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## What is CONNECT Password Manager?

Password Manager is an application that allows you to securely reset your CONNECT password in the event that you have forgotten it. It also allows you to unlock your CONNECT account should you experience a lock out.

## Why is it being implemented?

It is being implemented to enable you to unlock your account and/or change a forgotten CONNECT password without needing to contact the Service Desk. This not only saves you time during normal Service Desk opening times but means that you are able to do these things outside of these hours e.g. weekends, evenings and early mornings etc.

## How do I access it?

**Password Manager is only accessible from desktop workstations or laptops that are physically connected to the Oxford University Network.**

There are a number of methods of accessing the Password Manager, however this guide is designed for web access only, which is through the following URL: <https://password.connect.ox.ac.uk/>

## How does CONNECT Password Manager work?

It works on the fairly common approach of question and answer, where the questions and answers have been set up by you via a registration process. During the registration process you will be asked to choose five questions to answer from a list of 25 pre-set questions. There are three rules to follow about the answers you give:

1. Answers must be a minimum of three characters
2. Each of your five answers must be different from each other
3. Answers must not contain part of the question

That guidance is repeated on the relevant screen.

The answers to the questions are stored in an encrypted format within the program. They are not available to view by members of the IT Services support staff. As with any similar system, the answers have to be memorable but not necessarily truthful!

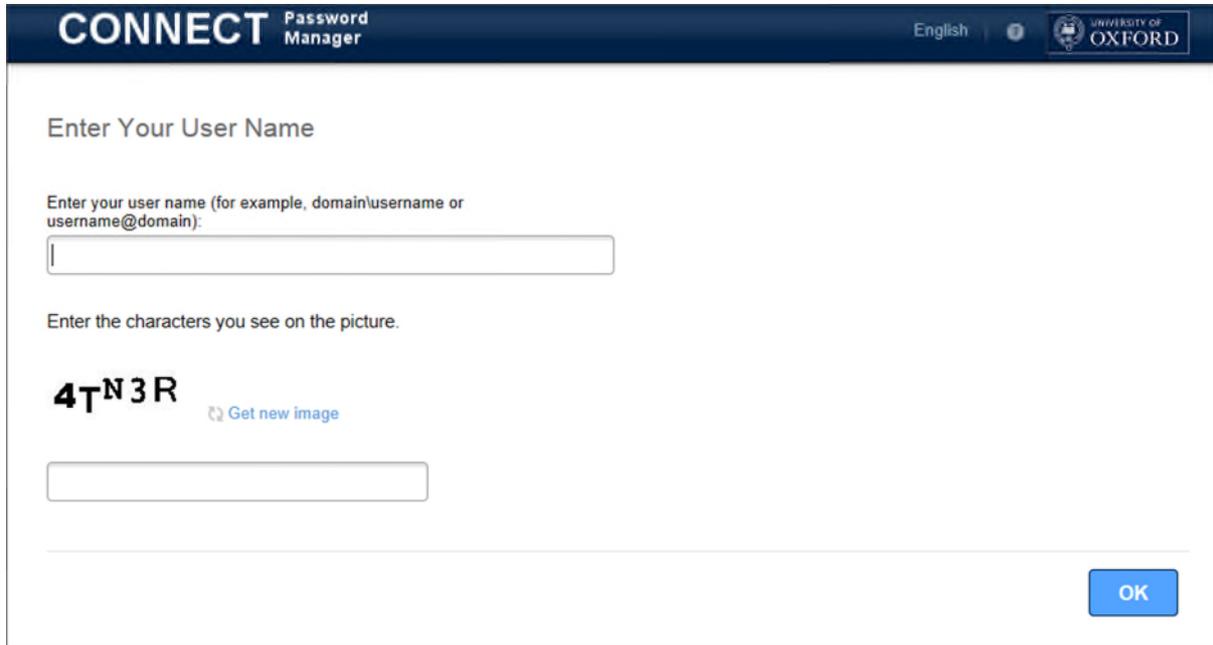
When you need to use the Password Manager to change your password or unlock your account, it will ask you for the correct answers to three of your questions before it will allow you to change your password or unlock your account.

During registration you will also be asked to supply a memorable word. In the event that you are unable to use Password Manager to reset your password or unlock your account and have to contact the Service Desk, this is one way in which they can verify your identity.

## How do I register for CONNECT Password Manager

Please enter the following address into your web browser: <https://password.connect.ox.ac.uk/>

The following screen will appear.



