

Password Management

Your username and password are the keys to accessing your email. As such, you should safeguard your password to prevent unauthorized access to your account by others. There are some security measures in place that will help to keep your account secure.

- 1) **Invalid Password Attempts Lockout** – This security measure is intended to prevent brute force attempts using random password lists. Your account will be locked if the wrong password is entered 5 times within a 15 minute period. The lock is automatically removed after a waiting period of 15 minutes. If you receive a message that your account is locked out, wait 15 minutes then attempt again.
- 2) **Password Expiration** – This security measure requires you to change your password after a maximum of 120 days. You can change your password anytime, but you will not be able to logon once the current password is expired.
- 3) **Password Complexity and Reuse**– This security measure requires passwords to meet certain standards to prevent use of easily guessable words, and restricts the use of previously used passwords.
 - a. Must be at least 12 characters in length
 - b. Must contain characters from **at least three of the four** types:
 - i. UPPER CASE LETTERS (A,B,C...)
 - ii. lower case letters (a,b,c...)
 - iii. Numeric (0,1,2,3...)
 - iv. Non-alphanumeric (!,@,#,\$,%,^...)
 - c. Cannot contain your username
 - d. **Is not the same as any of your past 3 passwords**

If you encounter any problems, please contact the Solution Center at 717-791-5250 for assistance.

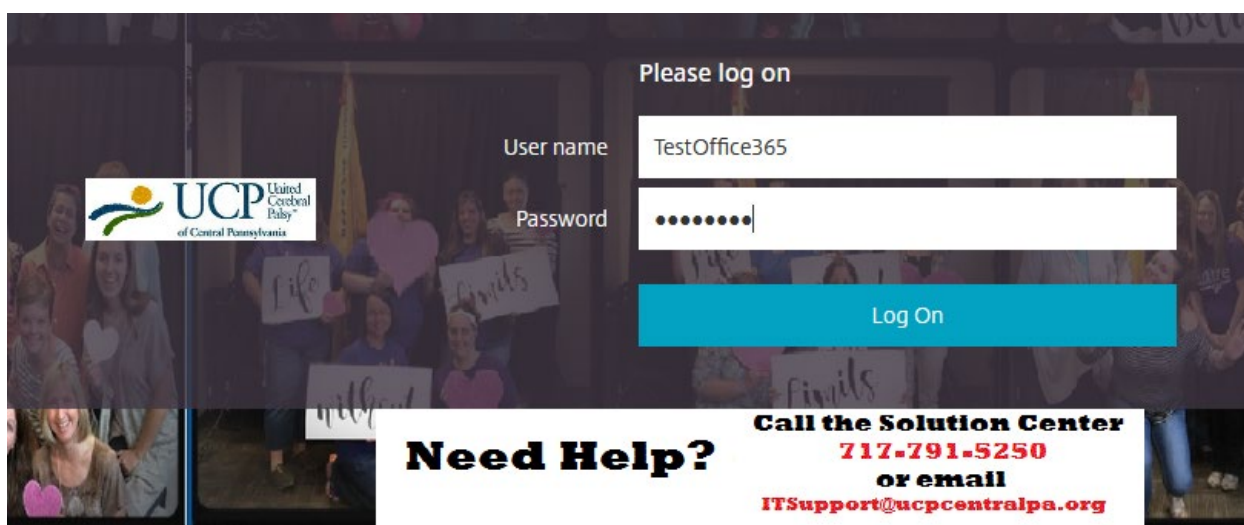
How To Change Your Password

If you do not know your current password, you must contact the solution center to have the password reset. Call 717-791-5250. Once you have the password, you can follow the directions below.

