User Account/Password Information

The purpose of this document is to provide information pertaining to user accounts and passwords to include how to change passwords.

- To skip to the procedure for changing your password from an off-campus location using a PC or Mac, click here.
- To skip to the procedure for changing your password from an on-campus location using a PC, click here.
- To skip to the procedure for changing your password from an on-campus location using a Mac, click here.

For information about user accounts continue reading.

**Obtaining a User Account**

**New Adjunct Accounts**

User accounts for new adjuncts will be created by Information Systems upon receipt of the following:

- A contract signed by the Vice President of Academic Affairs and Provost.
- A properly completed and signed Request for User Account Form.

Following receipt of these documents, Information Systems will activate the user account. Information Systems will then notify the respective Department that the user account has been activated and the username given the account. The Department will then notify the adjunct of the username and that the account is available for use. The default password for the account is as described below.

**Returning Adjunct Accounts**

User accounts for returning adjuncts will be created by Information Systems upon receipt of the following:

- A contract signed by the Vice President of Academic Affairs and Provost.
- A properly completed and signed Request for User Account Form. However, if the adjunct has submitted a properly completed and signed Request for User Account Form within the past two years, the account will be enabled with only the signed contract as indicated above.
Following receipt of these documents, Information Systems will activate the user account. Information Systems will then notify the respective Department that the user account has been activated and the username given the account. The Department will then notify the adjunct of the username and that the account is available for use. The default password for the account is as described below.

**New and Returning Faculty/Staff Accounts**

User accounts for new and returning faculty/staff will be created by Information Systems upon receipt of a properly completed and signed Request for User Account Form.

Upon receipt of this document, Information Systems will verify the employment of the individual. Upon verification of employment, Information Systems will activate the user account. Information Systems will then notify the respective Department that the user account has been activated and the username given the account. The Department will then notify the user of the username and that the account is available for use. The default password for the account is as described below.

**User Account Activation/Termination**

**Adjunct User Account Activation/Termination**

- Accounts will be effective up to 30 days prior to the start of the adjunct contract. This is further dependent upon when the request for an account is submitted to Information Systems for processing (2-3 days depending upon workload).
- Accounts will remain active for 30 days beyond the termination of the contract.
- Should an adjunct require more than 30 days at the end of a class (e.g., to work with a student with a grade of “I” or “IP”), then the adjunct may request the Vice President of Academic Affairs and Provost to extend the 30-day period to a maximum of 60 days.

**Faculty/Staff User Account Activation/Termination**

- Faculty and staff user accounts will be effective following verification of employment and processing (2-3 days depending upon workload) by Information Systems.
- User accounts for faculty and staff will be terminated when the employee no longer has an active assignment within the University community.
Password Characteristics

- Passwords expire 120 days after the account was established or 120 days after the password was last changed – whichever comes later.
- Passwords will be established using the following convention: "NSUdemons" followed by the **first 5 numbers of the SSN**. For example John Smith with a SSN of 123-45-6789 would have his password established as "NSUdemons12345". Please note that the password is case sensitive. Faculty and staff that require their passwords to be reset should contact Information Systems at 318-357-5594. Passwords will be reset using the convention shown above.
- A password will be assigned with every username. This password must be changed the first time a user logs on. The exception is for adjunct professors. **Since many adjuncts are off campus and rely on external Internet communications, it is not technically feasible for the system to require users to change their password on first use. Therefore, adjunct accounts are not configured with this requirement.** However, **adjuncts are required from a policy standpoint to change their passwords after gaining system access the first time.**
- Passwords must be a minimum of eight (8) characters. Passwords greater than 15 characters should not be used. Passwords greater than 15 characters will result in access to the Alpha (SCT) being denied.
- Imbedded blanks or spaces are not allowed in passwords.
- Passwords must contain at least 3 of the 4 categories:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Base 10 digits (0-9)
  - Non-alphanumeric (special) characters (%, &, !, etc.).

Password Expiration Notification

On-campus users including Shreveport, Alexandria, and Leesville will receive notification during the PC logon process that their password is going to expire 14 days before expiration. All users (on and off campus) will receive an e-mail notification that their passwords will expire in 15, 7, and 3 days unless the password is changed sooner.