The screenshot shows the registration page for the CONNECT Password Manager. The page has a dark blue header with the 'CONNECT Password Manager' logo on the left, 'English' and a globe icon in the center, and the 'UNIVERSITY OF OXFORD' logo on the right. The main content area is white and contains the following elements: a heading 'Enter Your User Name', a text input field with a placeholder 'Enter your user name (for example, domain\username or username@domain):', a CAPTCHA image showing the characters '4T<sup>N</sup>3R' with a 'Get new image' link, another text input field, and a blue 'OK' button at the bottom right.

Enter your CONNECT username.

**Tip** Your CONNECT username is the same as your SSO.

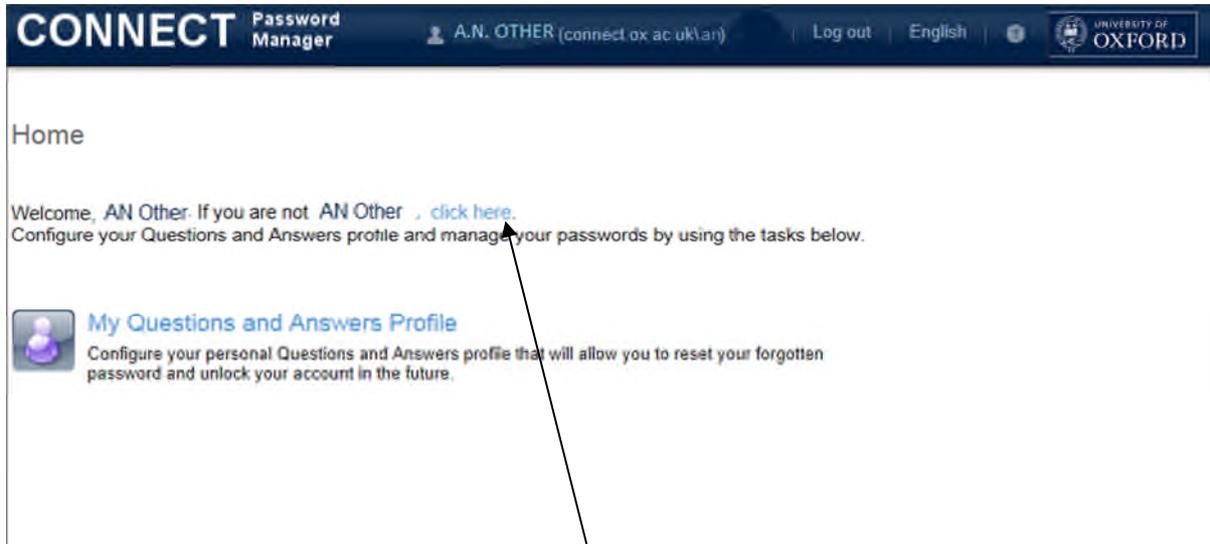
Enter into the Characters box the security code that you see on your screen.

**Tip** – you will need to click in the Characters box before you start typing.

Click OK

## Registration process

The screen below will appear.



Check that it is your actual name displayed in the dialogue box.

**If it is not then follow the on-screen instruction click here.** This will allow you to re-enter your CONNECT username.

Click the option My Questions and Answer Profile.

A security screen will appear similar to the one below.



Enter your CONNECT password

Click Next

A screen will appear similar to the one below.

**CONNECT** Password Manager | A.N. OTHER (connect.ox.ac.uk/an) | Log out | English | UNIVERSITY OF OXFORD

### My Questions and Answers Profile ( A.N. OTHER )

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Your answers must comply with the policy requirements.

- The minimum length of an answer must be 3 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English

Hide my answers for security purposes

Select a question:  
< Select your question >

Answer:  
[Text Input Field]

Confirm answer:  
[Text Input Field]

Select a question:  
< Select your question >

Answer:  
[Text Input Field]

Confirm answer:  
[Text Input Field]

Select a question:  
< Select your question >

Answer:  
[Text Input Field]

You are now ready to set up your security questions.

You may wish to tick the box to hide your answers. The screen will just display a row of \* in the answers field as you type. In order to ensure you have actually typed what you think you have, you will be asked to enter the answer twice.

If you do not hide your answers then they will appear on screen as you type them and you will only have to enter them the once.

You can toggle between the choices as you complete the screen.

Click the down arrow box in the first Select a question box.

Select a question from the drop down list and the list will disappear and display the question in the box.

