
How To Troubleshoot Your Repeatedly Locked User Account

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1. Overview/Scope

All University current members are issued with User accounts. User accounts must be active to ensure successfully access University IT resources (e.g. Email, Wi-Fi, VLE etc). This guide is to help you avoid locking out your University User account and what to do if this occurs.

2. Why is my User account repeatedly locked out?

For security, it is recommended that all users of University computer systems change their login password every 3 months. For students this is only a recommendation and is not enforced. Staff, however, will be warned when they log into a University Staff PC if their password is nearing expiry, and will eventually be forced to choose a new one.

Anyone can change their password at any time, please see the “How can I change my current password?” in this document. Your new password will take effect immediately. However, if you repeatedly use your OLD password (or have trouble remembering your new password) your account may become locked, preventing you from logging in or using any online services, including the Wi-Fi.

An account will become locked if more than 5 incorrect login attempts are made within a 60 minute period. Once locked, an account stays locked for 2 hours, or until it is unlocked using the self-service web portal, or by calling to the IT Services Helpdesk (01280 824248 or Ext. 2248) weekdays between 09:00 and 17:00.

Account lockouts are normally caused by any of the following:

- Typing a password incorrectly either at the Windows login screen of a University computer, the online login forms of Webmail (Outlook Web Access) and Moodle or other websites which prompt for the University username and password.
- A device automatically trying to use the OLD password as it hasn't been updated with the new one, such as mobile devices trying to connect to the University Wi-Fi or mailbox. All of your own PCs, laptops, mobile phones, eBook readers, smart watches, etc. need checking.
- Logging into a website such as Moodle (VLE) or Webmail (OWA) where your internet browser auto-fills your login details for you. As passwords are normally just shown as a series of dots, you can't see if it is still using an old password.

3. What do I do if my User account has been locked out?

Register for and use The University of Buckingham User Account Self-Service System. This, easy to use, system enables you to reset your password and unlock your account without having to contact the IT Services Helpdesk.

Remember to register on the system now BEFORE you need to rely on it!

To register, carry out the following on any computer connected to the Internet:

- Launch a Web browser and navigate to <https://adssp.buckingham.ac.uk:9251/>.
- Use the form to sign in to the system using your username, password and domain.
- Register your security questions/answers (“Security Questions” tab) and mobile number (“Verification Code” tab) Please note the following:

- When asked to enter your mobile number, enter "44" (without quotes) in the first box (assuming you have a UK registered mobile) and then the rest of your mobile number WITHOUT the first zero and without spaces in the second box. i.e. +[44] [7711654321].

Once registered, you can go to the <https://adssp.buckingham.ac.uk:9251/> address and click "Unlock Account". Follow the instructions on the screen and enter the required details as prompted. If the details are correctly submitted. A code will be sent to your registered phone. Type the code into the "Confirmation code" box and your account will be unlocked.

If you forget your password, follow the same process but select "Reset Password". After you have confirmed your security details you can then choose a new password.

4. How do I prevent my User account from being locked out?

- Enter your password correctly. If at first the password was not accepted, check your keyboard setting and enter the details carefully.
- Ensure that you update your password in ALL the places where the OLD password may have been automatically remembered. This includes Wi-Fi connections on all your devices, everywhere you collect email and any web browsers that offer to auto-fill your password for you.
- Keep your current password safe and secure.

5. How can I remove/forget OLD passwords stored on my devices?

5.1. Forgetting Wi-Fi Password

N.B. The following instructions all relate to the normal on-campus "UoB-WiFi". If you use the "eduroam" service to log into other institutions' Wi-Fi using your University account details, repeat the same steps again, replacing "UoB-WiFi" with "eduroam".

