Xavier Password Manager for Students

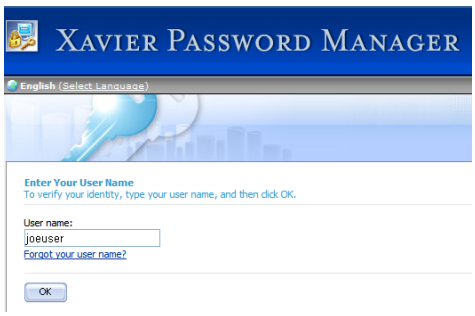
XAVIER UNIVERSITY | DISCOVERY SERVICES

Accessing the Xavier Password Manager

There are two ways to access the **Xavier Password Manager (XPM):**

1. Click on the "Need to change your password or forgot it?" link on the Portal login page (http://portal.xu.edu), or
2. Type the Internet address for the XPM: https://password.xavier.edu

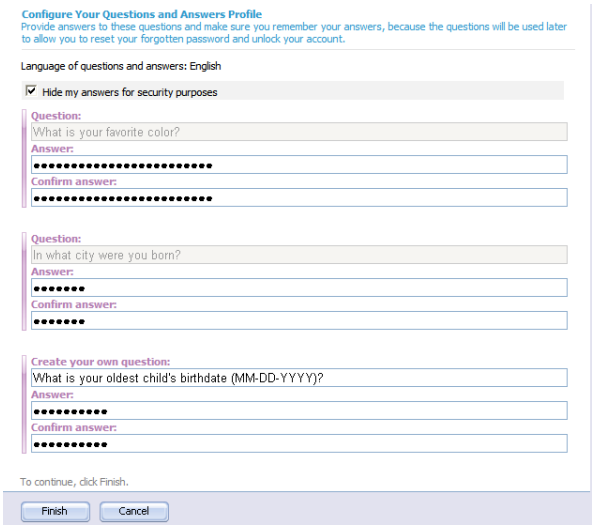
Once you have accessed the QPM, key in your user name and click on the OK button.



Creating or Modifying your Profile

The first time you access the **Xavier Password Manager** for your account, you will need to first set up your Personal Questions & Answers profile that will allow you to reset an expired or forgotten password, or unlock your account in the future. To set up your profile, click on the **My Questions and Answers Profile** box.

- Enter your current password, and hit the **Next** button.
- Answer the questions in the profile, and click **Finish.**



Changing your Active Password

If you know your current password and it has not expired, you can use **Xavier Password Manager** to change your password and have the change automatically applied to your logins for the Xavier email, Portal, and network systems. To do so, log in to the Password Manager and click on the **Manage My Passwords** box.

1. Enter your current password, and hit the Next button.
2. Enter and confirm your new password, and hit **Finish.** Your new password **must** be at least **8** characters, but no more than **16** characters in length. It may contain a combination of upper case letters, lower case letters, and numbers. Some special characters are also allowed.
3. The **Xavier Password Manager** will update your password in Xavier's email, portal, and any network systems that you have access to. However, be aware that it may take up to a day to apply this change across all the systems. If you find you are unable to user your new password in one of these systems, try your old password. If the system does not accept either password, or you still cannot use your new password a day or two after you have made the password change, please contact the **Xavier Help Desk** at 745-4357.

Unlocking your Account

If you have exceeded the allotted number of unsuccessful login attempts within a one-hour time period and are locked out of your account , the **Xavier Password Manager (XPM)** allows you to unlock your own account by answering the questions you previously defined in your **Personal Profile**.

To unlock your account:

1. Access the XPM (see the "**Accessing the Xavier Password Manager"** instructions above).
2. Enter your User Name and hit the **OK** button.
3. Click on the **Unlock My Account** button.
4. Answer the questions from your Personal Profile, and hit the **Finish** button. A screen should be displayed with the message, **"Your account has been successfully unlocked."**

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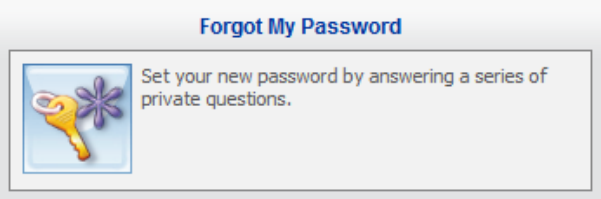
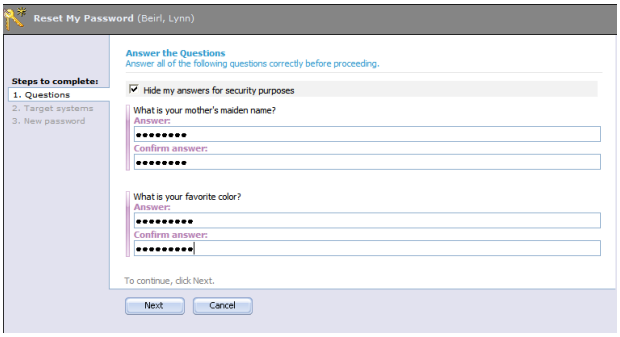
Reset an Expired or Forgotten Password

You can also use the **Xavier Password Manager** to reset your password if you have forgotten it or let it expire.

