 UPPER IOWA UNIVERSITY Established in 1857®	Information Technology Services Department University-Wide	SOP #	IT_109
		Revision #	2.0
		Implementation Date	12/2/2015
Page # 1 of 5	Storage Location: https://my.uiu.edu/ICS/ITS	Last Reviewed/Update Date	11/17//2015
SOP Owner: UIU Information Technology Services		Approval	12/1/2015

Upper Iowa University Information Technology Account Password Procedure

1. Purpose

The purpose of this procedure is to help prevent the unauthorized use of university-owned computer workstations and servers by establishing standards for strong passwords and the protection of user and system passwords.


2. Scope

This procedure applies to all university computers and devices that store university information. It applies to all users of the university's network, using any device that has access to the university's network. This document will contain prerequisites, timeframes and responsibilities to carry out the procedure. Additionally, this document will clarify the formalized process for requesting a password change outside of the mandated password change timeframe.

3. Prerequisites for Network Access

University community members requesting network access must be included in the university's enterprise resource planning (ERP) software and assigned a user identification number to be granted access to restricted network(s). The user will be given a user name and default password based off of the information in the ERP.

Access will be allowed consistent with the standard practices of the respective department, job title, and/or location. If additional access(es) is desired, the departmental supervisor must initiate the request.

 UPPER IOWA UNIVERSITY Established in 1857®	Information Technology Services Department	SOP #	IT_109
		Revision #	2.0
	University-Wide	Implementation Date	12/2/2015
Page # 2 of 5	Storage Location: https://my.uiu.edu/ICS/ITS	Last Reviewed/Update Date	11/17//2015
SOP Owner: UIU Information Technology Services		Approval	12/1/2015

Upper Iowa University Information Technology Account Password Procedure

4. Responsibilities


It is the UIU community member's responsibility to change their domain password at first login and thereafter. The new password must follow the requirements set forth below:

1. Passwords for typical user accounts must be a minimum of 8 characters in length.
2. It must contain at least one upper-case letter, one lower-case letter and at least 1 numerical value.

It is important to protect the secrecy of passwords. The following guidelines should be followed when managing passwords:

1. A password should not be a word or phrase that can be found in any dictionary or a word spelled backwards.
2. Passwords should never be written anywhere that is not under lock and key.
3. All user account passwords must be changed every three months (90 days) and the previous 12 passwords are not allowed as a new password.
4. Password can never be included in unencrypted emails or other form of electronic communications.
5. Never reveal your password to anyone over the phone, including ITS Staff.
6. Do not share your passwords with assistants, co-workers, family members, or friends. All passwords must be treated as confidential.
7. Do not use the "Remember Password" feature of any application.
8. Do not store your passwords in any mobile device.
9. Should not be a common pattern found on a standard keyboard or any other common pattern of letters or numbers (e.g., QWERTYUI, 12345678).
10. Passwords should not be based on personal information such as birthdays, addresses, names, etc.

Any exceptions to this procedure must be approved in advance by the Director of Information Technology Services.

 UPPER IOWA UNIVERSITY Established in 1857®	Information Technology Services Department University-Wide	SOP #	IT_109
		Revision #	2.0
		Implementation Date	12/2/2015
Page # 3 of 5	Storage Location: https://my.uiu.edu/ICS/ITS	Last Reviewed/Update Date	11/17//2015
SOP Owner: UIU Information Technology Services		Approval	12/1/2015

Upper Iowa University Information Technology Account Password Procedure

When all policies, procedures, practices, and protocols are followed by the end-user, it is then the responsibility of the Information Technology Services department to ensure proper access is granted, and security is in place.

5. Password Expiration Timeline and Lockout

UIU network passwords must be changed every 90 days to help safeguard the integrity and security of the UIU network(s), as well as sensitive data. End users will receive a pop-up reminder 5 days before expiration suggesting they change their password, and each day thereafter until their current password expires at the 90 day deadline*.

A user may change their password during the 90 day period and changing a password within the 90 day period will start a new 90 day timeframe. For instructions on changing a network password, see Exhibit A.


