

# Randolph-Macon College

## Password Self Service

### Table of Contents

➤ <b>Creating or Updating your R-MC Password Self Service Configuration</b> .....	2
➤ <b>Problems Answering the Questions?</b> .....	2
➤ <b>Why is a Password Reset Profile necessary?</b> .....	2
➤ <b>If you have Forgotten your Password or wish to Change your Password</b> .....	3
➤ <b>Password Requirements</b> .....	4
➤ <b>Effects of Changing your Password</b> .....	4

## ➤ Creating or Updating your R-MC Password Self Service Configuration

To create or update your Q&A profile, open the Self-Service site home page - [R-MC Password Self Service](#) then click My Questions and Answers Profile, and follow the wizard's instructions. (If embedded links are disabled or for some reason the above link does not work copy and paste this link into your browser - <https://pss.rmc.edu/QPMUser>)

In some cases, you may receive an email request to create and/or update your Profile (example below). You can use the links within the email to access the system.

**From:** PSSadmin

**Sent:** Thursday, March 20, 2014 5:31 AM

**To:**

**Subject:** R-MC Password Self Service - Reminder to Create or Update your Question & Answer Profile

*You must create or update your personal Questions and Answers profile due to administrative changes to the R-MC Password Self Service configuration.*

*To create or update your Q&A profile, open the Self-Service site home page - [R-MC Password Self Service](#) then click My Questions and Answers Profile, and follow the wizard's instructions. (If embedded links are disabled or for some reason the above link does not work copy and paste this link into your browser - <https://pss.rmc.edu/QPMUser>)*

*Thank you!*

*R-MC ITS*

*For information regarding this email please contact the ITS Helpline via email at [helpline@rmc.edu](mailto:helpline@rmc.edu) or via phone at (804) 752-8500, Mon - Fri 8:00am to 5:00pm.*

## ➤ Problems Answering the Questions?

The first 2 questions are mandatory and the same for all users because they are the questions the Helpdesk will use to verifying identity in the help-desk portal.

If someone doesn't know or doesn't want to answer all the questions, it is permissible to use a false answer - a lot of security experts say to never answer security questions truthfully anyway. If they are worried that they will forget a false answer, they can respond with "I don't know". The system doesn't check the format of the answer (except that it has to be at least 4 characters) so that is an acceptable answer.

## ➤ Why is a Password Reset Profile necessary?

If you DO NOT have a password profile in place after changing your password, you will risk being locked out of your R-MC account for accessing on-campus technology resources, including Moodle, and other systems required for education and administrative purposes.

Setting up the password profile will give students a means of resetting/recovering passwords for Moodle and on-campus computers on a 24/7 basis.

Faculty/staff will be able to reset the password they use for logging on to their computer, Moodle, and other administrative systems.

The password reset tool/profile is NOT going to make any changes to passwords currently used for Jenzabar, MyMaconWeb, or payroll/timekeeping (ADP).

## ➤ If you have Forgotten your Password or wish to Change your Password

### College Owned Computer:

- On the log-in screen click on the “Forgot My Password”
- You will be taken to the Password Self Service screen. Log in.

### Personal Device:

- Go to the link on the My Macon Web page (<https://mymaconweb.rmc.edu/ics> )
- Click the link for RMC-Password Self-Serve. Log in.

Edit View Favorites Tools Help

**R-MC Password Self Service** English **R-MC**

Find Your Account

Enter part of your first and/or last name or user name:

Location:

Enter the characters you see on the picture.  
**X8PZL** [Get new image](#)

On the next screen, choose the option you need and follow the directions given from that link.



### My Questions and Answers Profile

Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.



### Forgot My Password

Set your new password by answering a series of private questions.



### Manage My Passwords

If you know your current password, you can securely change all your passwords.



### My Notifications

Select events that you want to be notified about, such as when your password is changed or your account is unlocked.

 Disabled Tasks

## ➤ Password Requirements

You password will need to meet the following criteria to be accepted:

- 8 characters minimum, 128 maximum
- Must contain at least 2 alphabetic characters, at least 1 uppercase and at least 1 lowercase.
- Must contain at least 1 number.
- Can contain special characters but they are not required.
- The system will remember the last 5 passwords used.
- The minimum password age is 1 day – you can't change it twice in the same day.
- The maximum password age is 365 days - they have to be changed once a year.

***If you have difficulty changing your password or updating your profile, contact the ITS Helpline at (804) 752-8500 M-F 7:30am to 5:00pm.***

## ➤ Effects of Changing your Password

You will need to update your password:

- On your cellphone
- On your personal mobile devices e.g. iPad
- STUDENTS: Remap your network on your personal computers. Directions can be found on the ITS Helpdesk page <http://www.rmc.edu/Offices/its/help.aspx>