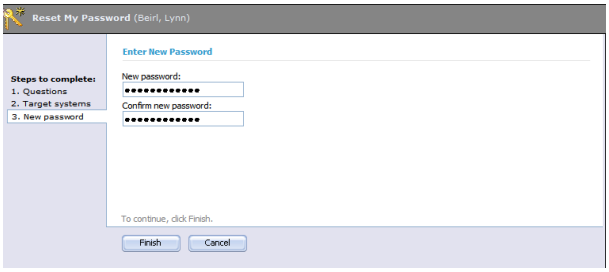
1. Log in to the **Xavier Password Manager** tool.
2. Click on the Forgot My Password box.



3. Answer the questions you set up in your profile, and confirm each answer. Hit **Next** when you are finished.



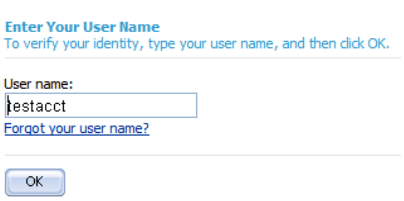
4. Enter and confirm your new password, and hit **Finish.**



Resetting your Password w/o a Profile

If you have forgotten your password or your password has expired before you have created your **Xavier Password Manager** profile, you must call the Xavier Help Desk (745-4357) for a temporary passcode. You can then use the passcode to set up your profile:

1. Open the **Xavier Password Manager.**
2. Enter your user name and click the **OK** button.



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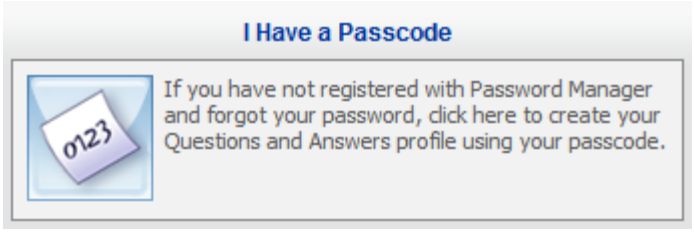
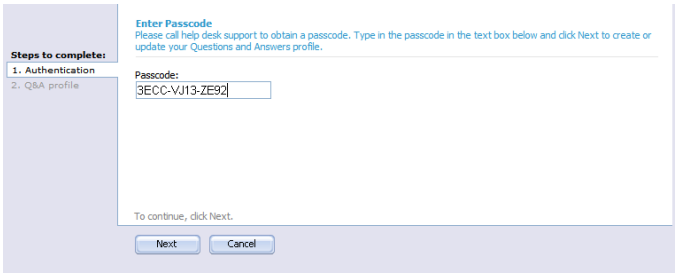
Resetting your Password....continued

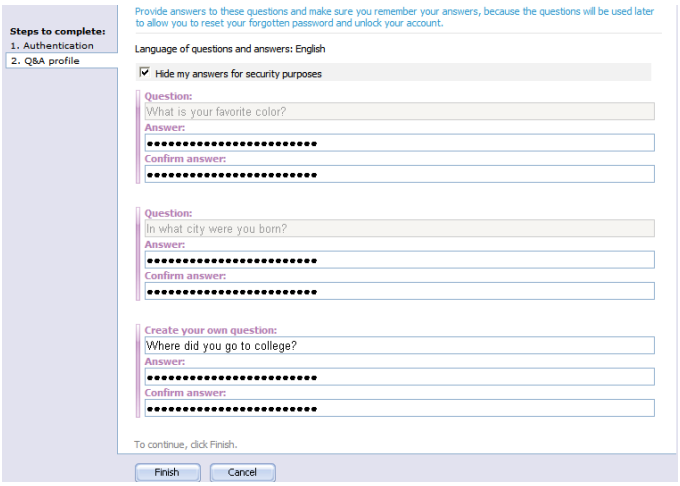
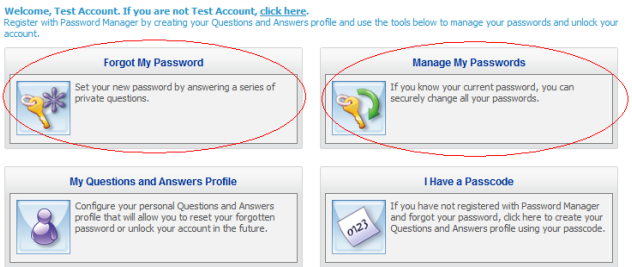
3. Click on the I Have a Passcode box.



4. Enter the passcode you were given by the Help Desk staff, and click the **Next** button.



5. Answer the questions in the profile, and click Finish.



6. Now that you have created your profile, you can create a new password by clicking on the Forgot My Password or the Manage My Passwords button. Follow the steps in the "Reset an Expired or Forgotten Password" and the "Changing your Active Password" sections of this document.