Click into the Answer box and type in your answer following the rules of:

1. Answers must be a minimum of three characters

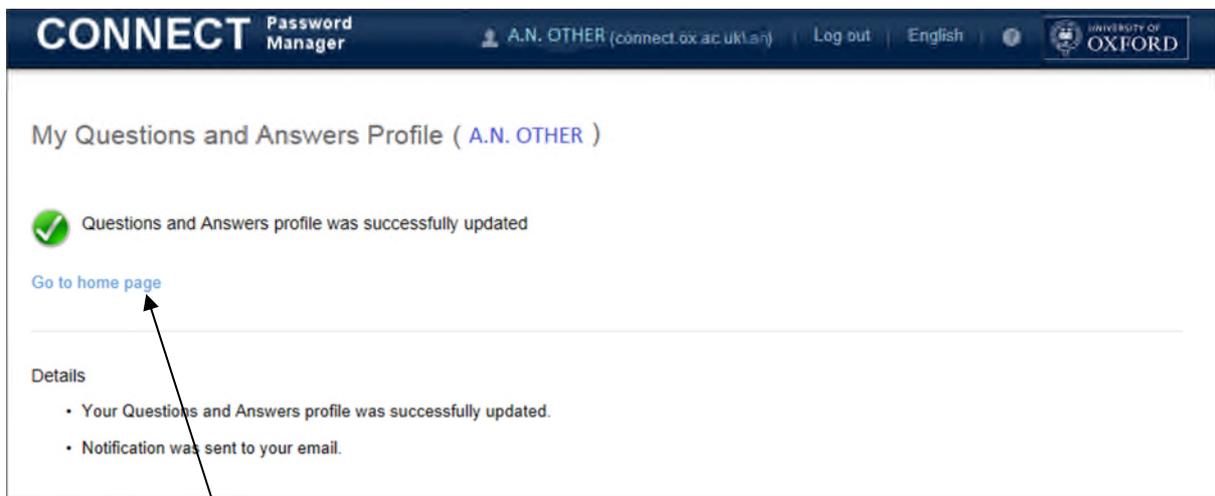
2. Each of your five answers must be different from each other
3. Answers must not contain part of the question

When you are happy with your answer move to the next question box and choose your next question from the list.

The last activity is to choose a memorable word. In the event that you are unable to use Password Manager to reset your CONNECT password or unlock your CONNECT account and have to contact the Service Desk, checking this memorable word is one way in which they can verify your identity.

Your memorable CONNECT word can be anything that you will be able to remember. The screen does make some suggestions but Password Manager does not store what the prompt is, it only stores the word itself. Thus the Service Desk operator will not be able to jog your memory by suggesting what the nature of the word might be.

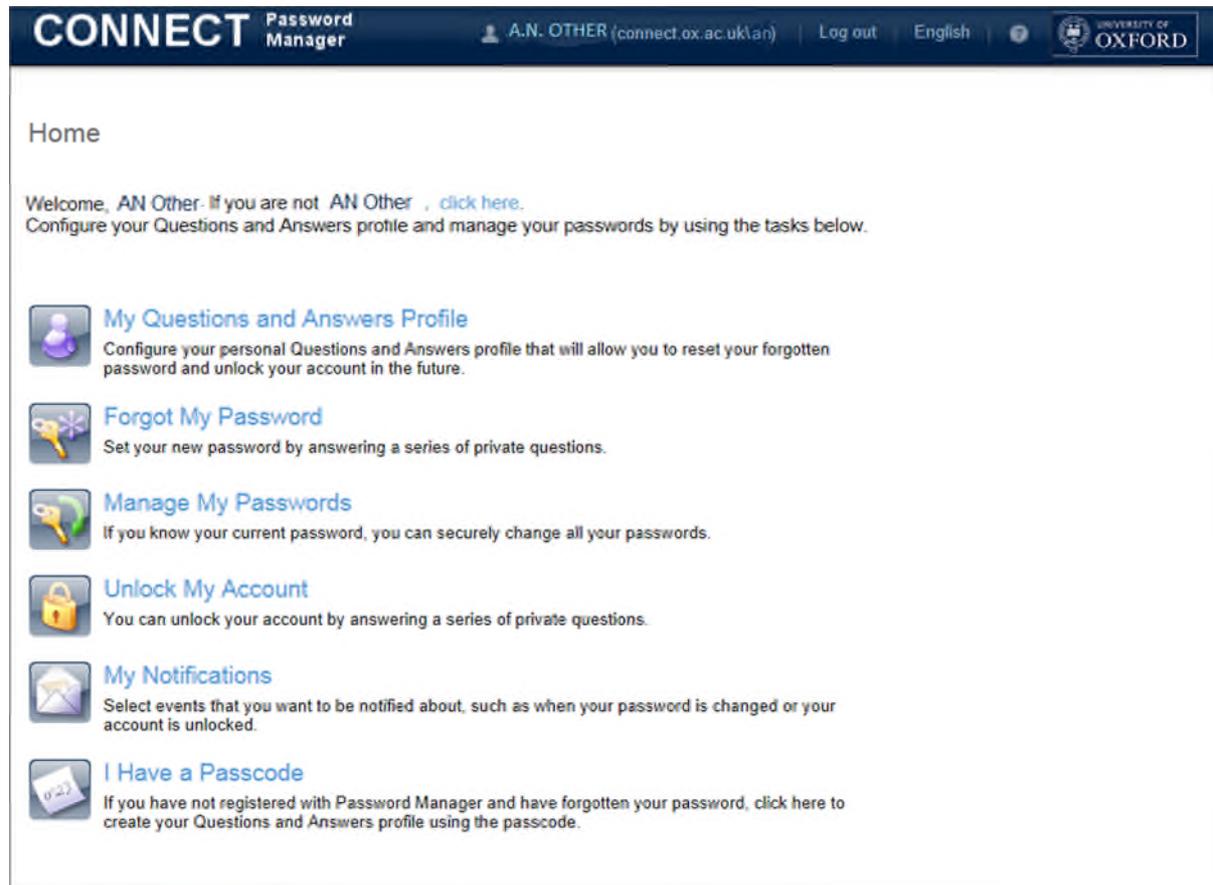
Click Next once you have completed the registration process and the following screen will appear



