Overview
The Password Self-Service system is accessible 24/7 and can be used on and off campus from a web browser by going to luc.edu/password. You can use any Law School computer or one of your personal devices such as a computer, tablet or smartphone to access the system.

Loyola issues all current students, staff and faculty a Loyola Universal ID (UVID). This one ID and its associated password are used to login on a Loyola computer, your Loyola email and a number of other Loyola systems. You manage the password for your UVID by using Loyola’s Password Self-Service system. Your UVID password will expire every 180 days and you will need to change the password as required by university policy.

The purpose of this user memo is to explain the functions of Loyola’s Password Self-Service system and to detail the steps required to use some of the commonly used functions of the system for Loyola faculty, staff and students. This system allows you to change or reset your UVID password and unlock your account if it gets locked out because of too many incorrect password attempts or if your password expires before you change it.

Important Note for New Users: When someone is new to Loyola their UVID and initial password are assigned to them, the UVID and initial password will not work on any Loyola system except the Password Self-Service system. You must first setup your password reset security credential settings and change this initial password to a new password of your choice by using the Password Self-Service system before you can use your UVID to login to any other Loyola system. Please do this immediately by following the instructions later in this document.

The sections below describe some of the more common uses of the Password Self Service system and explain in detail the tool to use and the steps to follow to accomplish the specific task. If you do not find what you need below, contact Law School Computing Services by email at lscs-info@luc.edu or by phone at 312-915-7192.

First Time Setup “Go to Setup Tool” – Do Not Use

In the First Time Setup section on the Password Self Service main page, the “Go to Setup Tool”, should no longer be used. The description for this section sounds like the place people who just received their UVID with the initial password should go first. But this tool should not be used. The “Go To Reset Tool” in the Password Reset section should be used by new users who have just been issued their UVID and initial password. See the next section below.
New Users who have just been issued their UVID and initial password must follow these steps to establish their password reset security credential settings and to change their initial password that was issued to them.

In the Password Reset section, the “Go To Reset Tool” is used by people who have just been issued their UVID and initial password to establish their password reset security credential settings and to change their initial password that was issued to them.

**Step 1:** Open a web browser and go to [luc.edu/password](http://luc.edu/password) once on the Password Self-Service homepage, go to the Password Reset section and click on the “Go To Reset Tool” button under this section.

Since your UVID and initial password will only allow you to login to the Password Self-Service system, you will need to do this setup from one of your personal devices or on a computer someone else is logged in on at the Law School.

**Step 2:** For the Username, enter your Loyola Universal ID (UVID) that was issued to you, then click the "Continue" button.

**Step 3:** Enter your initial password that was provided to you, and then select “Continue”.

*Note: You must use the Loyola Universal ID (UVID) and temporary initial password that was assigned to you in this step. If you do not know your UVID and/or password, you will need to contact the ITS Service Desk at (773) 508-4487.*

**Step 4:** You will be prompted to set-up your required challenge questions. You must create 5 different questions with different answers and then select “Continue”.

**Step 5:** You have the option to add an alternate email to be used as an authentication method and then select "continue" if you want to set this. Select “Skip” if you do not want to setup this option.

**Step 6:** You have the option to add your mobile phone to be used for text message authentication and then select "continue" if you want to set this. Select “Skip” if you do not want to setup this option.

**Step 7:** Change your password from the initial password you were issued.

1. Create a new password – follow these rules making sure your password is
   - At least 8 characters in length
   - No more than 20 characters in length
   - At least 1 uppercase character
   - At least 1 lowercase character
   - At least 2 of the following rules:
     - At least 1 number
     - At least 1 symbol
     - At least 1 letter
   - Cannot be one of your last 10 recently used password

2. Enter it into the “Confirm Password” and then select “Reset”.

3. Review what you set and if everything is the way you want it then select “Finish”. **You will now be able to use this new password in all University applications.**
Existing Users follow these steps to change your current password and to reset a forgotten or expired password.

In the Password Reset section, use the “Go To Reset Tool” to change your password if you know your current password, to reset your password if you forget your current password and to reset an expired password if you do not change your password before it expires.

Your UVID password will expire every 180 days and you will need to change the password as required by university policy. Existing users must change their UVID password when notified it is expiring. Below in this section are the steps to change your password.

However, users should see User Memo #9 Quick Start - Changing Your Loyola UVID Password. This user memo is handy when just needing to change your password and includes additional information and helpful tips about changing your password on all your different devices as well as the specific steps for changing your password.

