

Northwest Nazarene University Password Management Guide

This guide provides password management information for students, employees, and partners accessing NNU network resources. While it has as strong focus on the needs of remote students (those students who rarely, if ever, set foot on the NNU campus), much of the information also applies to other types of students, including traditional undergraduate, graduate, STEP, MBA, etc., as well as to employees and various community partners.

NNU Novell Network Account

Your NNU Novell network account is your primary key to accessing the majority of NNU's network resources. Most NNU network resources require a user to identify themselves to the system using this account prior to allowing access. Current NNU network resources that use this account include (but are not limited to):

- Campus computer lab network logins
- MyInfo (access to your course schedule, grades, etc.) <http://myinfo.nnu.edu>
- On-campus access to the Internet via Watchguard® firewall authentication
- Dial-up access via NNU's dial-up access system
- Access to user data space on the N: drive and shared data space on the S: drive via the Internet. <http://webfiles.nnu.edu/oneNet/NetStorage>
- Access to library owned resources via the Library Catalog and Web Access Management.

Normally, your NNU Novell network account username is constructed by using the first letter of both your first and middle names, then adding your entire last name (e.g. John Allen Doe would be **JADoe**). However, in some cases the username may not follow these naming rules exactly. If you are unsure what your Novell network username is, contact the Technical Response Center (e-mail: help@nnu.edu; phone: 208-467-8111) to find out the actual account name assigned to you.

NNU Network Account Password Management

Security Issues

Keeping in mind that your NNU network account provides access to your confidential student records, it is vitally important that the password to this account be safeguarded at all times. **Never, ever, give your NNU network account password to any other user, even technical support personnel.** No one but you needs to know this password. Also, do not write down the password in any location that may be seen by someone else. It is always a good practice to make your passwords difficult for someone who knows you to guess. For example, don't use parts of your name or your network account name as

your password. Good passwords include letters, numbers and some special characters. (!@#\$%^&_- can all be used, but do not use spaces). You could combine two or three unrelated words, add a number or two and a special character and come up with a password that is easy to remember but difficult to guess. For example, 'white' and 'knight' could be combined into 'white-kn1ght'. (Do not actually use this example password; others will know it.)

