



Queen Margaret University
EDINBURGH

Technology @ QMU



How to change your QMU password remotely

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INTRODUCTION

Passwords for QMU staff and students expire every 60 days. You will be notified up to 14 days in advance of your password expiring. If you fail to change your password before the expiry date, your account will be locked and you will be unable to login.

If this happens, you will need to contact QMU and request that your password be reset.

Staff should contact the IS Helpdesk:

ISHelpdesk@qmu.ac.uk

Students should contact the LRC Service desk:

LRCHelp@qmu.ac.uk

PASSWORD REQUIREMENTS

- Your password must be at least 7 characters long.
 - This is to make it much more difficult for the password to be 'cracked' or guessed.
- Your password must contain **3** of these 4 types of character:
 - Uppercase letters (ie A to Z)
 - Lowercase letters (ie a to z)
 - Numbers (ie 0 to 9)
 - Non-alphabetic characters (ie \$, !, £, % etc)
 - An example of a suitable password would be: Fr@nce98
- Your password cannot be the same as your username.
 - This would be a very insecure password, as it is very easy to guess.
- Your password cannot contain your full name or part of your name.
- QMU systems will prompt you to change your password every 60 days.

CHANGING YOUR PASSWORD REMOTELY

There are 3 main ways to change your QMU password remotely.

Via the QMU Citrix Remote Desktop service

Using your internet browser, go to: <https://access.qmu.ac.uk>



Enter your usual QMU network username, password and enter QMU as the domain. Click on Log In to continue.

If you haven't already configured the Remote Desktop service on your computer you will be prompted to download and install the Citrix client.

Instructions on how to do this are available here:
http://www.qmu.ac.uk/it/Remote_Access/default.htm

Once you have logged in to the Remote Desktop service, press the [CTRL] [ALT] and [DELETE] keys together. This will bring up the Windows Security dialog box.

Click on the Change Password box.

Input your old (ie current password) where prompted.

In the New password box enter a new password of your choosing.

Enter your new password again in the Confirm new password box.

Click Ok.

Your password has now been changed.

Alternative method via the Citrix Remote Desktop service

Depending on your computer setup the [CTRL] [ALT] and [DELETE] option may not work correctly within the Citrix Remote Desktop environment, and may fail to bring up the Windows Security dialog box.

Instead, you can launch this dialog box when you are logged into the Citrix environment by following these steps:

Click on Start.

Choose Windows Security.

This will bring up the Windows Security box.

Proceed as outlined above.

