

HOW TO CHANGE YOUR PASSWORD

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Category:	General	Votes:	0
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Keywords

password change

Symptom (public)

I get an email that I need to change my password and I don't know how
I use the <https://weblldap.ur.ac.rw> website and I can't log in and change my password
I forgot my password

Problem (public)

I get an email that I need to change my password and I don't know how
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Solution (public)

Browse to [1]weblldap.ur.ac.rw there you see this:

If you get a warning like this "This Connection is untrusted" follow these instructions: [2]faq.ur.ac.rw/otrs/public.pl

You type in your Username and Password and click Enter, Your username is the part of you email address before the @ sign.
So if your email is staffuser@ur.ac.rw or staffuser@nur.mail.rw your username is staffuser.

If you use the wrong password in the top left of the screen it will say: Wrong Password

If you type in an username that doesn't exists the screen is redisplayed with no data and no message.

If your account has been disabled or locked the top of the screen will say: please your account has been locked contact our helpdesk team

After logging in you will see something like:
Welcome to the web interface of the LDAP server of UR

Show information | Update your information | Change your password| Security questions| Logout
This is your current information in our system
User name stafftest
Given name STAFFTEST
Family name STAFFTEST
Employee Number Staff
Personal Title * a
Room Number * 0
Faculty/Department FS
Telephone Number b
Secret Answer empty

If you click Update your information you will see:
Welcome to the web interface of the LDAP server of UR

Show information | Update your information | Change your password| Security questions| Logout
User name stafftest
Room Number *
Telephone Number

Room Number and Personal Title must be filled! Put a 0 if you don't know

Update

You can if you wish fill out and/or complete this information. Make sure the Room Number and Personal Title contain something!

If you click Change your password you will see:
Welcome to the web interface of the LDAP server of UR

Show information | Update your information |change your password| Security questions| Logout
Password is not allowed to be your username, family name or given name.
Password must be 6 characters or longer but not longer than 14 characters.
Must contain one lowercase letter a-z and contain one capital letter A-Z
Must contain one number 0-9
Password may not contain the following characters \!#%&\'()*;<>?^| and may not contain a space

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Current password
New password
Repeat new password

Update

You type in your current password and the new one twice. A password must be 6 characters or numbers long at least one number(0-9) is required, one lowercase character(a-z) and one uppercase character (A-Z).

In case you forget your password easily you can use the following

You can enter the answer to a Security question and we URGE you to to this!

If you click on Security questions you see something like this:
Welcome to the web interface of the LDAP server of UR

Show information | Update your information | Change your password| Security questions | Logout

Favorite (or least favorite) food?
Favorite (or dream) vacation location?
Favorite movie?
Answer

send

Put your answer in the answer field and click send and in future you can reset your password yourselves without needing the helpdesk.
Of course resetting the password will not work for disabled accounts!

[1] <http://weblldap.nur.ac.rw>

[2] <http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQ&CategoryID=5&ItemID=16>