Click the [Go to home page](#) link

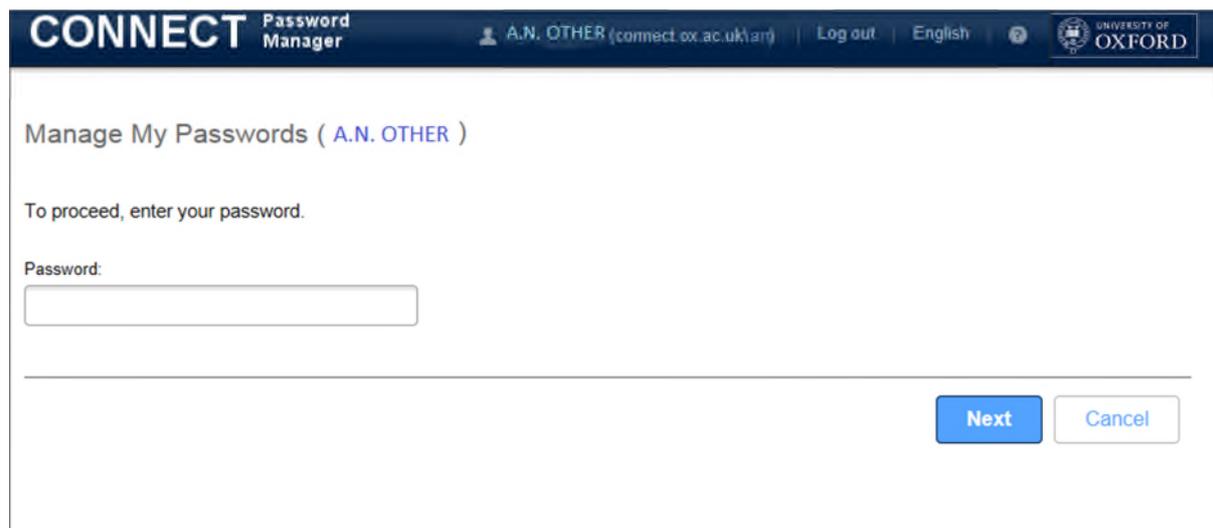
## Using CONNECT Password Manager to reset your password

Click Manage My Passwords



The screenshot shows the 'CONNECT Password Manager' interface. The header includes the 'CONNECT Password Manager' logo, the user name 'A.N. OTHER (connect.ox.ac.uk\an)', and links for 'Log out' and 'English'. The main content area is titled 'Home' and contains a welcome message: 'Welcome, AN Other. If you are not AN Other, click here. Configure your Questions and Answers profile and manage your passwords by using the tasks below.' Below this are six task cards: 'My Questions and Answers Profile' (configure profile for password reset), 'Forgot My Password' (set new password via questions), 'Manage My Passwords' (change all passwords), 'Unlock My Account' (unlock account via questions), 'My Notifications' (select events to be notified about), and 'I Have a Passcode' (create profile using a passcode).

