1. PURPOSE

This document describes the process regarding password resets at Benedictine University (herein BenU). This process includes steps for users who have smart devices (phones and tablets).

2. AUDIENCE

a. This process applies to all BenU staff, faculty, students, and volunteers.
b. This process also applies to contractors, vendors, and volunteers while performing work for the university.

3. DEFINITIONS

a. **Term:** Smart Device
   
   **Definition:** A general term that refers to smart phones such as iPhones, Galaxies, and others as well as tablets such as the iPad.

4. PROCESS - follow this first process if using a smart device.

a. Exit Outlook on the computer (if it is open) and then either lock or shut down the computer.
b. Set any devices such as smart phones (iPhones, etc.) and tablets (iPads, etc.) into airplane mode.
c. Go into the email settings on the device and change the password to the new password. *Please refer to the Password Policy for up-to-date password requirements.*
d. Turn WiFi access on *without* turning airplane mode off.
e. In the device’s WiFi settings, “forget” or remove the following networks (only possible if on campus):
   - both BenU- and Ben-Staff
   - both BenU- and Ben-Guest
f. Join either the BenU-Guest or Ben-Guest network
g. Open the internet browser on the device
h. Go to the Password Reset page on Ben.edu
i. Fill out the on-screen form and create new password
j. Once password has been successfully reset, “forget” the guest network on the device
k. Turn airplane mode off
l. Open the email app on the device to ensure passwords are correct.

*If the user does not have a smart device, then reset the password using the Password Reset page on Ben.edu*