Password Policies

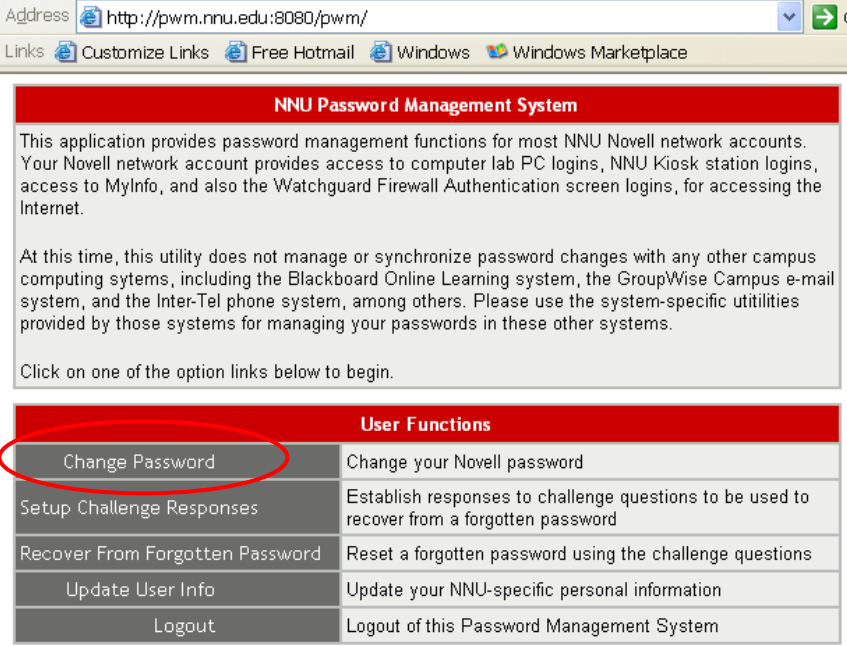
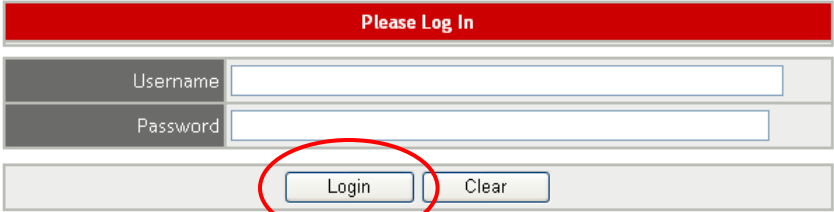
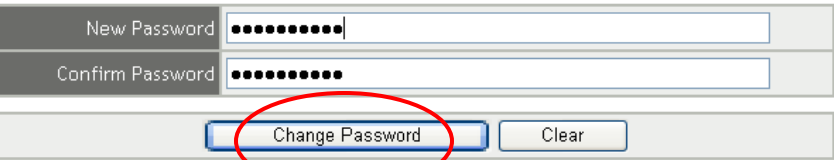
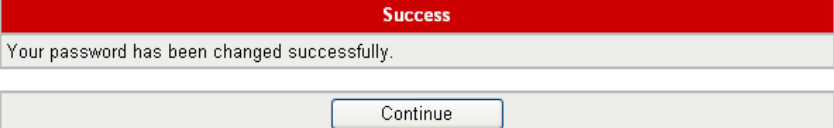
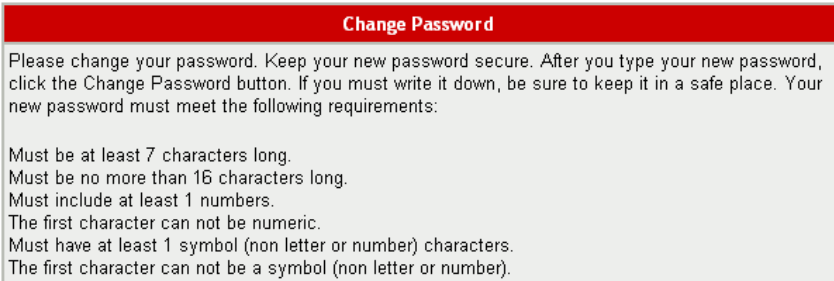
All NNU network accounts will have an initial password set for them at the time of creation. This password is constructed of the word 'default' followed by the student's NNU student ID number. For example, if my NNU student ID number was 12345678, the initial password for my account would be 'default12345678'. Be sure and change your initial default password at your first opportunity.

All NNU Novell passwords will expire every 90 days. That means that you will need to change your password at least once every 90 days. The passwords you choose must be unique, meaning that you may not use a password you've used in the past. Also, passwords must be at least 7 characters and no more than 16 characters in length. They must also include at least one number and one special character. Follow the guidelines under "[Security Issues](#)" above when setting and storing new passwords.

Approximately 10 days before your NNU network password expires, you will receive a notification message in your e-mail account of record (normally your GroupWise account) notifying you of the upcoming expiration and reminding you to change the password before it expires. Daily e-mail notification will continue until the password is changed or the password expires.

As long as you know your current password, you may use the methods that follow to reset your password at any time, even if your password has already expired. However, we advise you to reset your password prior to its expiration date. Otherwise, access to many network services may cease to function, and you could be forced to seek the assistance of the Technical Response Center staff to recover from problems related to an expired password. This may result in a service fee.