Changing a network password will also update the Microsoft Outlook email client, myUIU portal, and Jenzabar EX login passwords. (NOTE: If email is being forwarded to a mobile device, the email password on that device must be changed to match the new password.)

Access will be denied and the end user's account will be locked after four failed login attempts. The account will be locked for a period of 90 minutes. If access is needed before the account is automatically un-locked, end users may contact the I.T.S. Help Center for assistance.

*The reminder pop-up will not appear for Mac users, or if you are not on the UIU domain.

6. References

- www.thefreedictionary.com
- Cambridge Dictionaries Online
- Merriam-Webster.com

 UPPER IOWA UNIVERSITY Established in 1857®	Information Technology Services Department University-Wide	SOP #	IT_109
		Revision #	2.0
		Implementation Date	12/2/2015
Page # 4 of 5	Storage Location: https://my.uiu.edu/ICS/ITS	Last Reviewed/Update Date	11/17//2015
SOP Owner: UIU Information Technology Services		Approval	12/1/2015

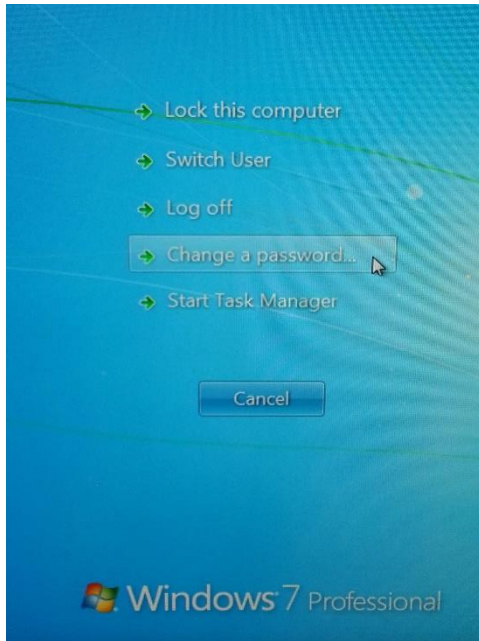
Upper Iowa University Information Technology Account Password Procedure

7. Definitions

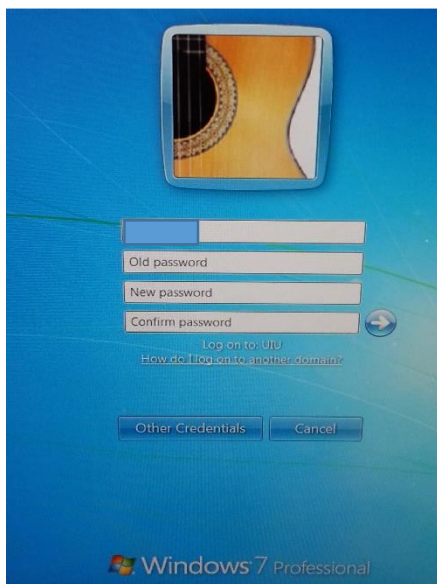
Item	Definition
Access	Permission or the right to enter, get near, or make use of something or to have contact with someone
Default	A particular setting or value for a variable that is assigned automatically by an operating system and remains in effect unless canceled or overridden by the operator
Domain	A group of networked computers that share a common communications address
Network	A system of interconnected computer systems, terminals, and other equipment allowing information to be exchanged
Policy	A plan or course of action, as of a government, political party, or business, intended to influence and determine decisions, actions, and other matters
Practices	Habitual or customary course of action or way of doing something
Prerequisite	Required or necessary as a prior condition
Procedure	A set of established forms or methods for conducting the affairs of an organized body
Process	A series of actions, changes, or functions bringing about a result
Protocol	A set of standardized procedures for transmitting or storing data, especially those used in regulating transmission between computers or peripherals
Scope	The area covered by an activity, topic, etc
Standard Operating Procedure (SOP)	Established procedure to be followed in carrying out a given operation or in a given situation
SOP Owner	Person or department that possesses or controls the SOP

Exhibit A

1. Press Ctrl+Alt+Delete simultaneously to bring up the screen below



2. Click on "Change a password..."
3. Enter "Old password" (your current domain password)



4. Enter New password and confirm, then click arrow button