**Step 1:** Open a web browser and go to luc.edu/password once on the Password Self-Service homepage, click the “Go to Reset Tool” button.

**Step 2:** For the Username, enter your Loyola Universal ID (UVID) then click the "Continue" button.

**Step 3:** Choose from one of the following Authentication methods:

a. Authenticate with Loyola Username and Password – This option can be used if you know your current password.

b. Authenticate with Challenge Questions – This option can be used if you have already configured your Challenge Questions and you know the answers to the questions that you created.

c. Authenticate with Text Message - This option can be used if you have already configured this optional method.

d. Authenticate with E-Mail - This option can be used if you have already configured this optional method.

Fill in the requested information and click the "Continue" button.

**Step 4:** Type in a new password.

1. The new password must follow these rules:
   - At least 8 characters in length
   - No more than 20 characters in length
   - At least 1 uppercase character
   - At least 1 lowercase character
   - At least 2 of the following rules:
     - At least 1 number
     - At least 1 symbol
     - At least 1 letter
   - Cannot be one of your last 10 recently used password

2. Enter it into the “Confirm Password” and then select “Reset”.

**Step 5:** Completing the steps above will result in one of the following outcomes:
1. Accounts with a green icon in the status column have had the password successfully changed.

   OR

2. A red icon status means there was an error. To resolve the issue please call the ITS Service Desk at (773) 508-4487.

To leave the password reset wizard, click the “Finish” button.

Modify your existing password reset security settings

In the Manage Settings section, the “Go To Manage Tool” is used by existing users after they have established their password reset security credential settings to modify these settings as needed. For example, if you had setup the optional Text Message Authentication and your mobile phone number changes you can use this option to change the password reset security credential settings to reflect your new mobile phone number.

**Step 1:** Open a web browser and go to luc.edu/password once on the Password Self-Service homepage, click the “Go to Manage Tool” button.

**Step 2:** For the Username, enter your Loyola Universal ID (UVID) then click the "Continue" button.

**Step 3:** Choose from one of the following Authentication methods:

a. Authenticate with Loyola Username and Password – *This option can be used if you know your current password.*

b. Authenticate with Challenge Questions – *This option can be used if you have already configured your Challenge Questions and you know the answers to the questions that you created.*

c. Authenticate with Text Message - *This option can be used if you have already configured this optional method.*

d. Authenticate with E-Mail - *This option can be used if you have already configured this optional method.*

Fill in the requested information and click the "Continue" button.

**Step 4:** Configure or update the password reset security credential settings you want to change. Then click the 'Finish” button when you are done with your profile update.

**Step 5:** If the changes have been completed successfully, you will receive the following confirmation at the top of the Password Self-Service homepage: “Congratulations! You have successfully completed Manage Settings.” You are done.

**Existing Users follow these steps unlock your account if your account is locked**

In the Account Unlock section, use the “Go To Unlock Tool” if your UVID account has been locked, which is typically caused by entering your password incorrectly too many times.

*Note:* Unlocking your account does not reset your password. If you’re still unable to login after successfully unlocking your account, try resetting your password. But if that doesn’t resolve the issue, please call the ITS Service Desk at (773) 508-4487.
**Step 1:** Open a web browser and go to [luc.edu/password](luc.edu/password) once on the Password Self-Service homepage, click the “Go to Unlock Tool” button.

**Step 2:** For the Username, enter your Loyola Universal ID (UVID) then click the "Continue" button.

**Step 3:** Choose from one of the following Authentication methods:

a. Authenticate with Loyola Username and Password – *This option can be used if you know your current password.*

b. Authenticate with Challenge Questions – *This option can be used if you have already configured your Challenge Questions and you know the answers to the questions that you created.*

c. Authenticate with Text Message - *This option can be used if you have already configured this optional method.*

d. Authenticate with E-Mail - *This option can be used if you have already configured this optional method.*

Fill in the requested information and click the "Continue" button.

**Step 4:** Confirm your selected account by verifying the information below:

1. Username = your UVID
2. System Name = ADMS

Click the “Unlock” button.

**Step 5:** Completing the steps above will result in one of the following outcomes:

3. Accounts with a green icon in the status column have been successfully unlocked.

   **OR**

4. A red icon status means there was an error. To resolve the issue please call the ITS Service Desk at (773) 508-4487.

To leave the password reset wizard, click the “Finish” button.