How to Change Your Novell Network Password

<p>1) Use a browser (e.g. Internet Explorer, Firefox, Netscape, etc.) and browse to http://pwm.nnu.edu:8080/pwm</p> <p>You will then be presented with the NNU Password Management System screen.</p> <p>Click on the Change Password link.</p>	 <p>Address http://pwm.nnu.edu:8080/pwm/</p> <p>Links Customize Links Free Hotmail Windows Windows Marketplace</p> <p>NNU Password Management System</p> <p>This application provides password management functions for most NNU Novell network accounts. Your Novell network account provides access to computer lab PC logins, NNU Kiosk station logins, access to MyInfo, and also the Watchguard Firewall Authentication screen logins, for accessing the Internet.</p> <p>At this time, this utility does not manage or synchronize password changes with any other campus computing systems, including the Blackboard Online Learning system, the GroupWise Campus e-mail system, and the Inter-Tel phone system, among others. Please use the system-specific utilities provided by those systems for managing your passwords in these other systems.</p> <p>Click on one of the option links below to begin.</p> <table border="1"> <thead> <tr> <th colspan="2">User Functions</th> </tr> </thead> <tbody> <tr> <td>Change Password</td> <td>Change your Novell password</td> </tr> <tr> <td>Setup Challenge Responses</td> <td>Establish responses to challenge questions to be used to recover from a forgotten password</td> </tr> <tr> <td>Recover From Forgotten Password</td> <td>Reset a forgotten password using the challenge questions</td> </tr> <tr> <td>Update User Info</td> <td>Update your NNU-specific personal information</td> </tr> <tr> <td>Logout</td> <td>Logout of this Password Management System</td> </tr> </tbody> </table>	User Functions		Change Password	Change your Novell password	Setup Challenge Responses	Establish responses to challenge questions to be used to recover from a forgotten password	Recover From Forgotten Password	Reset a forgotten password using the challenge questions	Update User Info	Update your NNU-specific personal information	Logout	Logout of this Password Management System
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<p>2) To verify your identity, enter your Novell username and current password.</p> <p>Click the Login button.</p>	 <p>Please Log In</p> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="button" value="Login"/> <input type="button" value="Clear"/></p>												
<p>3) Enter your new password in the two fields provided.</p> <p>Click the Change Password button.</p>	 <p>New Password <input type="password"/></p> <p>Confirm Password <input type="password"/></p> <p><input type="button" value="Change Password"/> <input type="button" value="Clear"/></p>												
<p>4) You will be notified whether or not your password was accepted.</p>	 <p>Success</p> <p>Your password has been changed successfully.</p> <p><input type="button" value="Continue"/></p>												
<p>5) If for some reason your password was not accepted, try again, being careful to ensure that your new password meets the minimum password requirements shown on the screen.</p>	 <p>Change Password</p> <p>Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:</p> <ul style="list-style-type: none"> Must be at least 7 characters long. Must be no more than 16 characters long. Must include at least 1 numbers. The first character can not be numeric. Must have at least 1 symbol (non letter or number) characters. The first character can not be a symbol (non letter or number). 												

Setting Up Challenge Responses

You can prevent becoming locked out of your NNU Novell account should you forget your password by taking a few moments to enter in responses to a few challenge questions. In the future, should you need to recover from a forgotten password; you can use the challenge responses to allow you to reset your password without requiring the assistance of TRC staff.

1) Use a browser (e.g. Internet Explorer, Firefox, Netscape, etc.) and browse to <http://pwm.nnu.edu:8080/pwm>
You will then be presented with the **NNU Password Management System** screen.

Click on the **Setup Challenge Responses** link.

User Functions	
Change Password	Change your Novell password
Setup Challenge Responses	Establish responses to challenge questions to recover from a forgotten password
Recover From Forgotten Password	Reset a forgotten password using the challenge responses
Update User Info	Update your NNU-specific personal information
Logout	Logout of this Password Management System

2) To verify your identity, enter your Novell username and current password.

Click the **Login** button.

Please Log In	
Username	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/> <input type="button" value="Clear"/>	

3. Enter responses to **ALL** questions, both “Required” and “Random”.

Click on the **Setup Hints** button.

You will be notified if the responses were successfully submitted.

Required Questions	
When recovering from a forgotten password, you will always be asked to respond to the following question.	
What city / town were you born in?	<input type="text"/>
Random Questions	
When recovering from a forgotten password, you will need to supply the answers for 2 randomly chosen questions from the list shown below. Please provide responses for all of the following questions.	
What is your date of birth (mm/dd/yyyy)?	<input type="text"/>
What is your NNU CX ID number?	<input type="text"/>

Recovering From A Forgotten Password

1) Use a browser (e.g. Internet Explorer, Firefox, Netscape, etc.) and browse to

<http://pwm.nnu.edu:8080/pwm>

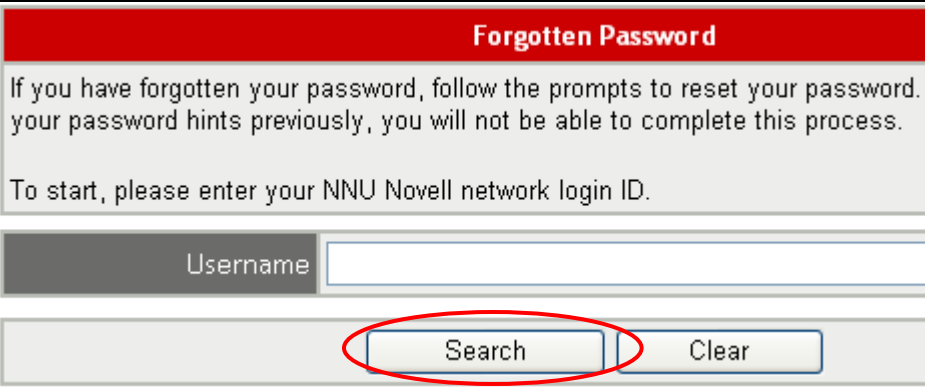
You will then be presented with the **NUU Password Management System** screen.

