

Password change without problems

Instructions for students

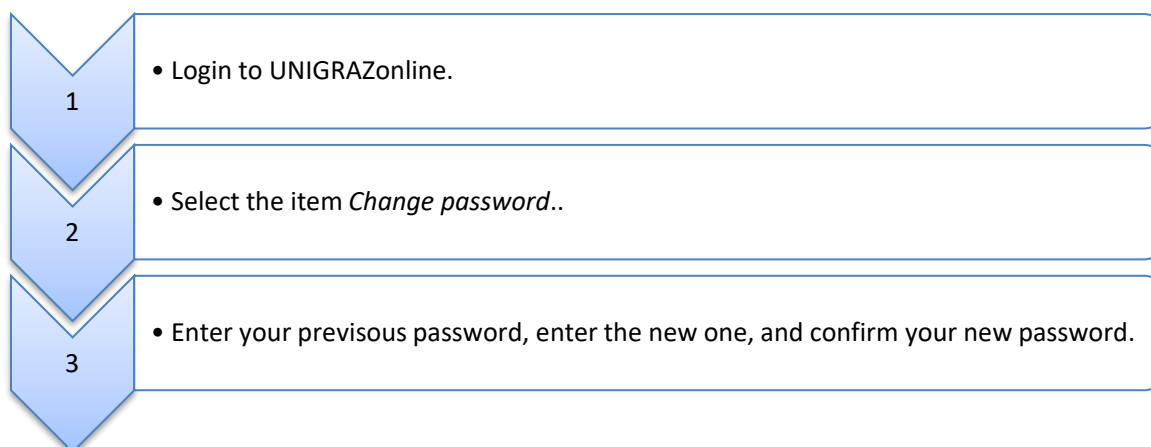
March 2024

Content

Performing a password change in UNIGRAZonline	1
Criteria for a strong password.....	1
Avoid account lock	2
Before changing the password.....	2
After changing the password	2

Performing a password change in UNIGRAZonline

- ! Please note that the synchronization of the new password requires some time. After the change, you will not be able to log in with your new password immediately!



Criteria for a strong password

- at least 12 characters
- if possible, use lower-case and upper-case letters, numbers and symbols
- must not contain your first name, surname or username
- parts of first names or surnames should also not be used.

Avoid account lock

If an automatic login is attempted via an application in which the previous password is still stored, this can lead to an account lockout (for security reasons, your account will be locked for a certain amount of time if an incorrect password is repeatedly submitted).

! Check the passwords stored on your devices (smartphone, notebook and/or desktop PC)

Before changing the password

The following list is designed to help you eliminate all potential sources of error before changing your password. Depending on your device's configuration, there may be additional storage locations for your password that are not listed.

- ✓ Deactivate all WLAN connections to the university network (incl. laptop, smartphone, etc.).
- ✓ Disconnect all network drive connections (including webdav).
- ✓ Delete the password from all password stores in browsers (e.g. Chrome, Mozilla Firefox) and in other programs (e.g. e-mail program, chat client).
- ✓ Delete the password from all password stores (programs for managing passwords).
 - Credential Manager for Windows (login information for automatic login)
 - Keychain for Apple devices
 - Keyring in Ubuntu
 - Various special software for password management
- ✓ Delete the password from all synchronized apps, e.g. calendar, e-mail or SharePoint, or temporarily deactivate the synchronization (e.g. ActiveSync on smartphones).
- ✓ Delete the password from all VPN or router connections.
- ✓ Disconnect all printer connections to multifunction devices of the University of Graz.

After changing the password

If this is an option, wait for synchronization overnight and try to log in again the next morning. This way you can check whether the password has been successfully updated.

Then re-establish the connections:

- ✓ Set up the WLAN connection with the new password.
- ✓ Connect to network drives with your new password.
- ✓ Change the password in your ActiveSync profile before activating synchronization.
- ✓ Enter your new password for VPN or router connections.
- ✓ Establish a new connection to the Canon multifunction devices