Passwords can only be changed using a PC computer, not your mobile phone or tablet. Using a modern web browser go to: <https://citrix.ucptechcentral.org>

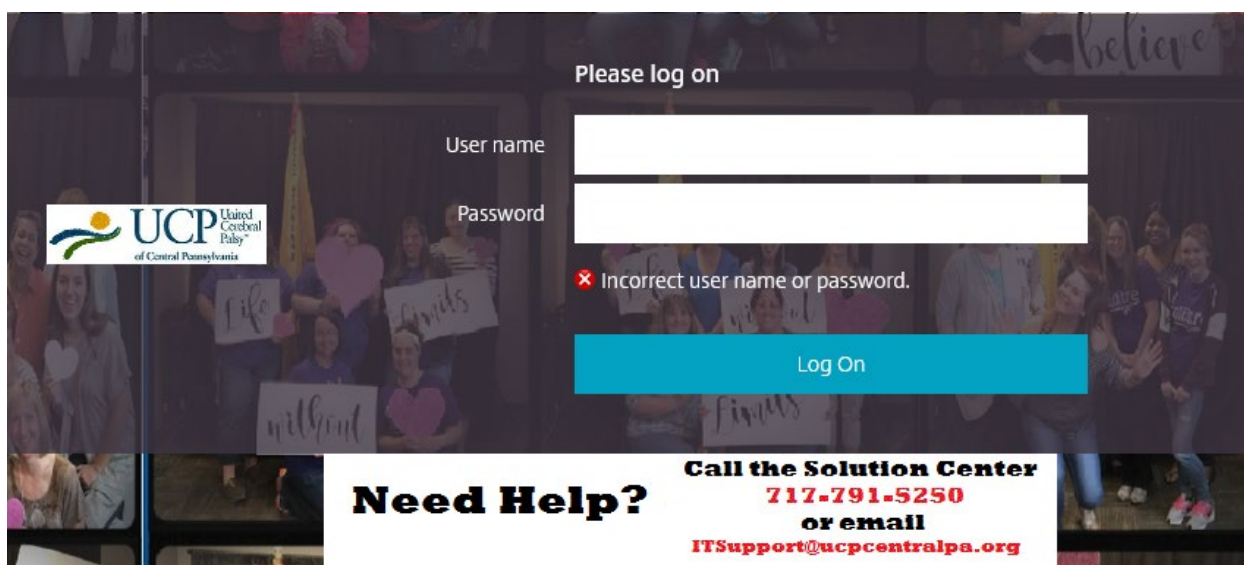
Enter your username - This is the part of your email address to the left of the @ symbol. For example if your email address is John.Smith@ucpcentralpa.org , your username is John.Smith

Enter your password – If you received a message that your current password is expired or if the Solution Center gave you a temporary password, use that password here.



The screenshot shows the UCP login interface. On the left is the UCP logo and a group photo of people holding signs. On the right, under the heading "Please log on", there are two input fields: "User name" containing "TestOffice365" and "Password" containing seven dots. Below these fields is a blue "Log On" button. At the bottom, a white box contains the text "Need Help?" followed by "Call the Solution Center 717-791-5250 or email ITSupport@ucpcentralpa.org".

If you type the wrong password, you'll see this screen:

