(http://uni.edu/its)

Who do I contact to get a passphrase manually reset?

Passwords

Resetting a passphrase on campus depends upon the system. See below for a table with contact information.

If your CatID is just expired then all you have to do is sign in to MyUNIverse and you will be prompted to reset it yourself.

If your wireless stops working it is likely your workstation passphrase expired and needs to be reset (in MyUNIverse Reset CatID Passphrase) then subsequently entered on your wireless device.

System	*CCC* *(ITTC Building Room 36)*	*Phone* *(273-5555)*	*(ITS-*
Email (CatID)	**Yes**	**Yes**	
Active Directory (Most use CatID)	**Yes**	**Yes**	
Computer Lab & WiFI (CatID)	***MyUNIverse / My Account / Reset Computer Lab & Wifi***		
Active Directory (ADV or CSBS)	***Note: Contact Your Local Support Staff***		
MyUNIverse (CatID)	**Yes**	**Yes**	
eLearning (CatID)	**Yes**	**Yes**	
Web Accounts "Sunny" (CatID)	**Yes**	**Yes**	
Calendar (CatID)	**Yes**	**Yes**	
e-Business (CatID)	**Yes**	**Yes**	

For resets at the Computer Consulting Center (CCC) please bring your photo ID.

Common CatID Login Errors & What To Do

Pwd_exp_auth

This error occurs when you login to either WebAccess or Webmail with an expired CatID passphrase. **Don't keep trying email, you must login to MyUNIverse** with the expired passphrase and you will be prompted to choose a new one.

ERROR: auth_fail_exception

This error occurs when you login to either WebAccess or Webmail with an incorrect passphrase. Check to make sure that ?caps lock? is not on. You can also check the spelling of your passphrase keeping in mind that passphrases are case sensitive.

Login Failure

This error occurs when you login to MyUNIverse with an incorrect passphrase. Check to make sure that ?caps lock? is not on. You can also check the spelling of your passphrase keeping in mind that passphrases are case sensitive.

Source URL: http://uni.edu/its/support/article/704

Links:
[1] mailto:ITS-Consult@uni.edu