Click on the **Recover From Forgotten Password** link.

User Functions	
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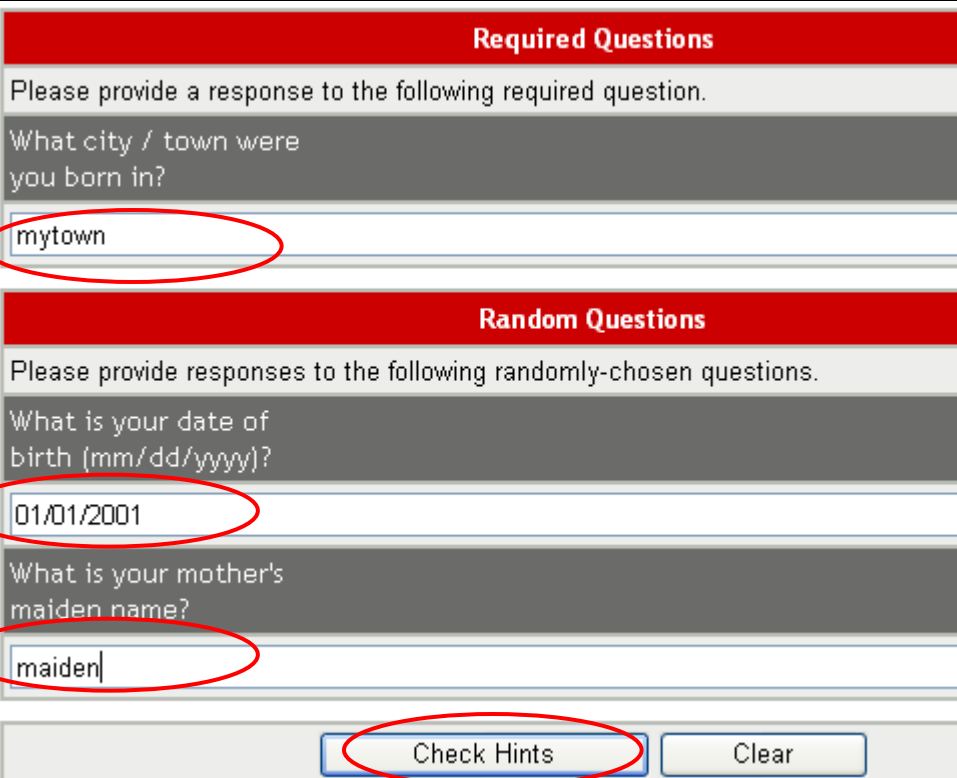
2) Enter your Novell network username.

Click on the **Search** button.



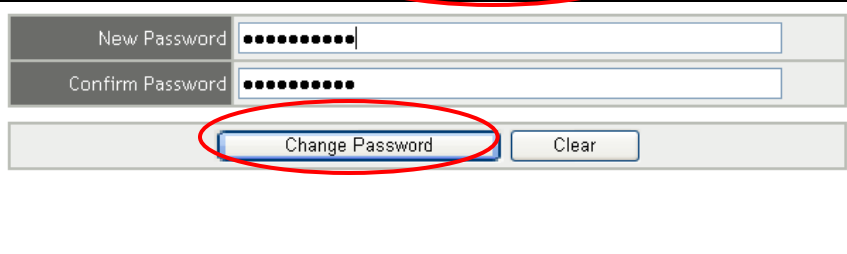
Provide the responses to the one required and two randomly-selected questions. Be sure to enter the responses EXACTLY as you entered them previously, including matching case.

Click on the **Check Hints** button.

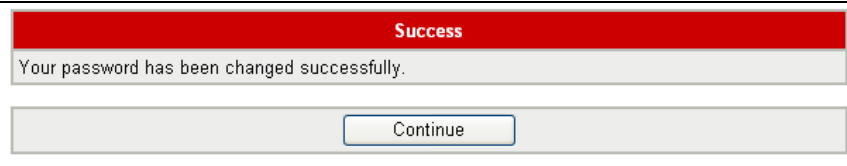


3) Enter your new password in the two fields provided.

