My Password Services for ALL Students

My Password Services will maintain the synchronized password you will use for all NC State programs (Office 365 / Outlook Email, MyNC, Canvas, and My Password Services). It will be used to change your password, reset forgotten passwords, and unlock a locked account.

Password Expiration

- In the future your password will expire every 90 days. It is a good practice to get in the habit of changing your password every 90 days now.
- All password changes must be done through My Password Services only.

Confirmed Password Policy

Please follow the conventions of the Confirmed Password Policy when creating your new password:

- Password must not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Be at least eight characters in length.
- Contain characters from three of the following four categories:
  1. English uppercase characters (A through Z)
  2. English lowercase characters (a through z)
  3. Base 10 digits (0 through 9)
  4. Non-alphabetic characters (for example: @, !, $, #, %)
- Complexity requirements are enforced when passwords are changed or created.
- Enforce password history = 12 passwords remembered.
- Maximum password age = 90 days.

How to Access My Password Services

Click on the “Key” symbol from our home page or roll over Student Services and choose My Password Services from the pop up menu.

My Password Services Login

Log into My Password Services using your current NC State student username and password. Please see the Student Username and Password document found on the Help site, www.ncstatecollege.edu/help if you do not know your login information.

Next to Log on to: Choose NCSTUDENT
Enroll
First time visitors of “My Password Services” will get a welcome screen with a link to enroll if you haven’t already enrolled.

1. Enrollment consists of answering security questions.
2. When you successfully complete the enrollment, you can then use the website for password maintenance.

Changing Your Password
You can change or reset your password at any time once you are enrolled in My Password Services.

To change your password, log into My Password Services and click on the Change Password link.

Forgot Your Password?
If you forgot your password and can’t log into My Password Services, you can use the Reset Password option. (This option is only available if you are already enrolled in the program).

Domain User Name is your NC State student username.

Domain Name is NCSTUDENT
Unlock Your Account

If you are enrolled in My Password Services and have locked your account by too many attempts to login into any of the programs, or your password has expired, you can unlock it using the Unlock Account feature.

1. Click on Unlock Account.
2. Enter your NC State username.
3. Domain Name = NCSTUDENT
4. Enter the shown security letters (Security letters will not be the same as this picture.)
5. Choose Use my security answer to verify my identity option, then enter the screen security code. You will be given your original security questions to answer.

Password Expiry Notification

Enrolled participants of My Password Services will receive a Password Expiry Notification email message to remind you to change your password.

Dear Anthony L. Taylor, Your password will expire on 10/14/14 08:32:01 (05/31/yy HH:mm:ss). Please change your domain password through the My Password program as soon as possible. Thank you. Regards NC State Network Administrator

Please contact the IT Service Desk 419-755-4734 for more assistance.