- **iPhone / iPad:**
 - Launch the "Settings" app, tap "Wi-Fi", tap the "Info" button next to the entry for "UoB-WiFi", then tap "Forget This Network".
 - Re-select "UoB-WiFi" from the "Choose a Network" list, enter you full email address and new password. If a Certificate message shows, click "Trust" in the top right corner.
- **Android:**
 - From the main menu go into "Settings", then tap "WLAN". Look for "UoB-WiFi" in the list of networks, and long-press then entry. Select "Forget network" from the popup that appears.
 - Re-select "UoB-WiFi" and connect using your full email address and new password. (Remember to select EAP method as "PEAP", Phase 2 as "MSCHAPV2", Certificates as "Unspecified", "Ignore" or "Do not use", and leave Anonymous ID blank).
- **Mac / MacBook:**
 - Click on the Wi-Fi symbol along the top menu bar, then click "Open Network Preferences".
 - Click on "Wi-Fi" in the menu on the left, then click "Advanced".
 - Find "UoB-WiFi" in the list of known Network Names, click it, then click the '-' symbol (where it says "+ - Drag networks into the order you prefer").
 - Click "Remove" to confirm.
 - Click on the Wi-Fi icon in the top corner of the screen, click "Turn Wi-Fi Off", wait a few seconds, then click "Turn Wi-Fi On".
 - You should now be able to select "UoB-WiFi" from the list of available connections, and re-connect using your full email address and new password.
 - In addition, Apple users have the ability to save passwords into their "Apple Keychain", allowing passwords to be shared between Apple devices. The old passwords need to be delete from the Keychain. The can be done as follows:
 - From your Mac, go into "Finder", click "Applications", search for "Keychain Access" and open the application.
 - Select "Passwords" from the Category list.
 - Click into the search box in the top right corner of the Keychain Access windows, and search for "buckingham.ac.uk".
 - Select them all (or highlight each one), right-click and select "Delete". Click "Delete" again to confirm. Repeat if necessary until no entries containing "buckingham.ac.uk" remain.
- **Windows 10:**
 - Open the "Settings App", then "Network & Internet". Click "Wi-Fi", then "Manage Wi-Fi Settings". Look for an entry called "UoB-WiFi", click it, then select "Forget".
- **Windows 7:**

- Click Start, Control Panel, Network & Internet, Network & Sharing Center. Click "Manage wireless networks". Look for an entry names "UoB-WiFi", click it, and then click "Remove"
- **Kindle:**
 - Tap the very top of the screen, then tap the menu icon (three vertical dots). Tap "Settings", "Wireless", "Wi-Fi Networks", tab "UoB-WiFi", then "Forget"
- **iWatch:**
 - Assuming that you have updated the Wi-Fi password on your iPhone, the new password will automatically update across onto the iWatch the next time that two devices are connected by Bluetooth. If your iPhone is not present, put you iWatch into flight-mode to prevent it trying to connect to Wi-Fi.

5.2. Forgetting Email Passwords

N.B. On many devices, you do not actually need to open the Mail app for it to check automatically for mail in the background, meaning that you can easily be locked out without knowing that it was the email app being responsible. Follow these instructions to update your email password on all of your devices.

- **iPhone / iPad Mail App:**
 - From the "Settings" screen, tap "Accounts & Passwords". Check the list of accounts for any relating to your "@buckingham.ac.uk" University address (tap on each in turn and check the email address at top if unsure).
- **Outlook on iPhone:**
 - Open the Outlook app. If it doesn't already have the correct password it will say "We are having trouble accessing your account. Please login again". Click "Login", and enter your full email address and new password.
- **Outlook 2013/2016 (Windows):**
 - Run Outlook, click File, Account Settings, Account Settings.
 - Check the list of accounts for that may relate to your University account, and if found click on it and click "Change". Follow any on-screen instructions (usually clicking "Next"), and enter the correct password when prompted. Click the "Remember this password" box is present. If there is no prompted to enter a password, then it already has the correct one saved.
- **Windows 10 Mail:**
 - Click the Start button, type in "Mail" and run the Mail app.
 - Click the "Settings" icon (the small cog in the bottom right corner of the left hand panel), then click on the University email account (if listed). If your new password is not already know you will be prompted to enter it.
- **Mac Mail:**
 - In "System Preferences", go to "Internet Accounts".
 - Check any "Exchange" accounts listed where the name shown in the top right corner of the windows matches your Student or Staff username. Click "Details", re-type your new password and ensure that no errors show when you click "OK".
- **Microsoft Outlook for Mac:**
 - Click Tools, Accounts, select your University account from the list on the left. Type your new password into the "Password" box.