Click the **Change Password** button.



4) You will be notified whether or not your password was accepted.



GroupWise E-mail Account

NNU provides each student with a GroupWise® email account. This account is used for official NNU communications between students, faculty, the library, and administration. Therefore, NNU email should be checked regularly.

Your GroupWise email address is your NNU account username followed by **@student.nnu.edu**, thus, if your username were JODoe, your email address would be JODoe@student.nnu.edu.

You can access your GroupWise account in one of several ways:

- **Via the web:** point your browser to <http://webmail.nnu.edu>. Your browser must be Java-enabled. You may use various browsers to access your GroupWise account over the web. However, NNU Information Technology only supports Microsoft Internet Explorer.
- **Via a POP3 or IMAP4 client:** you can configure a POP3- or IMAP4-compatible mail client to access your GroupWise. Such clients include Outlook Express, Mozilla and Pegasus, to name just a few. Configure your mail client to use **outmail.nnu.edu** for SMTP (outbound) mail and **inmail.nnu.edu** for POP (inbound) mail. Note: SMTP for NNU GroupWise will only work in the dorms or through NNU's dialup connection. If you have a different ISP (Internet Service Provider) you must use their outbound mail server. Contact your ISP for configuration settings.
- **Via the GroupWise client:** The GroupWise client can be used to access the NNU GroupWise e-mail system. A CD-ROM can be checked out of the NNU Library and used to install this client with all the settings pre-assigned for connecting to NNU. Ask for the NNU applications CD.

GroupWise Password Management

You will need your GroupWise password whenever you want to access your campus email remotely via the Web (<http://webmail.nnu.edu>). Your GroupWise account name is **the same as your NNU network account name**. Your default GroupWise password will also be the same as your original, default NNU network account password (defaultxxxxxx, where xxxxxx is your student ID number.)

Your GroupWise password is linked to your NNU network account. **It will automatically expire at the same interval as your NNU network account**. Your GroupWise password will change every time you change your NNU network password. **Just remember that the two systems are linked to each other and that making changes in one affects the other.**

How to Change Your GroupWise Email Password

Use the NNU Password Management System (described above) to change and manage your GroupWise email password.

Blackboard Online Learning System

NNU's Blackboard® Online Learning System provides access to online content for many NNU courses. You can access the Blackboard system by pointing your web browser to <http://online.nnu.edu>. (Other browsers may work, but only Microsoft Internet Explorer is supported by NNU Information Technology).

Blackboard Password Management

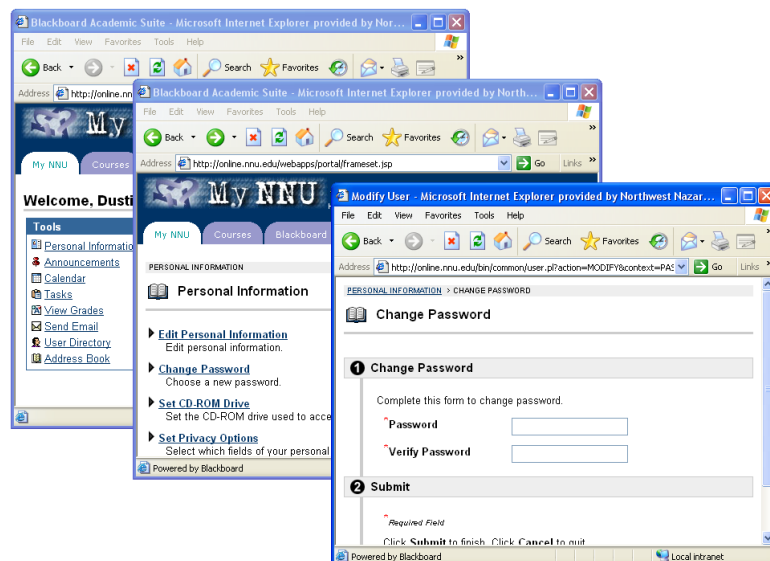
The Blackboard account name usually will be the same as your NNU network account name. If you are unsure what your account name is, try the default name. (See “**NNU Network Account**” above.) If that does not work, contact the Technical Response Center (email help@nnu.edu or phone (208) 467-8111) to find out the actual Blackboard account name assigned to you.