A new screen will appear below. Enter your CONNECT password



The screenshot shows the 'Manage My Passwords (A.N. OTHER)' screen. It prompts the user to 'To proceed, enter your password.' Below this is a 'Password:' label and a text input field. At the bottom right, there are two buttons: 'Next' (highlighted in blue) and 'Cancel'.

Click Next

A screen will appear similar to the one below.

**CONNECT** Password Manager | A.N. OTHER (connect.ox.ac.uk|an) | Log out | English | UNIVERSITY OF OXFORD

### Manage My Passwords ( A.N. OTHER )

Enter new password.

Your new password must comply with the password policy:

- The password must meet the system complexity requirements:
  - Not contain all or part of the user's account name
  - Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Numerals (0 through 9)
    - Non-alphabetic characters (such as !, \$, #, %)
- The password must meet the password length requirements of the system. The minimum password length: 8.
- The password must meet the password history requirements of the system. The number of passwords to store: 24.
- The password must meet the password maximum age requirements of the system. Maximum password age: 365.

New password:

Confirm new password:

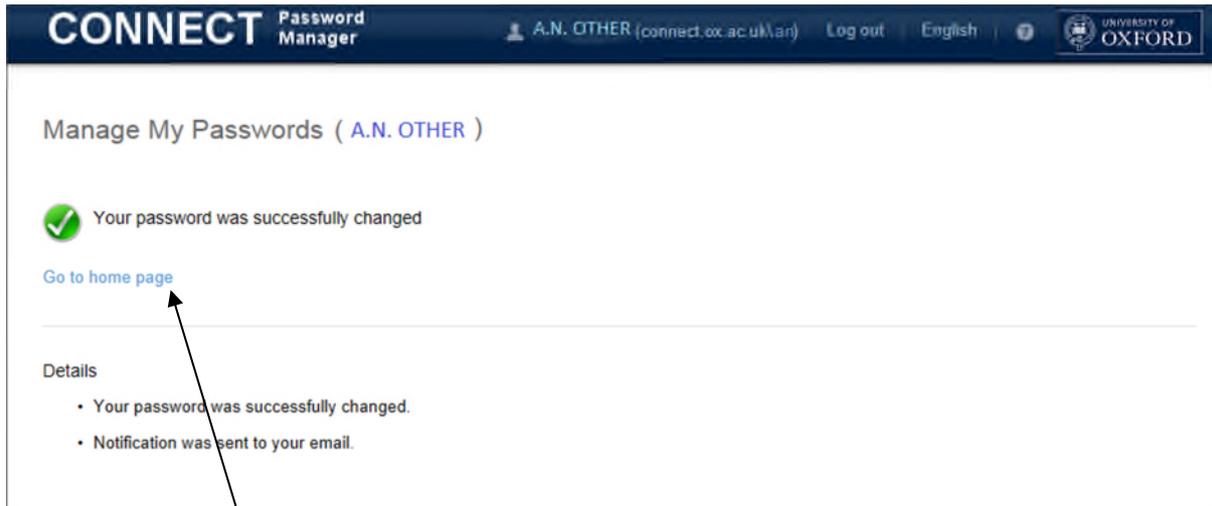
**Next** Cancel

Enter your new password.

To see what the rules are read the password policy.

When you have changed your password click Next.

A screen will appear similar to the one below.



