

JCSU Password Change

Johnson C. Smith University alongside the IT Department are focusing on user security and privacy in order to protect our users from unwanted threats.

How does this affect me?

- Password Requirements:
 - A password of at least 8 characters in length,
 - Containing at least three of the following:
 - UPPERCASE letter(s)
 - lowercase letter(s)
 - Number(s)
 - Symbol(s)
 - Can not contain any parts of your name
- This password will remain in effect for 180 days. After which you will need to change your password once again.

**** How can I change my password? ****

- You may do so the following 2 ways:
 - AD password portal – <http://adportal.jcsu.edu>
 - By logging into any Windows-domain computer on campus, pressing Ctrl+Alt+Del and choosing the 4th option down.

**** Is there anything else I must do? ****

- Yes. You must change your password everywhere you have used/entered your JCSU credentials.
- This includes and is not limited to:
 - Phones/Tablets or any other device:
 - Email application
 - Wi-Fi
 - Windows Credential Manager
 - Office Suite applications, etc.

What if I forget to do the above?

- For security reasons, your account will get locked out. Therefore you must make sure that you enter your new password on ALL of your devices/applications. After 1 hour, the account will become unlocked, and will remain unlocked after you have successfully completed the task above.

What if I can't remember my previous password?

- Our new AD password portal can assist with that also. However, you will need to provide an alternative, valid email address to the Registrar's Office so that a reset code can be emailed to you.

For any other questions or concerns, please stop by the HelpDesk in the Library Rm 215 – 8am to 5pm.