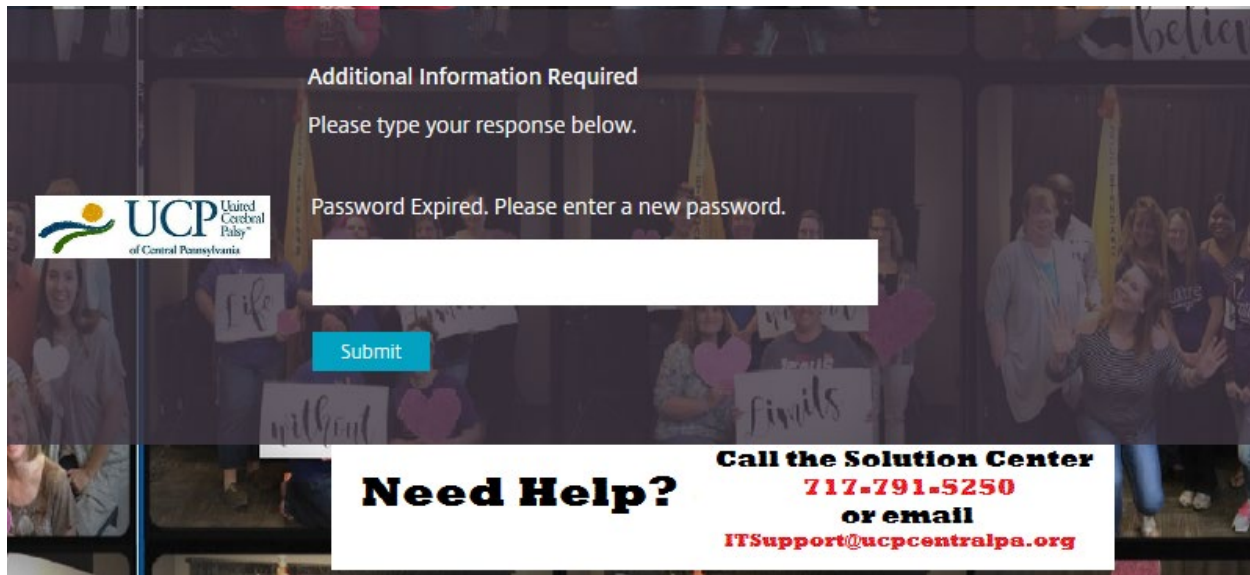


This screenshot shows the same UCP login interface as the previous one, but with an error message. The "User name" field is empty, and the "Password" field is also empty. Below the password field, a red "X" icon is followed by the text "Incorrect user name or password." The blue "Log On" button is still present. The "Need Help?" contact information is also visible at the bottom.

Changing an Expired Password

If your password is expired, you will see this screen, otherwise you'll be logged on. If you don't see this page, skip to the section titled Changing Password After Logging On

You'll enter a new password here, keeping in mind the complexity and reuse rules. Click Submit, then confirm the password by typing it a second time on the next screen.



Additional Information Required

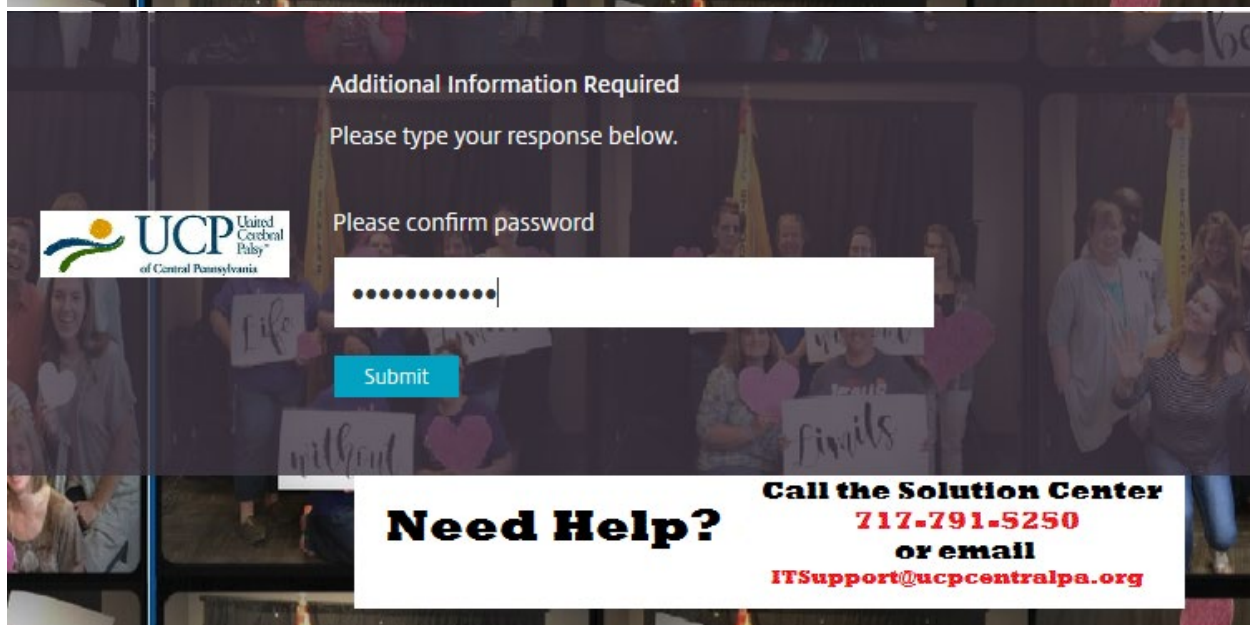
Please type your response below.