The default password for the Blackboard system will be the same as your NNU network password. Your Blackboard password will not automatically expire. However, keeping in mind that personal information may be contained in your Blackboard account; we strongly recommend you change your Blackboard password on first usage and periodically after that. It's a good idea to change your Blackboard password every time you change your NNU network password. You can even use your NNU network password as your Blackboard password, if desired. **Just keep in mind that the two systems are not linked to each other and that making changes in one will not affect the other.**

How to Change Your Blackboard Password

1.A

To change your Blackboard password, use Internet Explorer and browse to <http://online.nnu.edu> and click the **Login** button. Enter your Blackboard user name and current password and click **Login** to authenticate yourself to the Blackboard system. Once logged in, you will automatically be taken to the My NNU tab.



1.B

Click on the **Personal Information** link on the left hand side of the screen and then click on **Change Password**. Enter your new password twice and then click on the **Submit** button. You should receive a notice indicating that your password has been updated.



*The new password will be effective the next time you login to Blackboard.

Library System

To use the library's online system set your internet browser to <http://www.nnu.edu/library> and add it to your "Favorites" bookmarks.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Northwest Nazarene University Library Services homepage. The browser's address bar shows the URL <http://www.nnu.edu/library/>. The page features a header with the university's logo and the text "Northwest Nazarene University Great minds • Great hearts • Great futures". Below the header is a navigation menu with links for "future students", "about NNU", "current students", "academics", "alumni & friends", "events & athletics", and "gifts to NNU". The main content area is titled "Library Services" and includes the following information:

- Northwest Nazarene University Riley Library**
- John E. Riley Library
- Northwest Nazarene University
- 623 Holly St.
- Nampa, ID 83686
- (208) 467-8607

Below this information are several links for library services:

- [Library Catalog](#) - Northwest Nazarene University / Albertson College shared catalog
- [Databases](#) - find articles on your topic
- [Journal List](#) - find journals
- [Internet by Subject](#) - find reviewed websites for research
- [Other Libraries](#)
- [Services](#)
- [View Your Account / Renew online](#)
- [Course Reserves](#)
- [About Us - \(Library Hours\)](#)

A left-hand sidebar contains a list of navigation links, including "Home", "academic resources", "academic advising & assessment", "academic support center", "career center", "information services", "library services" (highlighted), "media services", "military science", "registrar", and "Search". The footer of the page contains contact information for Northwest Nazarene University and a "Print Version" link.

The Library's Home Page

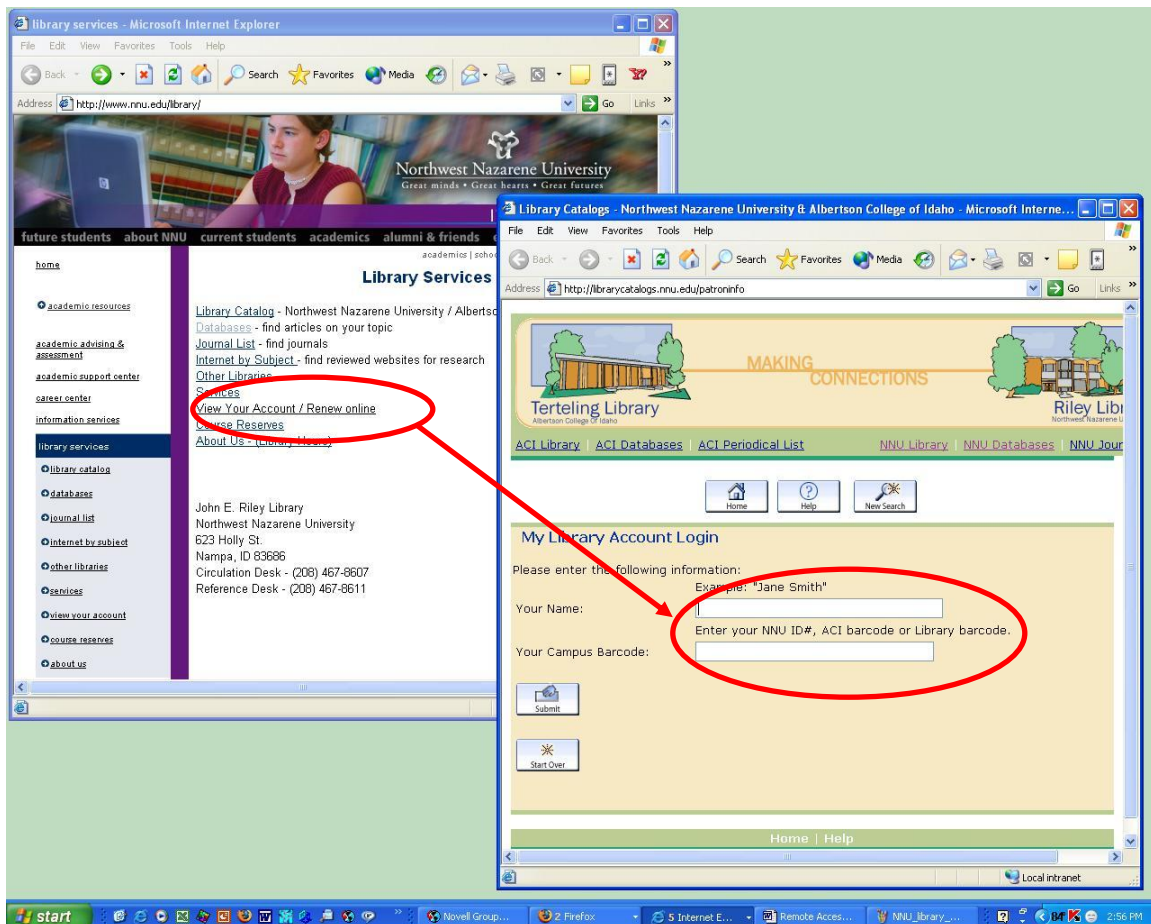
Note: The library's online systems include the library catalog system, and online database services. **These two systems are integrated and allow you to authenticate (log in) with your NAME and NNU STUDENT ID #.** The password (ID #) will not expire as long as your Student ID # does not change.

