

Managing Your Andrew Account Password

This document contains the following sections:

- [Your Andrew Account and Password](#)
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For information related to this topic refer to:

- [FAQ: Passwords \(http://www.cmu.edu/iso/faq/passwords/\)](http://www.cmu.edu/iso/faq/passwords/)
- [Andrew Account Types \(http://www.cmu.edu/computing/accounts/index.html\)](http://www.cmu.edu/computing/accounts/index.html)
- [AFS and Cyrus Quota \(http://www.cmu.edu/computing/doc/accounts/quota/index.html\)](http://www.cmu.edu/computing/doc/accounts/quota/index.html)
- [Setting a CMUname \(http://www.cmu.edu/computing/doc/accounts/cmu-name/index.html\)](http://www.cmu.edu/computing/doc/accounts/cmu-name/index.html)
- [My Files and Roaming Profiles \(http://www.cmu.edu/computing/clusters/profiles.html\)](http://www.cmu.edu/computing/clusters/profiles.html)

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Andrew Account and Password

Your Andrew account is your gateway to the computing environment at Carnegie Mellon. Your account gives you secure access to email, network registration and other services.

Once your Andrew account has been created for you, you'll need to set a personal, strong password (see the section [Selecting a Strong Password](#)). Depending on your affiliation, refer to the information below:

New first-year undergrads who reside in the continental United States and have NOT previously held an Andrew account

- Visit the web page at webiso.andrew.cmu.edu/cgi-bin/passr/initialsetup.cgi (<https://webiso.andrew.cmu.edu/cgi-bin/passr/initialsetup.cgi>) follow the on-screen instructions to set your password. You'll need the Admission ID that you used through the enrollment process to access this web site.

All others

- Your initial password will be set to the first eight digits of your university ID. Visit the **COMPUTING** tab of the [Carnegie Mellon web portal \(https://my.cmu.edu/\)](https://my.cmu.edu/). Select **Passwords**, and then select **manage my andrew password**. Next, use the Password Reset tool at <https://webiso.andrew.cmu.edu/passr> (<https://webiso.andrew.cmu.edu/passr>) to configure your security questions. Setting these questions now will make life much easier for you if you ever forget your password.
Note: The password reset tool is **not** available to users of administrative applications (i.e., Oracle Financials, SIS, SHS, HRIS, PAS). See the [Forgot Your Password](#) section for assistance.

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Select a Strong Password

To avoid someone gaining access to your account, you should change your initial password to something **secure** as soon as possible. On an ongoing basis, we recommend that you change your password at least once each semester.

When selecting a password, your goal is to make it as difficult as possible for someone to guess. By doing this, you leave a password "cracker" with no other alternative but to search through every possible combination of letters, numbers, and punctuation. A search of this sort, even conducted on a machine that could try one million passwords per second (most machines try less than one hundred per second), would require, on the average, over one hundred years to complete. There are some [simple guidelines \(http://www.cmu.edu/iso/governance/guidelines/password-management.html\)](http://www.cmu.edu/iso/governance/guidelines/password-management.html) available from the [Information Security Office \(ISO\) \(http://www.cmu.edu/iso/\)](http://www.cmu.edu/iso/) web site, which if followed, would force a cracker to conduct such a search.

Periodically, Computing Services runs a password cracker utility. The password cracker inspects Andrew passwords and automatically emails those individuals who are using an insecure password. The password cracker detects passwords with the following vulnerabilities:

- passwords that contain all numbers
- passwords that are comprised of one or more words that can be found in a dictionary
- passwords that are comprised of any dictionary word with a number prepended or appended
- passwords that are common proper names

Having a Strong Password is Important

Some believe that having a password which is easy to type or remember is more important than security. Often this is because they are not particularly concerned about the confidentiality of the files in their Andrew account. Keep in mind, your Andrew account is more than just a collection of your files. When an unauthorized person gains access, it can lead to any of the following activities:

- **Send electronic mail as if they were you.** While this may seem harmless at first glance, there have been cases where falsified electronic mail has caused real damage. Such messages can include death threats, fraudulent offers for services or sale of merchandise, or inappropriate or harassing remarks to someone with which you regularly correspond, or to a complete stranger. Further, if you are in a position of authority (e.g., faculty member, staff member with supervisory duties) falsified messages telling a student or employee that they are going to fail a class or be fired can be presented. There is no way to prove that someone else sent such messages if they authenticated themselves to the system as you, using your password.
- **Read your electronic mail.** This would, of course, include any messages which you consider to be confidential.
- **Use your account as a "launching point" to initiate attacks against other computer systems.** Should such activity occur, you could lose access to the

account, and your ability to login, for days or even weeks while your account is examined for the hackers code and hidden files and directories. In extreme cases, your entire account may be copied and given to authorities under a court order.

