NetID Password Change FAQ

Below you will find common questions related to NetID password changes. At any time, visit the NetID self-service page to manage your password.

Having trouble? contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

Common Questions Related to Password Changes

When does my password expire?

Each SU NetID owner will be assigned a password expiration date based on their last password change. For example if you changed your password today, then your password expiration would be this day next year.

What time of day do passwords expire?

Passwords expire every day, even on Sundays, holidays, and vacations. When you are notified that it's time to change your password, please do so promptly. While your final warning notification indicates that your password will expire at "midnight", expiration actually occurs at about 7:30 a.m. ET the next morning.

Can I change my password expiration date?

Only by changing your password, at which time your expiration date will be set to one year from the day you changed your password.

How do I change my password?

Go to the NetID self-service page and use the link to Change your Password. If you can't manage your password, including self-remediation, please contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

When can I change my password?

You can change your SU NetID password at any time before it expires. Your password expiration date is set one year out from the date you change your password.

Do I have to wait until I'm notified to change my password?

No, your NetID password can be changed at any point in time. We also encourage users to change it whenever they think their password has been compromised, or just because you've used it for a long time!   Just go to the NetID self-service page and use the link for "Change your Password".

What if I don't change my password?

Accounts with unchanged passwords will be disabled on their expiration date. Password expiration and account disabling will occur every day, including weekends and holidays.

If your account is disabled you will not be able to log into your campus computers (including via VPN and Remote Desktop), MySlice, Blackboard, university email (including SUMail and Outlook Web Access), AirOrangeX, or any other University systems. Your mobile devices will no longer be able to connect to the University's networks or resources.

I changed my password, but now I can't log in! Why is this happening?

It is likely due to the password sync delay that occurs when changing your password. Often times this can clear in around 30 minutes, but we recommend waiting at least 1 hour before attempting access to be sure.

If you have repeated failed login attempts, whether it's from using the wrong password or the "correct" one during the delay period, you can sometimes cause a temporary restriction on the account. This restriction cannot be lifted, and is a time related one. The more you fail your login, the longer the restriction. This can only be remedied by waiting and using the correct credentials at a different time.

Bear in mind as well that some devices or applications will store passwords. Some try to use it continually, resulting in an account lockout. Other devices will simply give up or display a request for a password.

The solution is to locate saved passwords and remove or update them and perform a fresh login. Here are some examples of devices with stored passwords:

- Off-domain PCs & Macs
    - Mapped drives and printers
    - Email clients that connect to Exchange email system (phones, tablets, third party mail clients)
    - Saved passwords in web browsers
    - Saved passwords in WiFi configurations (AirOrangeX)
    - Saved passwords in VPN configurations (phones, tablets, Macs)
- On-domain PCs, Macs, Servers
    - Saved passwords in web browsers
    - Currently logged on sessions (computers, terminal servers, remote application presentation)

Why do I have to change my password every year?

"Routinely changing your password significantly reduces the window of vulnerability if your password is compromised without your knowledge," says Christopher Croad, the University's information security officer. "Not only is changing your password quick and easy, it's one of the most effective ways for you to protect the University's--and your own--confidential information."

It's good security practice to protect your and the University's information. Passwords are proliferated across systems and become vulnerable the longer they are in use. Passwords can be stolen without your knowledge and can be used to access your data or to pose as you in criminal activity. When you are no longer affiliated with Syracuse University, the eventual expiration of your password is a sure sign that you are no longer using the account. This allows us to disable the account so that it can't be hijacked.

How do I know the email I received about changing my password isn't spam?

Our notifications do not contain hyperlinks to any web sites, and will not ask you to do anything you shouldn't do. This will help you identify them as legitimate University communications.

Will my new password be copied automatically to other systems and devices?

Not in all cases. Most SU systems, including MySlice, Blackboard, OnBase, your SU desktop, and ITS computer lab workstations, will recognize your new password automatically. Some systems have a separate password, such as Hyperion (database connections), UC4, Versatile and R25. Devices with full disk encryption also use a separate password.   Test instances of enterprise systems such as Peoplesoft use a separate directory for login ("test ldap"). If you prefer to keep the passwords for these systems in sync, they need to be changed separately.

Wireless devices such as smart phones and tablets may require that you logoff and then logon with your new password; some devices may require that you change your password in the Settings menu. If you use a third-party or device password manager (e.g., Apple Key Chain, LastPass, KeePass) you will most likely be prompted to change the saved password to the new password the first time you log in with the new password.

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Getting Help

For support of the information above, contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

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