The NNU Library Catalog System

The NNU library catalog system allows you to view your library account including items you currently have checked out, their date due, and any outstanding fines. The catalog also allows you to request materials.

You can view the NNU library catalog and search for books without entering any identifying information, but if you want to reserve a book or check your library account status, you will need to tell us who you are.

To enter your account area, click **View Your Account / Renew online**.



You will be prompted for your name. NOTE that in the library catalog area, **you do not use your NNU account username. Instead use your first and last name, such as "John Doe."** At the "Barcode" prompt enter your NNU student ID number.

When using library resources other than the catalog, such as resources on the "Indexes and Databases" page, you will see a similar screen: the Web Access Management Screen. The gateway screen will only appear once each browser session, not for each licensed or restricted resource.

Web Access Management

The screenshot shows a web browser displaying the Northwest Nazarene University Library Services page. The page has a navigation menu with links like 'home', 'academic resources', 'academic advising & assessment', and 'academic support center'. A red circle highlights the 'Library Catalog' link. Below the navigation, there are sections for 'Indexes and Databases' and a table of databases. A red box labeled 'Choose a database' points to the 'All EBSCO' database. The 'Web Access Management Login' form is visible, with a red circle around the 'Submit' button and another red circle around the 'Enter Name & ID #' box. A red arrow points from the 'Submit' button to the 'Enter Name & ID #' box. The 'Enter Name & ID #' box contains the text 'Enter Name & ID #.' and 'Click "Submit"'. The 'Web Access Management Login' form has fields for 'Your Name:' (with an example 'Jane Smith'), 'Your NNU ID#, ACL barcode or Library barcode.', and 'Your Campus Barcode:'. There are also 'Submit' and 'Start Over' buttons.

Database Gateway Username/Password Prompt (use NNU account name /password)

Web Access Management

Your Library Web Access Management **user name and password will be the same as your NNU Library account name and password**. This username and password is tied to your NNU Library account and is separate from the campus network authentication system. If your NNU network account password is changed or expired, your Library passwords will **NOT** change or expire. (Refer to “NNU Network Account Password Management” above.)

Contact the library at library@nnu.edu or 208-467-8611 for more information.

MyInfo Student Information Application

MyInfo Student Information Application allows you to access information about your financial and academic account with Northwest Nazarene University. Items such as your class schedule, grades, and academic records are available as you login to <http://myinfo.nnu.edu>. Your **MyInfo user name and password will be the same as your NNU network account name and password**. This username and password is also tied to your NNU network account so if your NNU network account password is changed or expired, MyInfo password will also change or expire.