- **Gain access to other services.** This might include course materials through Blackboard, your grades and registration information, network registration, or other information.

The password to your account is the last line of defense against a potential intruder. Maintaining good password security is as important, and as easy to do as locking the door to your house or your car. A truly determined attacker will find ways to break-in, but making it easy for them is not in your best interest.

Last Updated: 9/9/09

Change Your Password

Follow these steps to change your **Andrew** and **Active Directory** password using the Carnegie Mellon Web Portal:

Note: If you use one of the the enterprise applications (i.e., Oracle Financials, HRIS, SIS, SHS and/or PAS), follow the **change password steps for enterprise applications** instead.

1. From the [Portal \(https://my.cmu.edu\)](https://my.cmu.edu) (my.cmu.edu) **COMPUTING** tab, select **Passwords** and then **change passwords**.
2. The Carnegie Mellon Identity Manager login window appears. Enter your **Andrew userID** and **password**, then click **Login**.

Carnegie Mellon

Carnegie Mellon Identity Manager

Welcome to the Carnegie Mellon Identity Management System.

To use this system, your browser must have JavaScript enabled.
Select **Help** for more instructions.

Enter your Andrew userID and password, and then click **Login**.

User ID

Password

Login

3. The Change Password window appears. Complete the following fields to change your password:
 - **Current Password** - enter your current password.
 - **New Password** - enter a new password.
For more information on selecting a secure password please read the [Guidelines for Password Management \(http://www.cmu.edu/iso/governance/guidelines/password.html\)](http://www.cmu.edu/iso/governance/guidelines/password.html) publication found on the [Information Security Office \(ISO\) \(http://www.cmu.edu/iso/\)](http://www.cmu.edu/iso/) web site.
 - **Confirm Password** - retype your new password.

4. Click **Change Password**.

IMPORTANT: DSP Customers Using Laptops

- If you change your Andrew password while **on campus**, log out and then log back into your laptop once your password has been changed. It is important to do this before taking the laptop off the campus network.
- If you change your Andrew password while **off campus**, use your old password to log into your laptop until you return to campus.

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Changing Your Andrew Password for those who use Enterprise Applications

If you use one of the the enterprise applications below, your **Andrew** password **MUST** meet certain [password requirements](#).

- Oracle Financials (OF)
- Human Resources Information System (HRIS)
- Student Information System (SIS)
- Student Health Services (SHS)
- Property Accounting Services (PAS)

Follow these steps to change your **Andrew** and **Active Directory** password using the the Carnegie Mellon Web Portal:

Note: This will **NOT** change the password you use to access the above enterprise applications. See the [Managing Your Enterprise Applications Password \(http://www.cmu.edu/computing/doc/enterprise-apps/password/index.html\)](http://www.cmu.edu/computing/doc/enterprise-apps/password/index.html) document for these steps.

1. From the [Portal \(https://my.cmu.edu/\)](https://my.cmu.edu/) (my.cmu.edu) **COMPUTING** tab, select **Passwords** and then **change passwords**.
2. The Carnegie Mellon Identity Manager login window appears. Enter your **Andrew userID** and password, then click **Login**.

Carnegie Mellon

Carnegie Mellon Identity Manager

Welcome to the Carnegie Mellon Identity Management System.

To use this system, your browser must have JavaScript enabled.
Select **Help** for more instructions.

Enter your Andrew userID and password, and then click **Login**.

User ID

Password

Login

3. The Change Password window appears.
4. Select the **Set Andrew Password** radio button and complete the following fields:



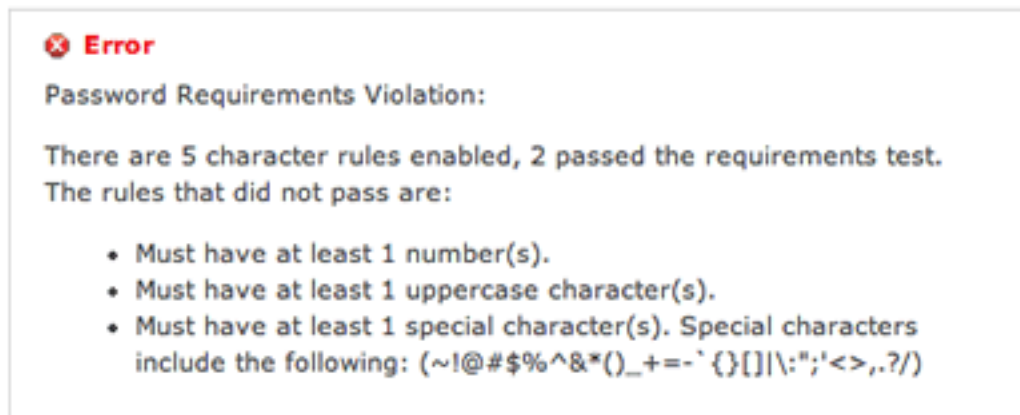
- **Current Password** - enter your current password.
- **New Password** - enter a new password. Follow the rules below, when selecting your password.
 - o Passwords must contain at least one upper and lowercase alphabetic character (e.g., A-Z, a-z).
 - o Passwords must contain at least one number (e.g. 0-9).
 - o Passwords must have at least one special character (e.g. ~!@#\$\$%^&*()_+)=).
 - o Passwords must be at least 8 characters in length.
 - o Passwords cannot contain your name or username.
 - o Passwords cannot spell a word that can be found in a dictionary.
 - o Passwords cannot be changed more than once per week.

