LastPass FAQ

- How do I install LastPass?
  - Click on the link to install the LastPass browser extension for your browser of choice [https://lastpass.com/misc_download2.php](https://lastpass.com/misc_download2.php)
  - LastPass is available for most modern browsers, including Chrome, Firefox, and Edge.

- How do I install LastPass on my mobile device?
  - Make sure you have already set up your LastPass account
  - Search the App Store or the Google Play Store for LastPass
  - Install the application
  - Follow the login procedures

- How do I add a site to LastPass?
  - While logged in to LastPass, in your web browser, navigate to your desired site.
  - Enter your username and password for the website and proceed to log in.
  - When the “Add to LastPass?” window appears, click Add.

- Why can’t I log in after I changed my LUC password?
  - LastPass is not tied to your LUC password and is independent from your LUC password changes.

- How do I generate a complex password with LastPass when creating an account on a site?
  - Click on the LastPass extension in the browser
  - Click on “Generate Secure Password”
  - Follow the prompts on the screen to generate a password fit to your specifications

- How do I manage my accounts that I have already set up with LastPass?
  - Web
    - Click on the LastPass extension in the browser
    - Click “Open my Vault”
    - Sort through the list of accounts that have been set up with LastPass and click on the edit icon
    - Follow prompts on the screen to update account information.
  - Mobile App
    - Navigate your vault in the application
    - Sort through the list of accounts that have been set up with LastPass and click on the edit icon
    - Follow prompts on the screen to update account information.

- How do I set up MFA with LastPass?
  - Please click on the following link for instructions on how to setup MFA for LastPass: [https://www.luc.edu/media/lucedu/uiso/pdfs/lastpass/LastPass_MFA.pdf](https://www.luc.edu/media/lucedu/uiso/pdfs/lastpass/LastPass_MFA.pdf)
• Is MFA required by default?
  o Per university policy, MFA is required for LastPass. Please note: LastPass MFA is independent from MFA as used with LSA.

• What happens to my LastPass vault if I leave the university?
  o Faculty and staff will no longer have access to LastPass Enterprise and their LastPass Enterprise vault after leaving the University. Please note that NONE of these actions will affect a Linked Personal Account, which is why we highly recommend that users store personal data within their Linked Personal Account rather than storing this type of data in an Enterprise account.
  o Students who signed up for LastPass Premium will continue to have access to LastPass even after they leave the university.

• How do I link my personal LastPass account to my Enterprise account?
  o If you already have a personal LastPass account and would like to link your personal LastPass account with your Enterprise account, you can keep your Vault entries all in one place while both accounts remain separate. Your personal account will continue to remain private (Enterprise admin is never able to view your personal account data), and if you ever leave the company, your personal account data remains active and accessible to you. If you do not have a personal account, go to https://lastpass.com/partnerpremium/loyolachicago and sign up for a free LastPass Premium account. Please click here for more information on linking your accounts.

• Can I use my Master password for other websites?
  o No, your Master password should be unique and not the same as any of the passwords in your vault.