UCP United Cerebral Palsy of Central Pennsylvania

Password Expired. Please enter a new password.

Submit

Need Help? Call the Solution Center
717-791-5250
or email
ITSsupport@ucpcentralpa.org



Additional Information Required

Please type your response below.

UCP United Cerebral Palsy of Central Pennsylvania

Please confirm password

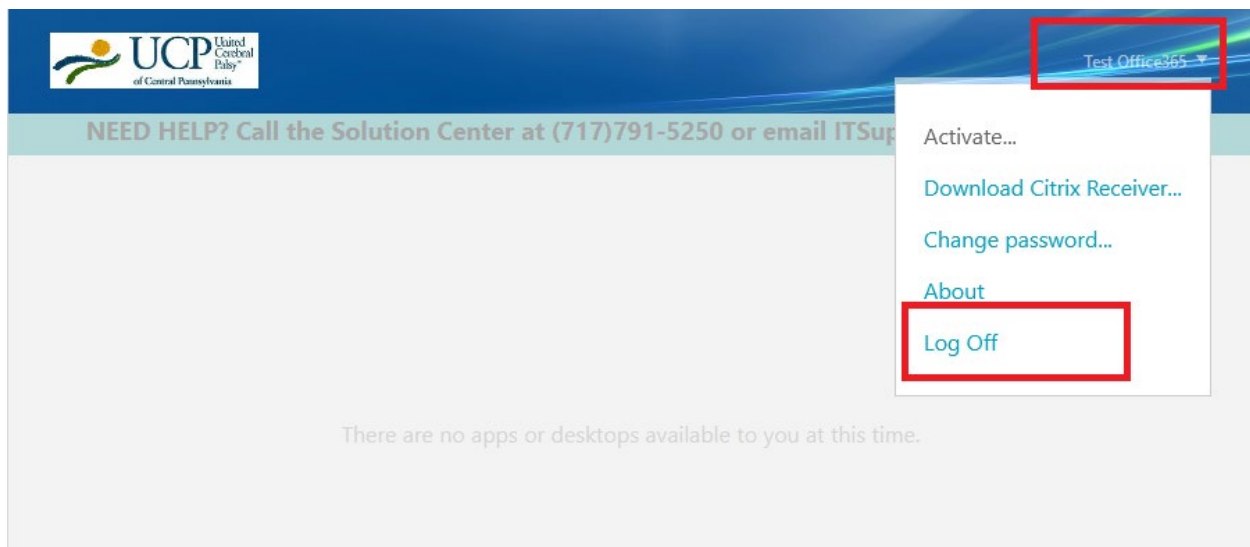
Submit

Need Help? Call the Solution Center
717-791-5250
or email
ITSsupport@ucpcentralpa.org

If you see the below screen, you've successfully changed your password. Click your name in the upper right portion of the screen and choose Log Off. Wait a few minutes before returning to the Office 365 logon page to allow time for the new password to be synchronized.