The e-mail notification will contain a link to these instructions for changing a password for on or off-campus users.
Changing your password from an off-campus location using a PC or Mac.

The following procedure may be used by off-campus users to change a password. This procedure may be used by on-campus users. However there is a simpler procedure for on-campus users to change passwords.

To change a password from off campus, the following procedure must be used before the password expires. If the password is already expired, the procedure shown below cannot be used. If the password has already expired, the user must call Information Systems at 318-357-5594 to request the password be reset to the default password as described above. Thereafter, the password should be changed as soon as possible using the following procedure.

Step 1. Open an Internet browser and navigate to www.nsula.edu/exchange as shown below.
Step 2. Click on Login. The following screen will appear.

Step 3. For Domain\user name enter nsula\ followed by your user name. For example: nsula\johndoe.

Step 4. For Password enter your password. For example, enter johndoeABC*#

Step 5. If you are using a Private computer, click the button for Private computer. Otherwise you may experience time out issues that are a security feature when using a public computer.

Step 6. Click on Log On. The following screen will appear.
Step 7. Click on **Options** in the bottom left of the screen. (If you are using the Firefox browser, the **Options** button may appear toward the middle of the screen on the left side.)
Step 8. Scroll down the screen until **Password** and **Change Password** appears as shown in the following screen.

Step 9. Click on **Change Password**. The following screen will appear.
Step 10. For Domain, enter nsula.

For Account, enter your username.

Enter the remaining information as appropriate.

The following are the rules for passwords:

- Passwords must be a minimum of eight (8) characters. Passwords greater than 15 characters should not be used. Passwords greater than 15 characters will result in access to the Alpha (SCT) being denied.
- Imbedded blanks or spaces are not allowed in passwords.
- Passwords must contain at least 3 of the 4 categories:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Base 10 digits (0-9)
  - Non-alphanumeric (special) characters (%,, !, etc.).

Step 10. Click OK.

Your password is now changed.

*If you need further assistance contact Information Systems at 318-357-5594.*
Changing your password from an on-campus location using a PC.

Step 1. Press CTRL+ALT+DEL. The following screen will appear.

![Windows Security Screen]

Step 2. Click on Change Password. The following screen will appear.
Step 3. In **User name**, type the **user name** of the account password that you want to change. For example, “smithj”.

Step 4. In **Log on to**: field, ensure the domain name **NSULA** appears.

Step 5. In **Old Password**, type the **existing password**.

Step 6. In **New Password** and in **Confirm New Password**, type the **new password**.

The following are the rules for passwords:

- Passwords must be a minimum of eight (8) characters. Passwords greater than 15 characters should not be used. Passwords greater than 15 characters will result in access to the Alpha (SCT) being denied.
- Imbedded blanks or spaces are not allowed in passwords.
- Passwords must contain at least 3 of the 4 categories:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Base 10 digits (0-9)
  - Non-alphanumeric (special) characters (% , & , !, etc.).

Step 7. Click **OK**.

Your password is now changed.

**If you need further assistance contact Information Systems at 318-357-5594.**
Changing your password from an on-campus location using a Mac.

**Step 1. Click** on your **System Preferences** Application from your Dock. The following screen will appear.
Step 2. From your System Preferences window, under System, select the Accounts icon. The following screen will appear.

Step 3. In the Accounts window click the Change Password button. The following screen will appear.

Step 4. Enter your old password, then enter your new password in the verify field below. Enter your new password once more in the Verify field. Optionally, you may enter a password hint facilitate recalling your password.

The following are the rules for passwords:

- Passwords must be a minimum of eight (8) characters. Passwords greater than 15 characters should not be used. Passwords greater than 15 characters will result in access to the Alpha (SCT) being denied.
• Imbedded blanks or spaces are not allowed in passwords.
• Passwords must contain at least 3 of the 4 categories:
  o English uppercase characters (A-Z)
  o English lowercase characters (a-z)
  o Base 10 digits (0-9)
  o Non-alphanumeric (special) characters (%,, &, !, etc.).

**Step 5. Click** the **Change Password** button.

Your password is now changed.

*If you need further assistance contact Information Systems at 318-357-5594.*