

## 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 7 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.

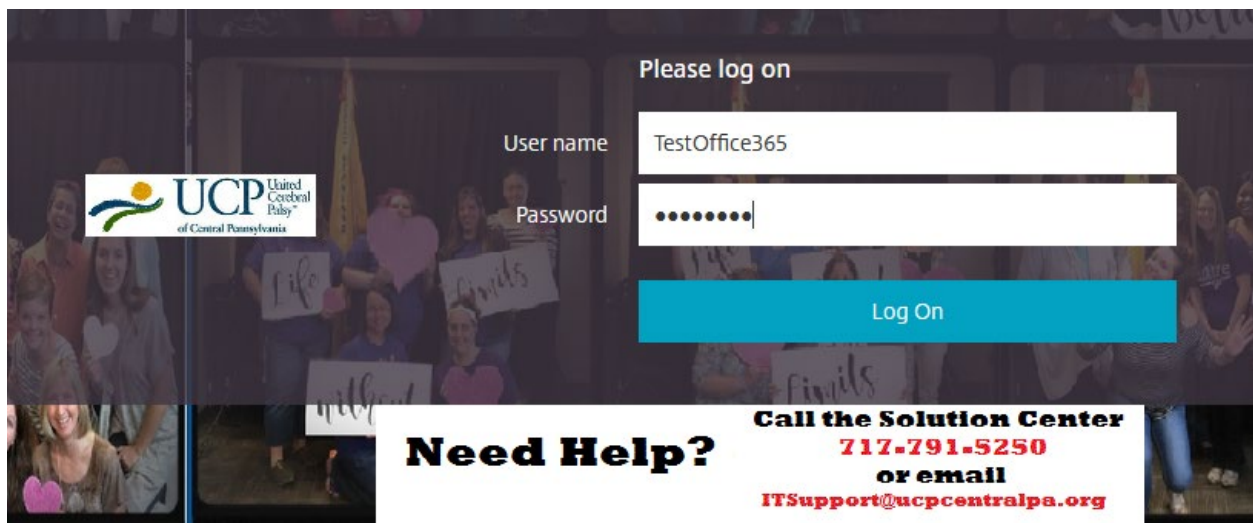
## How To Change Your Password

**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>

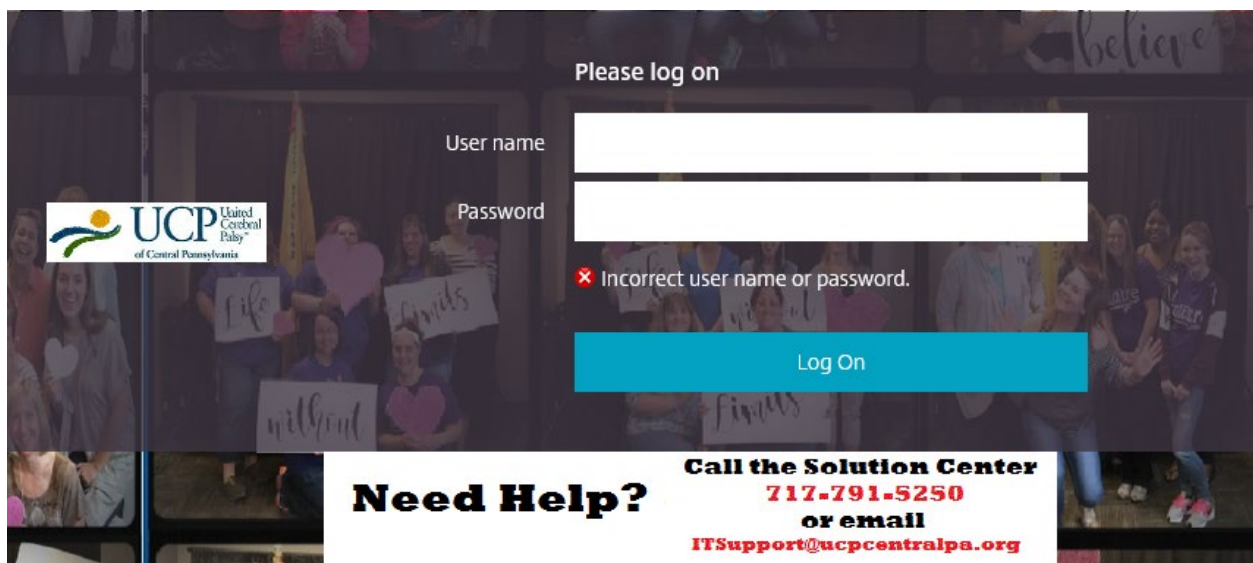
**Enter your username** - This is the part of your email address to the left of the @ symbol. For example if your email address is John.Smith@ucpcentralpa.org , your username is John.Smith

**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 a login form titled "Please log on" with a UCP logo on the left. The form has two input fields: "User name" containing "TestOffice365" and "Password" containing a masked password. A blue "Log On" button is below the fields. At the bottom, a banner reads "Need Help? Call the Solution Center 717-791-5250 or email ITSupport@ucpcentralpa.org".

