

Alan Price

From: Alan Price
Sent: Tuesday, April 7, 2020 9:19 PM
To: Faculty_Official; Staff_Official
Subject: Does your 🗝 password 🗝 expire soon? How to sync your laptop's password when you're off campus. (IT Communication 09)

Good evening.

There's been a small uptick in a unique password issue this past week, so I wanted to take a moment to provide additional guidance to those of you with expiring passwords and those of you who may run into an expiration over the next weeks (months?) of remote work. Everyone is facing many new challenges right now, and one of those involves the complex relationship between your College-owned laptop and our network. Under normal circumstances you almost never see this activity because you're here on campus where your laptop has near-unfettered access to the servers that manage authentication. In a work from home/stay at home/extended-remote period, however, that silent background operation is quickly taken for granted and appears in unusual ways.

If your password recently expired, is going to expire soon (you'll receive email notices starting two weeks from expiration), or is likely to expire soon (i.e. you change it each spring) then this trick is for you. If you need to change your password while off campus (for any reason) please follow this general procedure.

1. Change your password, when convenient, as directed in the automated reminder email(s) or for security at www.collegeofidaho.edu/password
 - a. All of our cloud services (Office 365, Canvas, RStudio, Self Service, etc.) will follow suit within five minutes
 - b. You'll get prompts from Outlook, Teams, and OneDrive to sign in again
2. Connect to the Pulse Secure VPN on your work laptop using your *new* password
 - a. Not sure how? See <https://goyot.es/pulseqsg>
3. Lock your computer (WinKey+L or Ctrl+Alt+Del > Lock)
4. Unlock your computer using your *new* password

Your computer will be able to connect to our servers via VPN, validate your new password, and then cache it locally for subsequent logins. Until that happens your laptop will continue to use your *old* password while everything else needs your new password. There is little harm in this discrepancy but it can be confusing and will eventually cause problems with network drive access. I expect a few more unanticipated quirks to show up the longer it takes to flatten the curve, so if you encounter something odd please contact us at helpdesk@collegeofidaho.edu to request assistance.

To locate all of our information this term, including copies of our official emails, please see <https://goyot.es/covid19tech>

Coming soon: Quick Start Guides for Microsoft Stream and OneDrive, and an updated Teams Addendum to get through classes and meetings

PS – What's that goyot.es address? We've been tinkering with a custom link shortener and plan to open it to campus in the next month or two. Make your website, sharing, and other links shorter and less obnoxious with goyot.es.