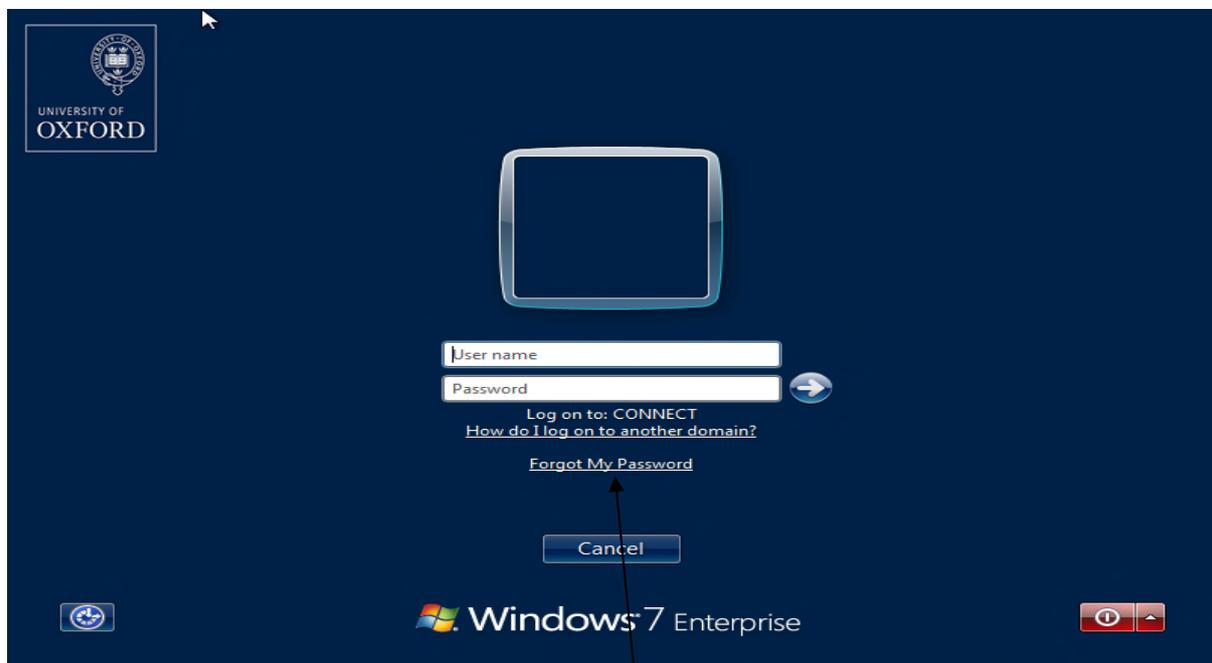
Click the Go to home page link to return to the Password Manager home page.

To close the Password Manager simply close your web browser.

As a security precaution, Password Manager will send you an email confirming that your password has been changed. It will not contain any password details.

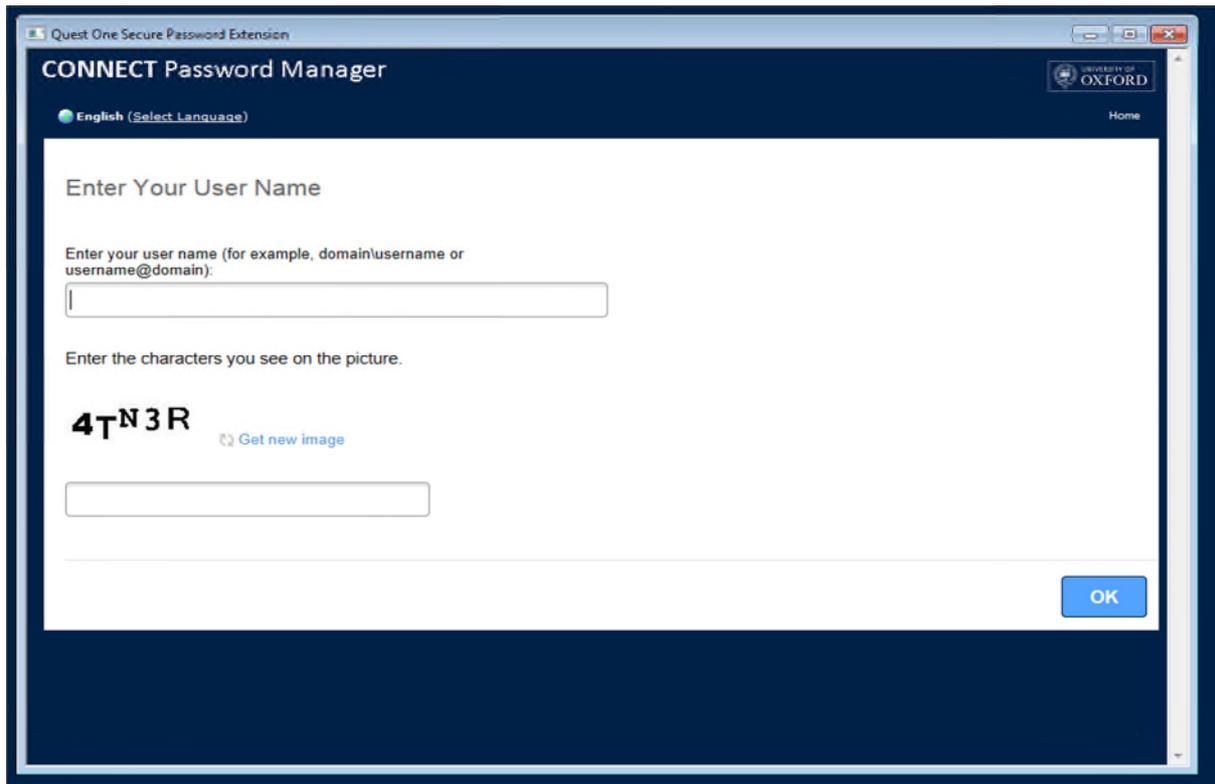
## Using CONNECT Password Manager to unlock your account