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

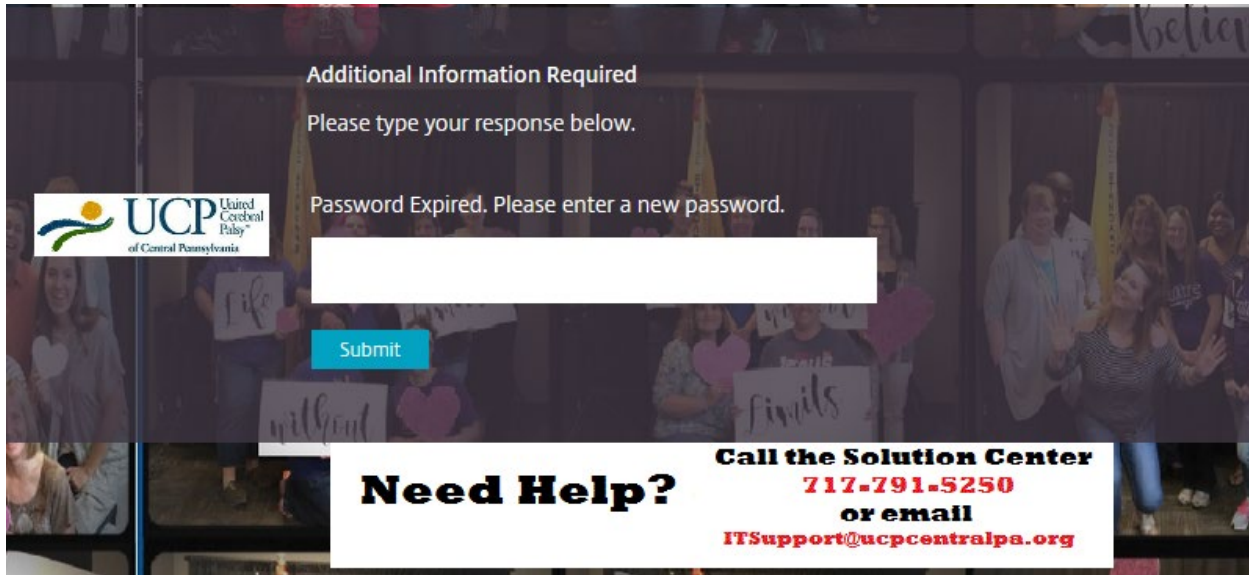


The screenshot shows the same login form as above, but with an error message: "✘ Incorrect user name or password." The "User name" field is empty. The "Log On" button is still present. The bottom banner is identical to the previous screenshot.

## 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.



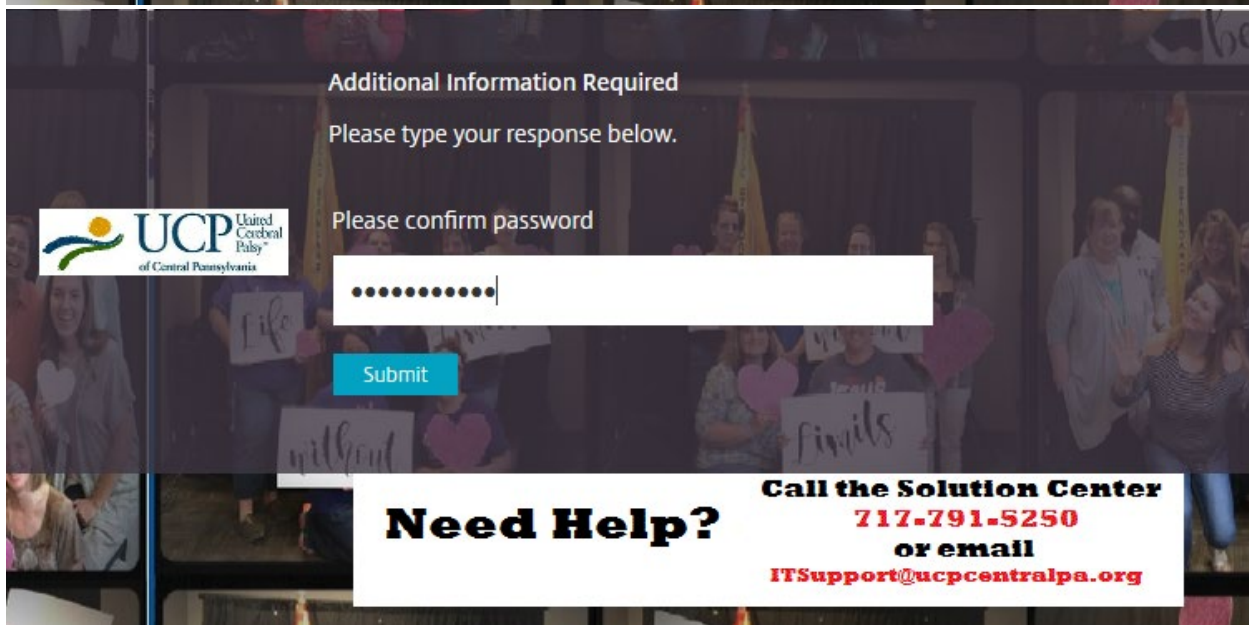
Additional Information Required  
Please type your response below.

