

# Changing Your Geneseo Password

## The policy

New Geneseo accounts have initial passwords that are expired - that is, our users must select a new password the first time they log into our services. Geneseo account holders who have not [opted-in to MFA](#) are required to change their password every 180 days.

## How do I change my password?

### I have only my personal computer

The easiest way for STUDENTS to change their Geneseo password is to click the link above or login to <https://myworkaccount.microsoft.com/> and select Change Password from the tiles.

### I have a computer given to me by the college

FACULTY and STAFF with domain-bound Windows and macOS computers should use their operating system's password changing option.



If the above options won't work because you forgot your password

[New Students, who do not know their password](#)

1. go to <https://auth.geneseo.edu/passwordreset>
2. Select the ? **Recover password box**
3. Choose your preferred method to reset your password

[Existing account holders](#)

1. Go to <https://aka.ms/sspr>
2. Make sure to enter in your full Geneseo email address
3. Follow the on screen prompts to complete the password reset process
4. For additional details and a walkthrough, visit [How to Reset a Forgotten Password](#)

## Selecting a new Password

New passwords must meet the following requirements:

- Your new password **must** contain at least 8 characters
- Your new password **must** contain 3 out of the 4 following character types:
  - Uppercase characters
  - Lowercase characters
  - Numbers
  - Special characters (for example: !, \$, #, %)
- Your new password **must not** contain your username
- Your new password **must not** contain any parts of your full name
- Your new password **must not** match any of your previous 10 passwords



If you are [enrolled in MFA](#) there are no complexity requirements but your password must be at least 10 characters long.

We also have turned on Azure AD weak password protection which checks your password against a list of "weak" passwords and rejects it if it matches. You can read more about that [here](#).

## Updating Saved Passwords

When you change or reset your Geneseo password, you may need to update your devices and software with that new password. Some devices and software will automatically prompt you to update your new password, others may require you to manually update the password or setup the account again.

- Canvas Student App
- Geneseo Mobile App
- Email client (Mail, Gmail, Thunderbird, Outlook)
- [Network printers installed on macOS](#)
- **macOS Keychain** (See below)

- Smart Phone (Apple, Android, etc.)
- Tablets (iPad, etc.)
- Web browsers (Edge, Chrome, Firefox, Safari)
- Wireless network connection
- VPN connection

## Special Instructions for Updating your macOS Keychain

Follow these instructions to ensure that your Mac will continue to access Geneseo's wireless network (eduroam).

1. Navigate to the Applications > Utilities folder and open "**Keychain Access**"
2. In the left-hand navigation pane, select '**All Items**' under 'Category'.
3. Find the entry for "eduroam" (it's the wireless network you should be connecting to) and **delete** the entry.
4. Now turn your wireless connection off and on again. It should now ask for an updated password.
5. Enter your new Geneseo password and you should now have access to the wireless network again.

## Password Expiration Notifications

Users who have not [opted-in to MFA](#) will still be required to reset their passwords every 180 days and will receive the following email message prior to expiration.

**Your SUNY Geneseo Password Expires in 13 Days** Inbox x

**helpdesk@geneseo.edu**

to me ▾

Thu, Mar 12, 7:37 AM

☆ ↶ ⋮

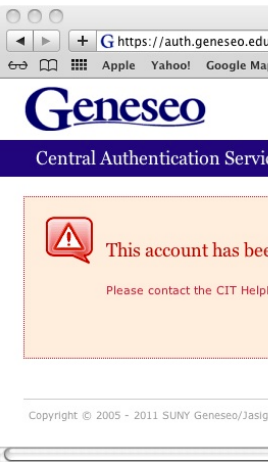
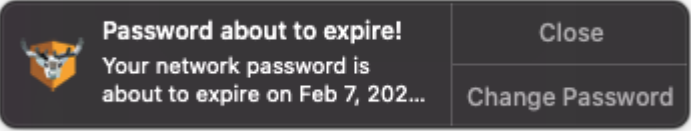
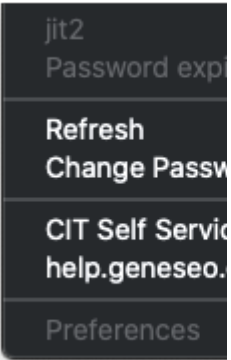
### Your SUNY Geneseo Password Expires in 13 Days

Your SUNY Geneseo password will expire March 25, 2020 at 09:57 AM EDT. Please refer to our [self-help document](#) for instructions on the best way to change your password.

As a reminder, CIT will never ask you for your password. Please contact the CIT HelpDesk at 585-245-5588 if you have any questions about the validity of this message.

If you have not yet [opted-in to MFA](#) you may see password expiration warnings in other Geneseo services. A few examples are shown below.

System	Expiring	Expired
my. geneseo. edu	<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>User Profile</b></p> <p><b>Personal Data</b></p> <p>First Name: [REDACTED]</p> <p>Last Name: [REDACTED]</p> <p>Email: [REDACTED]@geneseo.edu</p> <p>Geneseo ID: [REDACTED]</p> <p>Title: [REDACTED]</p> <p>Department: [REDACTED]</p> <hr/> <p><b>Password</b></p> <p>Your password expires in 13 days, 21 hours, and 19 minutes <a href="#">Change password</a></p> </div>	n/a

<p>CAS CAS is our central authentication server for myGeneseo, WebMail, and other services</p>	<p>n/a</p>	
<p>NoMAD</p>		

- [How to Reset a Forgotten Password](#)
- [Need Help Signing into Your Geneseo Account?](#)
- [Student Accounts and Passwords](#)
- [Updating Printer Passwords on Macs](#)

## More Help

For questions, contact the CIT HelpDesk by calling (585) 245-5588, or visiting our [online service desk](#).