Click Forgot My Password



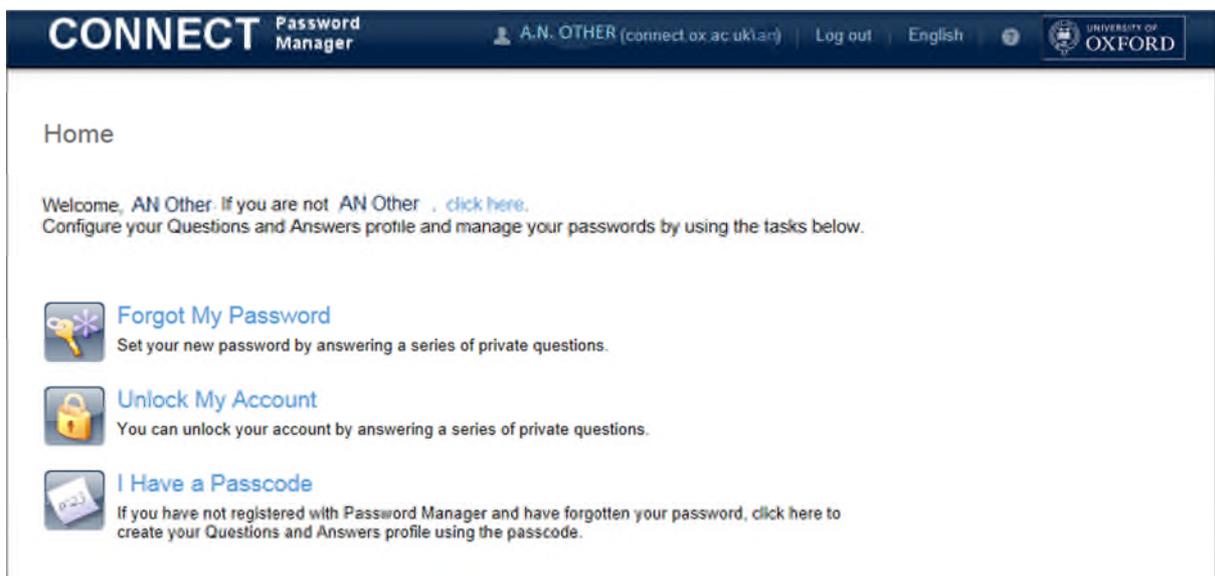
Forgot My Password

A screen similar to the following will appear.



Enter your CONNECT username and the characters displayed below and press OK.

A screen similar to the following will appear.



Choose Unlock My Account.

The following screen will appear.

**CONNECT** Password Manager | A.N. OTHER (connect.ox.ac.uk/an) | Log out | English | UNIVERSITY OF OXFORD

### Unlock My Account ( A.N. OTHER )

To continue, answer the following questions.

Hide my answers for security purposes

Question: **Which newspaper do you read most frequently?**  
Answer:

Question: **What is the name of your favourite film?**  
Answer:

Question: **What is your mother's maiden name?**  
Answer:

[Next](#) [Cancel](#)

You may wish to tick the box to hide your answers. The screen will display a row of \* in the answers field as you type. In order to ensure you have actually typed what you think you have, you will be asked to enter the answer twice.

If you do not hide your answers then they will appear on screen as you type them, and you will only have to enter them the once.

When you have given the answers press Next.

A screen similar to the following will appear.