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  
**ITSupport@ucpcentralpa.org**



Additional Information Required  
Please type your response below.

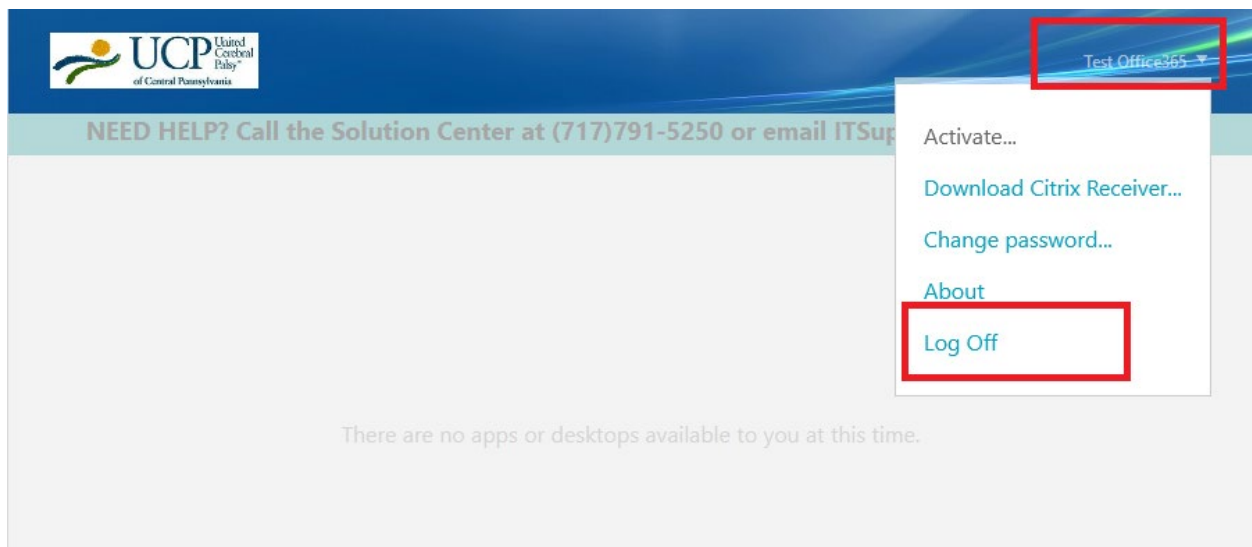
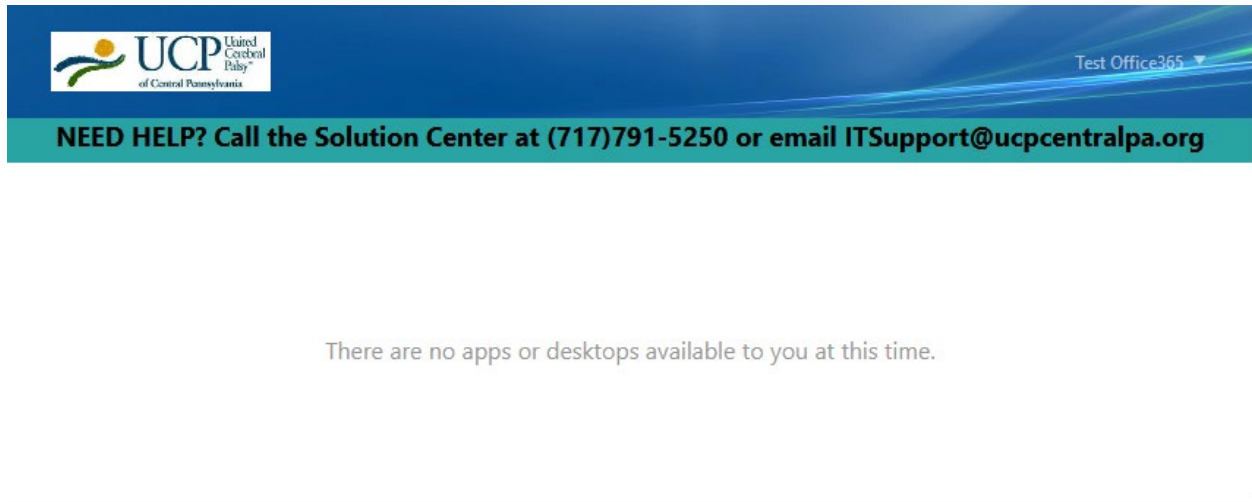
UCP United Cerebral Palsy of Central Pennsylvania

