

## How To Change Your CSUDH Network Account Password

In a recent 2017 CSU IT security audit, the auditors determined that the password rules must be updated to comply with the current CSU standard. This requires a change from an eight (8) character password to a twelve (12) character password. All other requirements remain the same.

Requirements are summarized below:

- Password length: Must be at least **12** characters
- Password complexity requires any combination of **three** of the following four:
  - Uppercase letters (e.g., A, B, C)
  - Lowercase letters (e.g., a, b, c)
  - Numerals (e.g., 1, 2, 3)
  - Symbols (e.g., !, \*, %)

In addition, passwords automatically expire every **180** days.

These rules apply for the passwords you use to log into the campus network (e.g., at your office workstation, at an ETC podium, with your wireless device) or Exchange/Outlook

- Do not use any part of your username, name or single dictionary words. A pass phrase is recommended as they are very hard to crack and easy to remember.
- Password duration is 180 days. A daily email will be sent 30 days prior to password expiration.
- There is a password history, so you cannot keep the same password or switch between two different passwords. Please enter a unique password every time you change it.

**\*\*Important\*\*** If you allow your password to expire, you will NOT be able to login to the campus network and you will NOT be able to change your password yourself unless you have gone through the self service procedure. You will be required to present proof of identification in order to have your password reset by IT.

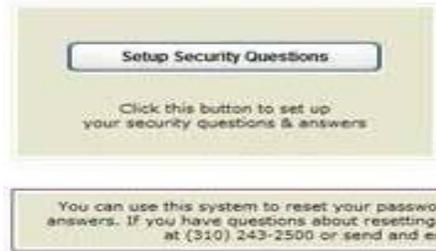
### Self Service Password Change

DHNET provides a self-service password procedure so you can reset your password yourself if you forget it or if it expires. All password resets are restricted to this procedure and will synchronize your password for CMS HR/Student/Finance, as well as Blackboard, Exchange email and your Windows desktop.

1. In your browser, go to <http://dhnet.csudh.edu>



- If you haven't set up your Security Questions and know your current, non-expired password, click on the left button - Setup Security Questions (you just have to do this once, unless you want to change them). If you do not know your current password or allowed it to expire, you will have to contact the helpdesk at x2500. If you have already set them up, skip to: "Changing your password after Security Questions have been setup."



- Authenticate by entering your username and current password, the displayed word, then click on the "Go to Password Reset Form" button.

### Security Questions Setup

<b>User ID</b>	<input type="text" value="jdoe"/>
<b>Current Password</b>	<input type="password" value="....."/>
If you can't read the word, <a href="#">click here</a>	
<b>Enter the word above</b>	<input type="text" value="fuzzy"/>
<input type="button" value="Go to Password Reset Form"/>	

- From the drop down fields, select two different questions and enter your answers (answers are not case-sensitive). Do not pick a question with more than one possible answer; that would simply increase your chances of not remembering your answer. You will have to create a new password, enter in both fields. Question and Password guidelines are posted on the web page. Once you have entered everything, click on the "Change Password" button.

### Security Questions Setup

<b>User ID</b>	<input type="text" value="jdoe"/>
<b>Select and answer your security questions</b>	
--select--	<input type="text"/>
--select--	<input type="text"/>
<b>Suggested Password</b>	X8sk85yl
<b>New Password</b>	<input type="password"/>
<b>New Password (again)</b>	<input type="password"/>
<input type="button" value="Change Password"/>	

- When successful, a green notification message bar will appear.



### Links to CSUDH Resources

<a href="#">MyCSUDH</a> <a href="#">Student E-Mail</a> <a href="#">Blackboard</a> <a href="#">MyToroSpace</a> <a href="#">toroWeb</a>	<a href="#">Admissions and Records</a> <a href="#">Campus Directory</a> <a href="#">Campus Map</a> <a href="#">Campus Tours</a> <a href="#">Class Schedule</a>	<a href="#">Distance Learning</a> <a href="#">Extended Education</a> <a href="#">Financial Aid</a> <a href="#">Invest in Us</a> <a href="#">Academic Calendar</a>	<a href="#">Student Development</a> <a href="#">Talk To Us</a> <a href="#">Technology Resources</a> <a href="#">University Catalog</a> <a href="#">Visit Us</a>
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### Changing your password after Security Questions have been setup

- After setting up security questions, when you need to reset your password, go to <http://dhnet.csudh.edu> and click on the right button: Reset Password



- To Change your password, simply enter your username, the displayed word and then click on the "Go to Password Reset Form" button.

### Campus Password Change

<b>User ID</b>	<input type="text" value="jdoe"/>
	
If you can't read the word, <a href="#">click here</a>	
<b>Enter the word above</b>	<input type="text" value="timing"/>
<input type="button" value="Go to Password Reset Form"/>	

3. Authenticate yourself by answering your selected questions, enter a new password in both fields, then click the "Change Password" button.

<b>Username:</b>	<input type="text" value="jdoe"/>
<b>Answer your security questions</b>	
What is your favorite film?	<input type="text"/>
What is your least favorite food?	<input type="text"/>
<b>Suggested Password:</b>	vikefi68Y
<b>New Password:</b>	<input type="text"/>
<b>New Password (again):</b>	<input type="text"/>
<input type="button" value="Change Password"/>	

4. If the questions are answered correctly, then you will receive a green notification message bar that your password has been changed.

Your password has been successfully changed  
It will expire on: Monday 16th March (2009-03-16)

**Links to CSUDH Resources**

<a href="#">MyCSUDH</a> <a href="#">Student E-Mail</a> <a href="#">Blackboard</a> <a href="#">MyTopSpace</a> <a href="#">toroWeb</a>	<a href="#">Admissions and Records</a> <a href="#">Campus Directory</a> <a href="#">Campus Map</a> <a href="#">Campus Tours</a> <a href="#">Class Schedule</a>	<a href="#">Distance Learning</a> <a href="#">Extended Education</a> <a href="#">Financial Aid</a> <a href="#">Invest in Us</a> <a href="#">Academic Calendar</a>	<a href="#">Student Development</a> <a href="#">Talk To Us</a> <a href="#">Technology Resources</a> <a href="#">University Catalog</a> <a href="#">Visit Us</a>
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**If you have any questions or problems, please contact the Helpdesk at 310-243-2500.**