**CONNECT** Password Manager | A.N. OTHER (connect.ox.ac.uk/an) | Log out | English | UNIVERSITY OF OXFORD

### Unlock My Account ( A.N. OTHER )

 Your account was successfully unlocked

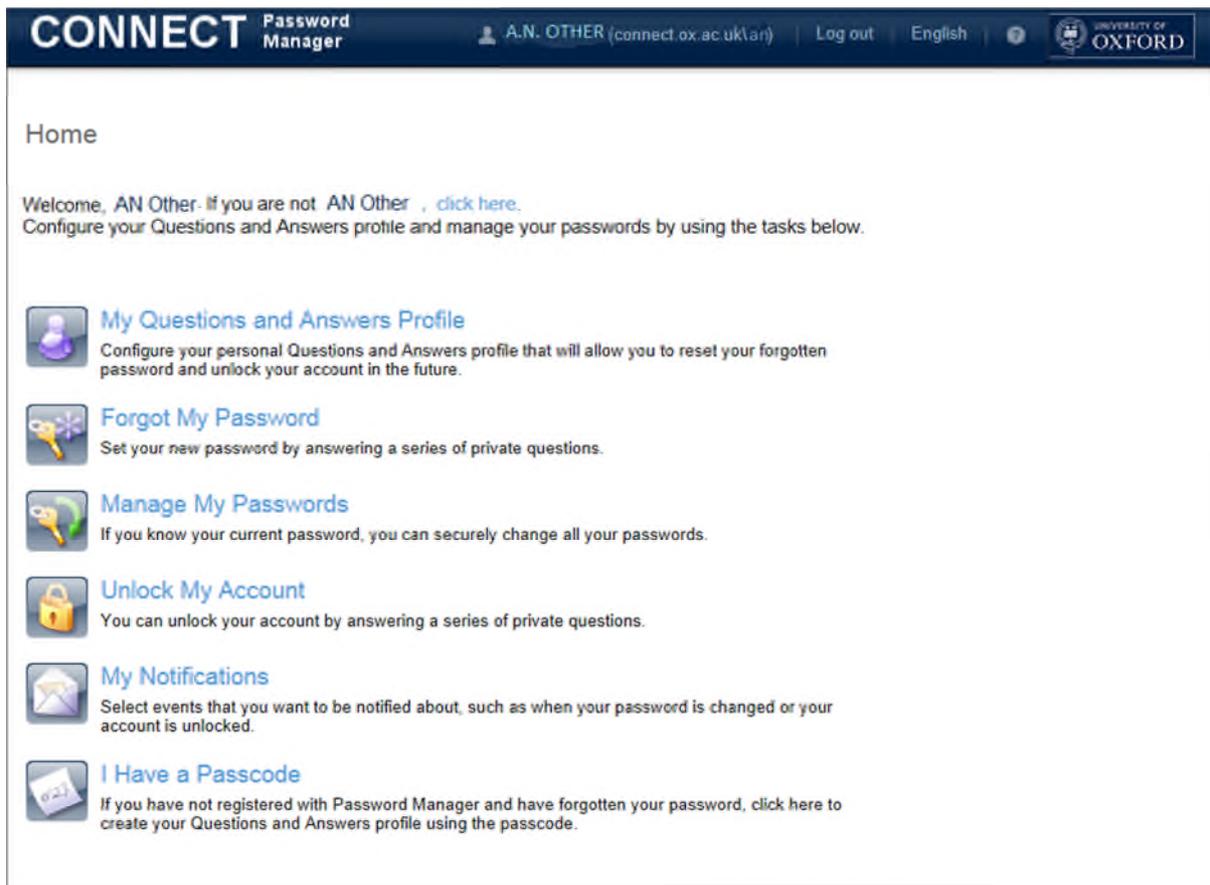
[Go to home page](#)

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Details

- Your account was unlocked.
- Notification was sent to your email.

Click the [Go to home page](#) link to return to the Password Manager home page.



**CONNECT** Password Manager

A.N. OTHER (connect.ox.ac.uk\an) | Log out | English | UNIVERSITY OF OXFORD

### Home

Welcome, AN Other. If you are not AN Other, [click here](#).  
Configure your Questions and Answers profile and manage your passwords by using the tasks below.

-  **My Questions and Answers Profile**  
Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.
-  **Forgot My Password**  
Set your new password by answering a series of private questions.
-  **Manage My Passwords**  
If you know your current password, you can securely change all your passwords.
-  **Unlock My Account**  
You can unlock your account by answering a series of private questions.
-  **My Notifications**  
Select events that you want to be notified about, such as when your password is changed or your account is unlocked.
-  **I Have a Passcode**  
If you have not registered with Password Manager and have forgotten your password, click here to create your Questions and Answers profile using the passcode.

To close the application and return to the login screen click the x icon at the top right of the screen.

As a security precaution, Password Manager will send you an email confirming that your account has been unlocked.