Please confirm password

Submit

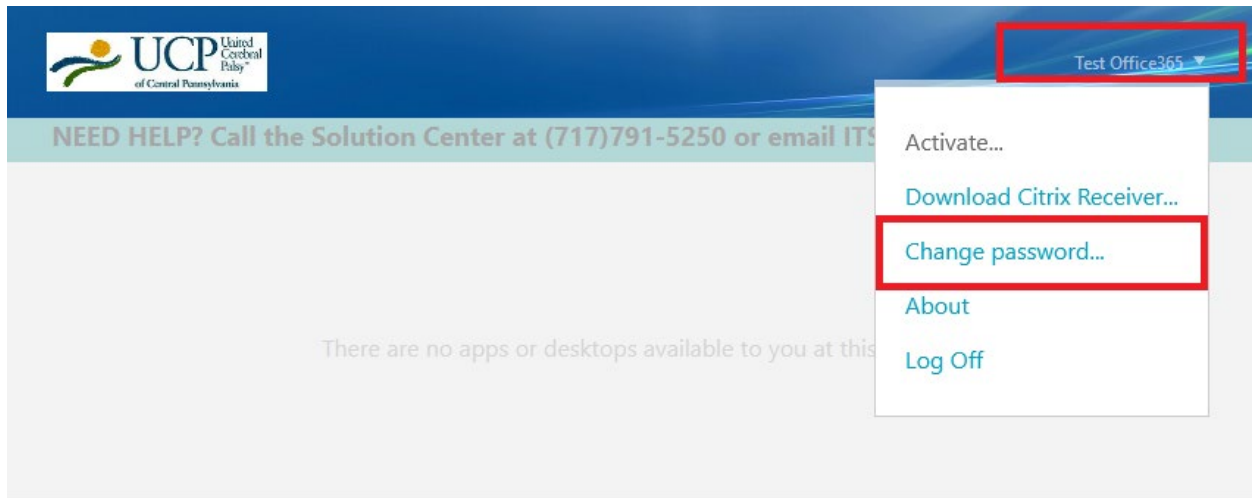
**Need Help?** Call the Solution Center  
**717-791-5250**  
or email  
**ITSupport@ucpcentralpa.org**

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.

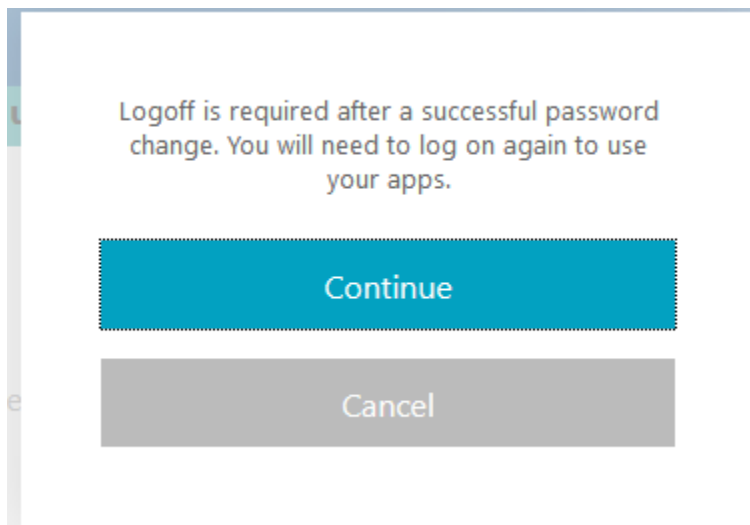


## Changing Password After Logging On

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

UCP United Cerebral Palsy of Central Pennsylvania

NEED HELP? Call th

Test Office365

@ucpcentralpa.org

### Change Password

User name: ucpmain.lcl\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.

