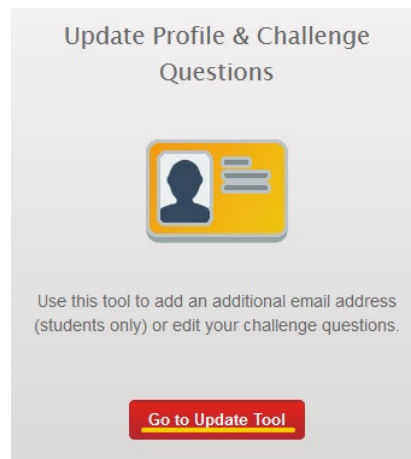
- 1 The unlock tool will **NOT** unlock your account from the password reset system – unfortunately, this can only be done via the IT Service Desk.

- 2 If you use the unlock tool and are still unable to log in – please try to reset your password via the reset tool. Otherwise, you may need to contact the IT Service Desk.

The Update Tool is used to update the challenge questions and email for the password reset portal. This will not update any information held on Webadvisor – you must go to [Webadvisor](#) to update your address and email completely.

HOW TO: Update your Challenge Questions

- 1 Navigate to <https://password.fanshawec.ca>
- 2 Click on **Go to Update Tool**



- 3 Type in either your student number, or your Fanshawe username*
- 4 You can choose one of the three options:
 - a. Answer the current challenge questions. By Default, the challenge questions are set based on the *current* information we have on file for you (Address, student number, email on file, etc..). If you are unable to get past this screen you may need to contact the IT Service Desk.
 - b. Enter your current username and password – again if you do not know this you may need to try to reset your password or contact the IT Service Desk.
 - c. Use the email that we have on file – if this does not work and you have tried the other two options you will need to Contact the IT Service Desk.
- 5 Create New challenge questions
- 6 Change your email

If you encounter any issues please [contact the IT Service Desk](#)

 <https://livehelp.fanshawec.ca> OR  519 914 0951

For Staff

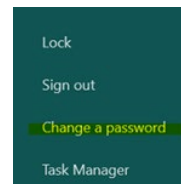
Staff can follow the same instructions as students [here](#) to reset their password – as well as the additional instructions below. This is the best option if you do not have a Fanshawe owned laptop at home.

Windows OS

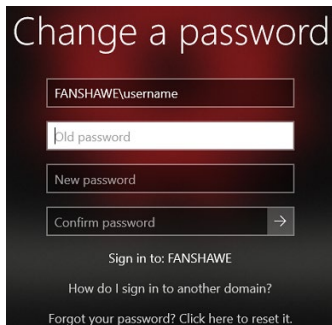
HOW TO: Change your password (at the college)

If you are using a machine physically at the college (not remoted in) you can follow these instructions, otherwise please follow the instructions for AT HOME password resets.

- 1 Press the control + Alt + Delete keys at the same time
- 2 Select Change a password



- 3 Enter your current password and then the new one **twice**



- 4 Click the arrow button beside Confirm password – or hit enter

Troubleshooting

Changing your password at home

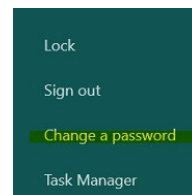
- 1 If you are getting an error while trying to use this method – please try clicking Forgot Your password? Click here to reset it. And follow the student instructions [here](#)
- 2 The same requirements on the password reset portal must be met while using this method. Including the rules to not include any part of your name or use the last 24 passwords. If you are getting an error, you may want to try adjusting the password.
- 3 Should you not be able to go through the password reset portal or use this method please contact the IT Service Desk.

**Note* Fanshawe employees will NOT see the “authenticate with email on file” option in the password portal. However, the IT Service Desk can provide a reset code over live help and email after verification is made.*

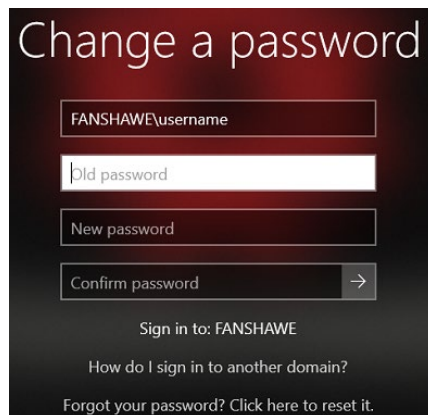
HOW TO: Change your password (College computer, at home)

*This method **requires** a steady internet connection and the VPN client to be installed.*

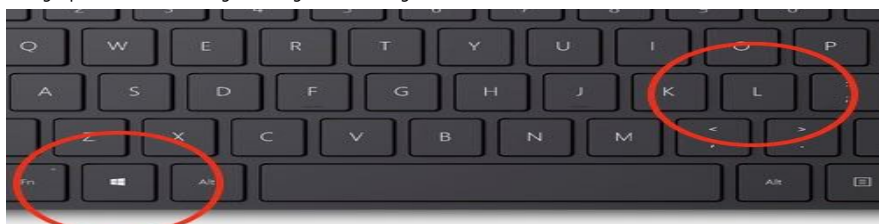
- 1 Connect to the VPN (Cisco AnyConnect) *if you are unsure how to do this instructions can be found on [here](#)*
- 2 Once you are connected Press the control + Alt + Delete keys at the same time
- 3 Select Change a password



- 4 Enter your current password and then the new one **twice**

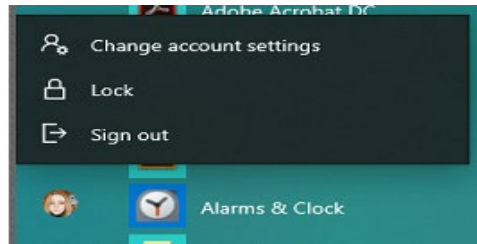


- 5 Click the arrow button beside Confirm password – or hit enter
- 6 There should be a confirmation screen notifying you your password has been changed.
- 7 **Important Step:** to sync your new password with your device press the windows key plus “L” key on your keyboard.



- a. Or you can press control + alt + delete again and choose lock

- b. Or you can press the start menu button in the bottom left of your screen and select the user icon (typically a circle on top of a semi-circle)



- 8 Once the computer is locked **immediately** log in with your new password.

Troubleshooting

Changing your password at home

You can follow most of the troubleshooting steps for changing your password on campus – making sure to stay connected to the VPN. Additional troubleshooting steps will be below:

- 1 If the laptop/desktop is not accepting the new password – you may need to log in with the old password and connect to the IT Service Desk via Live help. *Note that this is the most effective method of contacting us in this scenario.*
- 2 If you are unable to log in with the new password after you have locked the computer (some reasons for this may be – waiting too long after locking the computer or your home network disconnecting) try to log in with the old password first. If this does not work, you may need to physically go to a Fanshawe College campus and connect to the network. This can be done one of 2 ways:
 - a. If you are uncomfortable/not permitted entrance – you can connect to the Wi-Fi near the buildings. Once connected you should be able to sign in with the new password.
 - b. Email the IT Service Desk (ITServiceDesk@fanshawec.ca) and we will set up an appointment.

MacOS

HOW TO: Change your password (at the college and at home)

To change your password on a college owned mac you will follow the same instructions students do [here](#). However, there are additional steps you will need to take to update your mac password and email, these instructions can be found [here](#).

If you encounter any issues please [contact the IT Service Desk](#)

 <https://livehelp.fanshawec.ca> OR  519 914 0951