Please take a moment to read and print these instructions out so you are not logged into your email while trying to reset your password. It is highly recommended that you do your passphrase update during regular business hours in case you encounter any problems.

The following are the steps for changing your passphrase if you have both a desktop and a laptop that was configured for you by IUSD. It is recommended that you use the laptop first and have it connected to the network with an ethernet cable or have it in its docking station, additionally; you should have the wireless turned off and be completely logged out of your desktop (to ensure all applications are closed on your desktop, we recommend restarting your desktop while you do the passphrase reset on your laptop).

Requirements for passphrases can be found at the following link: [http://kb.iu.edu/data/acpu.html](http://kb.iu.edu/data/acpu.html)

1. Bring together all devices that you would use that access the IU network and IU email. This can include: desktops, laptops, iPads, iPhones, iPods, and android devices.
2. Turn off all wireless connections on all of your devices and log out of all university related applications (Onecourse, Onestart, email, etc.) and log out of all open files or folders. This step is very important – if not followed, you may run the risk of your account becoming locked.
3. Go to: [https://passphrase.iu.edu](https://passphrase.iu.edu)
4. Click the Get Started button at the bottom.
5. Log in with your current university credentials – do not select change passphrase if prompted, click continue.
6. The next page should already be populated with your username and you will need to type in your current password/phrase on the second line. You will need to type your new passphrase on line three and again on line four.

**Note to Mac and Linux users:** Currently, passphrases greater than 31 characters may not work when connecting to a VPN.

7. Once you submit your passphrase change and it comes back as submitted successfully, then you need to wait for 15 minutes.
8. After the 15 minutes, log off of your computer (do not restart).
9. Log back into your computer.
10. Once your computer has completely logged in and everything has finished loading then you can restart your computer.
11. At the encryption (PGP) login screen when the system restarts, enter your new passphrase.
12. This should now boot into windows and you may or may not need to enter the passphrase for your email and wireless connections depending on whether or not they are set to prompt for login credentials. You will need to enter your new credentials when you use the VPN connection.
13. To ensure you are picking up all the latest updates on your system it is recommended to restart your computers at this time.
14. You can now log back into your desktop with your new passphrase, again you may be prompted to enter your new passphrase as you open your Outlook or access university web sites that require credentials to log in.
15. For mobile devices, it is recommended to change your passphrase on your email accounts as soon as the device is turned on. Then if you also use the wireless options, you should go to the settings for your wireless connection and update your passphrase there.
Should you encounter problems, you can contact the support center for assistance.

*Note: If you have web browsers that have your password saved, you may be prompted the first time you try to access the site to update your passphrase. Your home computers will now need to use the new passphrase as well when you log into University applications that require a sign on.