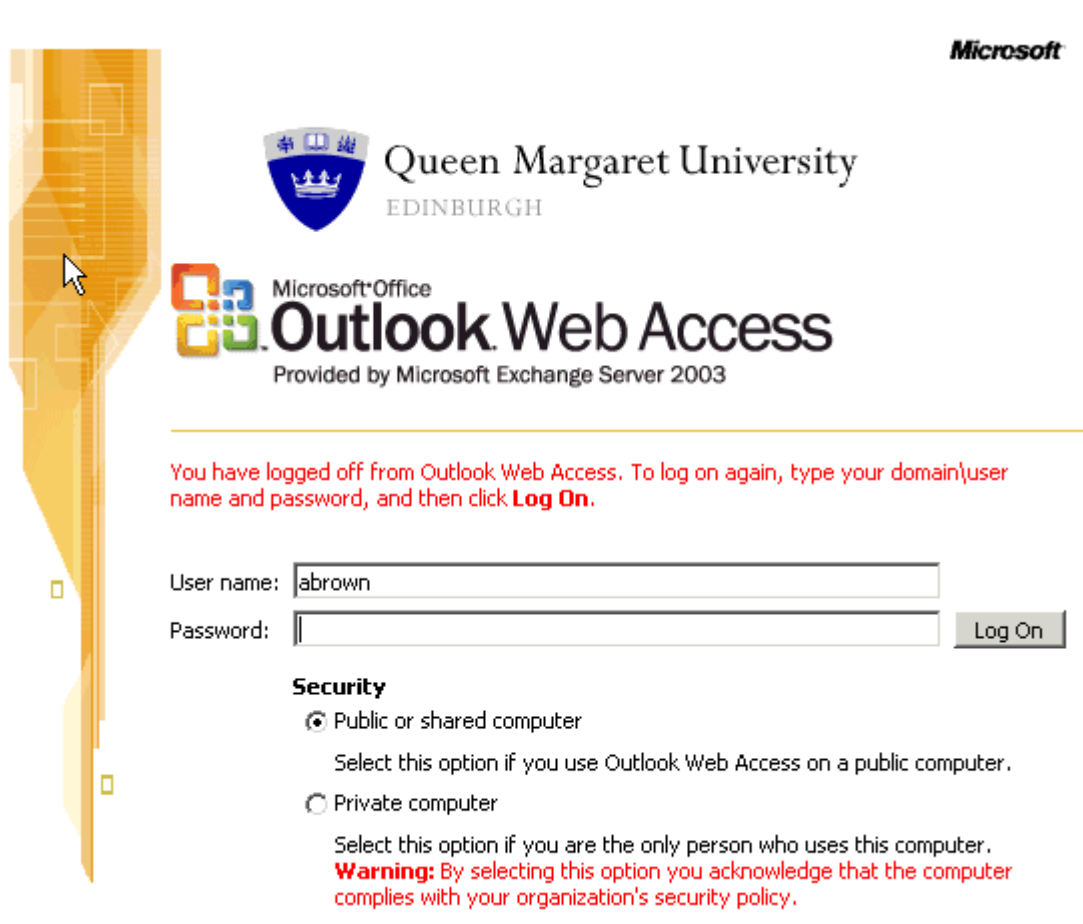
Outlook Web Access

Outlook Web Access allows you to send and receive emails via a web browser such as Internet Explorer from any computer in the world with an Internet connection.


You can also use it to reset your QMU password remotely.


HOW TO ACCESS OUTLOOK WEB ACCESS (WEBMAIL)

- Open a web browser (eg Internet Explorer or Mozilla Firefox).
- Go to <https://mail.qmu.ac.uk/> (note the use of https instead of http!). You will now be prompted to login to Outlook Web Access.
- Enter your QMU username and password.
 - This should have been supplied to you already in an email.



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 Microsoft Office
Outlook Web Access
Provided by Microsoft Exchange Server 2003

You have logged off from Outlook Web Access. To log on again, type your domain\user name and password, and then click **Log On**.

User name:

Password:

Log On

Security

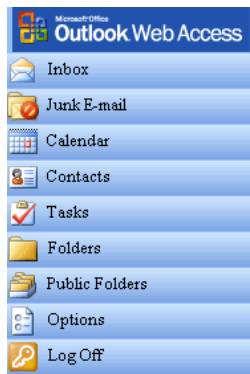
Public or shared computer
Select this option if you use Outlook Web Access on a public computer.

Private computer
Select this option if you are the only person who uses this computer.
Warning: By selecting this option you acknowledge that the computer complies with your organization's security policy.

- If you use a dial-up modem connection and you feel that it's slow you may wish to select **Basic** Client. You will have reduced functionality but the speed will be faster.
- Vista users must choose the **Basic** client, otherwise they will not be able to compose or reply to emails.
- **Note:** Do not change the **Security** section. Leave it as **Public**.

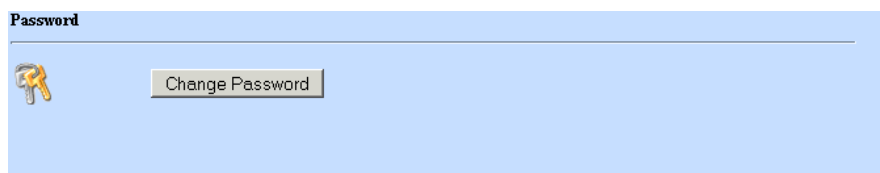
HOW TO CHANGE YOUR PASSWORD

Once you have logged in, you will see the following on the left hand side of the screen:



Click on Options.

Scroll down until you reach the Password area.



Click on Change Password.



Type your username in the **Username** box.

Type your current password in the Old password box.

Then type a new password in the **New password** box. Type your new password again in the **Confirm new password** box. Then click **OK** to change your password.