For more information on selecting a secure password please read the [Guidelines for Password Management](http://www.cmu.edu/iso/governance/guidelines/password-management.html) (<http://www.cmu.edu/iso/governance/guidelines/password-management.html>) publication found on the [Information Security Office](http://www.cmu.edu/iso/) (<http://www.cmu.edu/iso/>) web site. For frequently asked questions, see the [Password FAQ](http://www.cmu.edu/iso/faq/passwords/index.html) (<http://www.cmu.edu/iso/faq/passwords/index.html>) also available on the ISO web site.

- **Confirm Password** - retype your new password.
5. Select **Change Password**.
 6. If an error message appears, your new password **may not** meet the password requirements listed above. Enter a different password into the **New Password** and **Confirm Password** fields and then, select **Change Password**.

The following are possible error messages:

- Password Requirements Violation. Passwords must contain at least 1 letter and 1 number.
- Password Requirements Violation. Passwords must not contain your username.
- Password Requirements Violation. Passwords must be at least 8 characters long.



IMPORTANT: DSP CUSTOMERS USING LAPTOPS

- If you change your Andrew password while **on campus**, log out and then log back into your laptop once your password has been changed. It is important to do this before taking the laptop off the campus network.
- If you change your Andrew password while **off campus**, use your old password to log into your laptop until you return to campus.

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What to do if you forget your Andrew password

Forgot your password? You may request a password reset in one of the following ways:

Use the Password Reset Tool

- Use the [Password Reset Tool \(https://webiso.andrew.cmu.edu/passr/\)](https://webiso.andrew.cmu.edu/passr/) on the web. **Note:** This tool is only available if you have previously configured your confidential questions and answers. If you have not preconfigured Password Reset, you will need to perform one of the other methods provided below. The password reset tool is **not** available to users of administrative applications (i.e, Oracle Financials, SIS, HRIS, PAS). Use one of the other methods provided below.

OR

Visit the Computing Services Help Center in Cyert Hall 119.

- Bring a photo ID to the Help Center. One of the consultants will verify your identity and reset your password. Acceptable forms of ID are: Carnegie Mellon ID card, State issued driver's licence or identification card, passport (US or foreign).

OR

Send a request to reset your password by fax.

- If you are unable to visit the Help Center because you are traveling, you can fax a request to the Computing Services Help Center at 412-268-9773. Please include the following information:
 - o copy of a valid photo id
 - o signed note requesting a password reset
 - o an alternate email address or phone number where you can be contacted

Note: Once you send your request, call the Help Center at 412-268-4357 or send email to advisor@andrew.cmu.edu, to notify us that you have sent a fax. A consultant will verify your identity and reset your password once your fax is received.

OR

Contact your department password administrator.

- Faculty and staff members can contact their department's password administrator and have that person request a password reset. The Help Center maintains a list of administrators and can direct you to the appropriate person.

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Active Directory Password

The Active Directory password is created at the same time as your Andrew account. However, the password is randomly generated and is not set the same as your Andrew password.

This account and password give BOTH Windows and Macintosh users access to specific services. In most cases, you will be instructed by your DSP consultant or departmental administrator when to use your Active Directory password.

IMPORTANT NOTE: When you change your Andrew password through the [Carnegie Mellon Web Portal \(http://my.cmu.edu\)](http://my.cmu.edu), you will simultaneously change your Active Directory password. For more information on selecting a secure password please read the [Password Strength Guidelines \(http://www.cmu.edu/iso/governance/guidelines/password.html\)](http://www.cmu.edu/iso/governance/guidelines/password.html) publication found on the [Information Security Office \(http://www.cmu.edu/iso/\)](http://www.cmu.edu/iso/) web site.