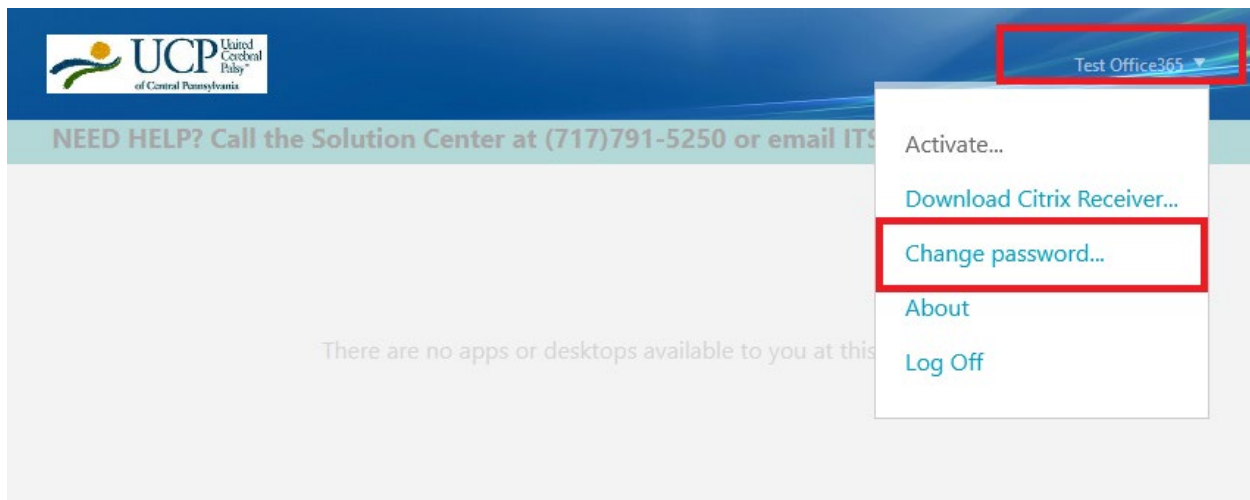


There are no apps or desktops available to you at this time.

