Password Changes and Challenge Question Requirements

Your password must meet all of the following conditions:

- Password must contain at least 1 special character and must not contain a space or any of the following characters: >, <, &, ; or "
- Password must contain at least 1 numeric character
- Password must contain at least 1 lower case alphabetic character
- Password must contain at least 1 upper case alphabetic character
- Password must not match or contain your user ID
- Password must not contain your first name or last name
- Password must be between 8 and 16 characters long
- Password must not be one of 24 previous passwords
- Password must not contain more than 4 identical characters
- Password must not contain any restricted words (Louisville, UofL, Cards, Cardinals, L1C4, nono1, nono2, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 1tc4, password, spring, summer, fall, winter, January, February, March, April, May, June, July, August, September, October, November, December, guest, letmein, football, baseball, basketball, soccer, softball)

Challenge Questions Requirements

- Challenge Question answers must be between 4 and 16 characters long
- Challenge Question answers must be unique
- Challenge Questions answers must be lower case

Do not use first, second or third or a word 3 times ending in 1, 2, 3. Challenge questions are scrambled when a password is changed which will prevent you from correctly answering the Challenge Question.

Password Change Checklist

- Before changing your password, shut off all of your mobile devices. (Smartphone, tablet, e-book reader, etc.)
- Close the Outlook email program on the computer you're using to change your password.
- Please change your password. Wait about 15 minutes for the change to take effect. Follow the appropriate steps below for your computer:

**ADDITIONAL STEPS FOR SYSTEMS RUNNING SYMANTEC ENCRYPTION (WINDOWS)**

1. Follow the steps below for your particular scenario.
2. Please follow the steps outlined in this article to synchronize new password with the encryption login: Encryption Only Accepts Old Password.

**Windows Wired Computers**

1. Log off your computer.
2. Log in by typing AD\ followed by your ULink userID (AD\userID) and your new ULink password.
3. Open Outlook and log in with your new password.
4. Check the box next to Remember my Credentials if not on a public computer.
5. If prompted with an M+ or NetMail Archive login window, type your username as ad\userID, and then your new password.
6. Please ask your unit's Tier I technical support personnel to remove any stored credentials from your computer. Other saved passwords can and will lock your AD account.

**Windows Wireless Computers**

1. Log off your computer.
2. Log in by typing AD\ followed by your ULink userID (AD\userID) and your new ULink password.
3. Disconnect from your current wireless network, and then reconnect to ULSecure using your new password. (Follow these steps).
4. Open Outlook and log in with your new password.
5. If prompted with an M+ or NetMail Archive login window, type your username as ad\userID, and then your new password.

**Apple Wired or Wireless Computers**

1. Log off your computer.
2. Log in by typing AD\ followed by your ULink userID (AD\userID) and your new ULink password.
3. Disconnect from your current wireless network, and then reconnect to ULSecure using your new password. (Follow the steps).
4. The ULSECURE wireless network will prompt you to log in with your new password.
5. Open Outlook and log in with your new password.

**Turn on your mobile devices. (Smartphone, tablet, e-book reader, etc.)**

1. Disconnect from your current wireless network, and then reconnect to ULSecure using your new password. (Follow the steps).
2. Your wireless device will prompt you to log in to the ULSECURE wireless network.
3. Open your Email app, tap the refresh/sync button and enter your new password.
How to add a new device to the on-campus wireless network