5.3. Other places your old password may be stored

N.B. Web browsers often keep a copy of passwords so they can auto-complete them when you visit a website that asks you to log in. Use these instructions to forget your old passwords for any University-related websites.

- **Internet Explorer: (Non-University computers only):**
 - Click the cog icon (Settings) to the right of the search bar (usually very top right) and click "Internet Options".
 - Click the "Content" tab, then in the "AutoComplete" section click "Settings" followed by "Manage Passwords" and "Web Credentials Manager".
 - Check the list for any University related websites, and use "Remove" on each to forget the passwords.
- **Safari (Mac):**
 - On the top meu, click on "Safari" then "Preferences" and then click on the "Passwords" icon. You will be prompted to enter your MAC password.
 - Click into the search box and enter your University username (e.g. student ID or staff forename.surname). This will show a list of all remembered websites where your username was used.
 - As you click each entry in the list, the remembered password will be displayed. If the OLD or incorrect password is shown for any, click the "Remove" button.

- **Mobile Safari (iPhone/iPad):**
 - Open the "Settings" App, tap "Accounts & Passwords" and confirm your identity
 - Tap "App & Website Passwords". Tap into the search box and enter your University username (e.g. student ID or staff forename.surname). This will show a list of all remembered websites where your username was used.
 - Tap each entry in turn to view the saved password. If it is incorrect, tap "Edit", tap the red circle next to the website name, then tap "Remove".
- **Firefox:**
 - Click the menu icon (three horizontal bars) in the top right corner.
 - Depending on your version, either click "Preferences" followed by "Security", or click "Options" followed by "Privacy & Security".
 - Click the "Saved Logins..." button, then "Show Password". Answer "Yes" when asked if you're sure.
 - Click into the search box and enter your University username (e.g. student ID or staff forename.surname). This will show a list of all remembered websites where your username was used.
 - As you click each entry in the list. If the OLD or incorrect password is shown for any, highlight them and click "Remove".
- **Chrome:**
 - Click the menu icon (three vertical dots) in the top right corner.
 - Click "Settings", then scroll down and click "Advanced". Scroll down further to "Password and forms" and click "Manage passwords" followed by "Privacy & Security".
 - Click into the search box and enter your University username (e.g. student ID or staff forename.surname). This will show a list of all remembered websites where your username was used.
 - Click the eye icon next to each to view its saved password. If you find any entries with old or incorrect password, click the "more options" icons (three vertical dots) to the right of the entry, then click "Remove". Repeat until you have checked each site listed.
- **Microsoft Edge (Windows 10):**
 - Whilst in Edge, press Alt & X, then click "Settings".
 - Scroll down to click "View Advanced Settings", then scroll down to click "Manage Passwords".
 - Edge doesn't allow you to view which password you have saved, so the safest way is to scroll through the list for any sites where you Student/Staff ID is shown, then click the cross to the right of the entry to forget that website.

6. How can I change my current password?

You can change your current password at any time using any of the following methods:

- Whilst logged into a University computer, press CTRL-ALT-DEL and select "Change Password".
- Whilst signed into the Outlook Web Access (OWA)/Webmail system, select the "Change Password" option.
- Whilst signed into The University of Buckingham User Account Self-Service System (<https://adssp.buckingham.ac.uk:9251/>), select the "Change Password" tab.

Please note that all passwords must meet the password complexity requirements. They are:

- Password has not been changed in the past 48 hours.
- At least 8 characters.
- Has not been used in the previous 24 passwords.
- Does not contain your account or full name.
- Contains characters from at least three of the four character groups: English uppercase characters (A through Z); English lowercase characters (a through z); numerals (0 through 9); non-alphanumeric characters e.g. !, \$, #, %

7. Appendices

None

8. Version History

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1.0	First issue of document. (M Gregory)	29-Jul-2018