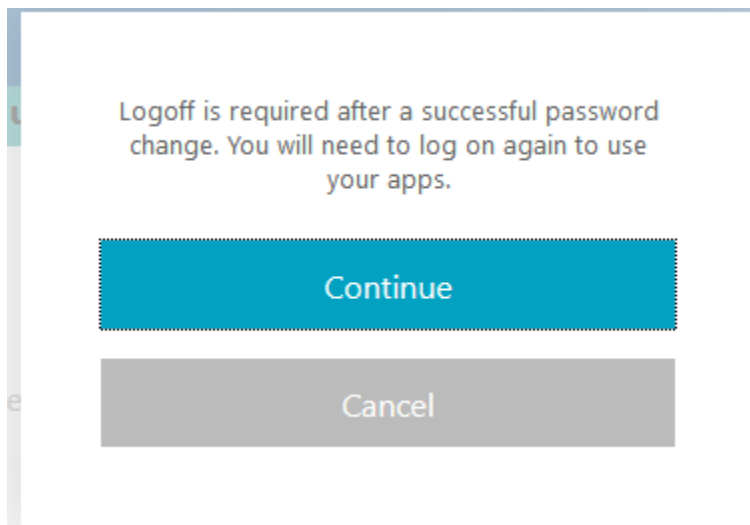


Changing Password After Logging On

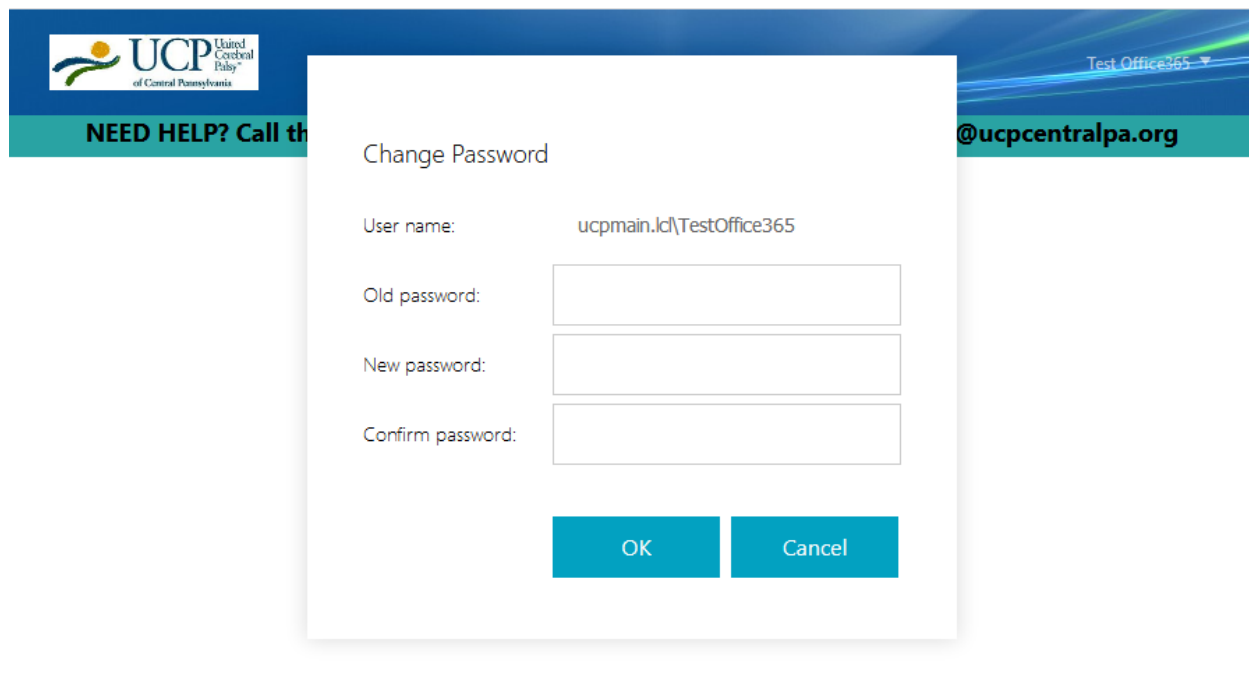
If you want to change your currently valid password (meaning it's not currently expired), once you logon, click your name in the upper right corner of the screen and choose the Change password... option



You'll receive a pop-up warning you that you'll be logged on after the password is changed successfully. Click Continue



Next you'll see this box where you will enter your current password, and the new password twice. Keep in mind the password complexity and reuse rules. When finished, click OK



The screenshot shows the UCP United Cerebral Palsy of Central Pennsylvania website. The header includes the UCP logo, a navigation bar with 'NEED HELP? Call th' and '@ucpcentralpa.org', and a user profile dropdown for 'Test Office365'. A 'Change Password' dialog box is centered on the screen, containing the following fields and buttons:

Change Password

User name: ucpmain.ld\TestOffice365

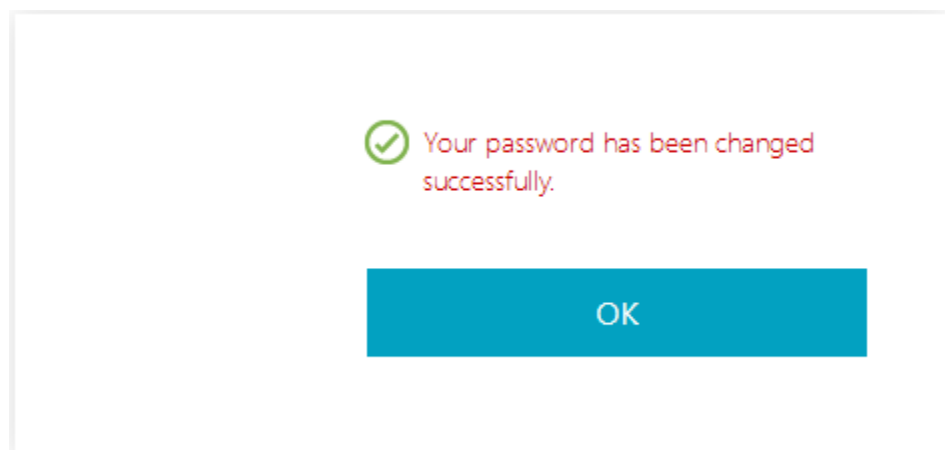
Old password:

New password:

Confirm password:

OK Cancel

If you've entered everything correctly, you should then see this screen. Click OK. This will log you off. To verify your new password is working, log on again using the new password. Wait a few minutes before returning the Office 365 logon page to allow time for the password to synchronize.



The screenshot shows a success message dialog box with a green checkmark icon and the text 'Your password has been changed successfully.' Below the message is a large blue button labeled 'OK'.

✓ Your password has been changed successfully.

OK