

Changing Your Tufts Password Across Multiple Devices

Changing Your Tufts Password

Every 180 days, Tufts faculty, staff and students are required to change their Tufts Password. If you have multiple devices (laptop, desktop, smart device, etc.) that are configured to automatically connect to Tufts resources such as email, you will need to ensure that you update the settings for these devices immediately after you reset your password. This tip sheet will guide you through the process.

Before You Begin

Before changing your password, the following actions are strongly recommended:

- Change your Tufts Password while you are on campus and connected to the Tufts network. Use Tufts Tools (<http://tuftstools.tufts.edu>) to complete this process.
- Change your password from your primary Tufts computer. When you have finished changing your password, restart your computer.
- Have all of your smart devices (iPhone, Android phone, iPad, tablet, etc.) available. If these devices are configured to access Tufts email, the Tufts Password will need to be updated.
- If you change your Tufts Password on your primary computer but do not change it on smart devices, your Tufts account may become locked.
- In order to protect the integrity of Tufts data and computing resources, all accounts are locked after a password has been entered incorrectly 5 times.

Step 1: Change Your Tufts Password from Your Primary Computer Using Tufts Tools

To reset your password, complete the following steps:

1. From your primary Tufts computer, go to the Tufts Tools website at <http://tuftstools.tufts.edu>.
2. Select **Change my Tufts Password**. The *Do you know your current Tufts Password* page opens.

What would you like to do?

Change my Tufts Password

If you know your current Tufts Password:

- a) Click **Yes, I know my current Tufts Password**. The *Change Password Step 1* page opens.

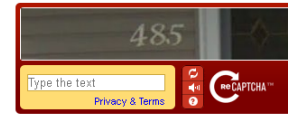
Change Password

Please log in to change your Tufts Password.

Step 1 of 2:

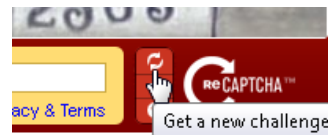
Tufts Username	<input type="text"/>
Tufts Password	<input type="password"/>

Please enter the words or numbers you see below and click **Next**



Next

- b) Enter your **Tufts Username** (e.g. jjumbo01).
- c) Enter your current (old) **Tufts Password**.
- d) Enter the text you see in the graphic. If you cannot read the text, click the circular arrows (*Get a new challenge*).



- e) Click **Next**. The *Change Password Step 2* page opens.

Reset password for @tufts

Tufts Username	@tufts
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

Reset Password

- f) Enter a **New Password**. Be sure to adhere to the strong password standards as outlined on the page.
- g) **Confirm New Password** – enter your new password again.
- h) Click **Reset Password**. Your password has been updated.
- i) Restart your computer.

If you do not know your current Tufts Password:

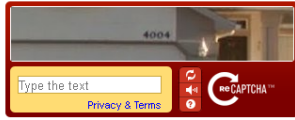
- a) Click **No, I do not know my current Tufts Password**. The *Password Recovery Step 1* page opens.

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Step 1 of 3:

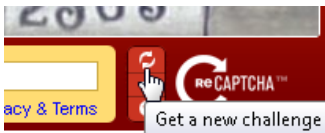
First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Tufts Username	<input type="text"/>

Please enter the words or numbers you see below and click **Next**



[Next](#)

- b) Enter your **First Name**. Begin your name with a capital letter and use your legal name at Tufts.(e.g. James instead of Jim).
- c) Don't include your middle initial unless it is part of your Tufts identity. Typically, it is only used to distinguish accounts with many common last names, such as Smith, Jones, O'Neil, Murphy, etc.
- d) Enter your **Last Name**.
- e) Enter your **Tufts Username** (e.g. jjumbo01).
- f) Enter the text you see in the graphic. If you can't read the phrase, click the circular arrows (*Get a new challenge*) to reset the phrase until you can accurately read and reproduce the phrase.



- g) Click **Next**. The Password Recovery Step 2 page opens.

Step 2 of 3:

We need a little more information to verify your identity.

Last 4 digits of your SSN	<input type="text"/>
Your date of birth (mm/dd)	<input type="text"/> / <input type="text"/>

[Next](#)

- h) Enter the **last 4 digits of your SSN**.
- i) Enter the **month and day of your birth**.

- j) Click **Next**. The *Password Recovery Step 3* page opens.

Reset password for @bragg12

Tufts Username	@bragg12
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>

[Reset Password](#)

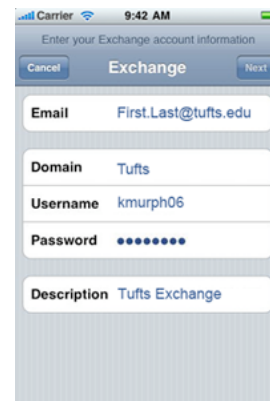
- k) Enter a **New Password**. Be sure to adhere to the strong password standards as outlined on the page.
- l) **Confirm New Password** – enter your new password again.
- m) Click **Reset Password**. Your password has been updated.
- n) Restart your computer.

Step 2: Update Your Password on Mobile Devices

After you have reset your password using Tufts Tools, your next step is to update your mobile devices. It is recommended that you do this **immediately** after changing your Tufts password. The following sections will provide instructions by mobile device type.

iPhone/iPod Touch

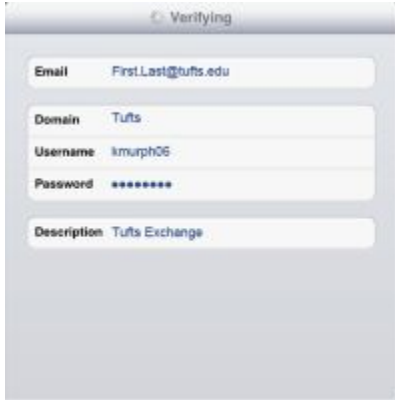
1. From the Home screen, tap the Settings icon. The settings panel appears.
2. Tap **Mail, Contacts, Calendars**. The mail, contacts, and calendars screen appears.
3. From Accounts, select **Exchange**. The Exchange screen opens.
4. Under Exchange, tap your **Tufts Account**.
5. In the Password section, tap your Password to edit it. Enter your new Password. Tap **Done** to finish.



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iPad

1. From the Home screen, tap the Settings icon. The settings panel appears.
2. Tap **Mail, Contacts, Calendars**. The mail, contacts, and calendars screen appears.
3. From Accounts, select **Exchange**. The Exchange screen opens.
4. Under Exchange, tap your **Tufts Account**.
5. In the Password section, tap your Password to edit it. Enter your new Tufts Password. Tap **Done** to finish.



Android Device

1. From the Home screen, tap the **All Applications** button. The All Apps screen appears.
2. Tap **Mail** from the list of applications. The Mail application opens. If you have more than one email account enabled, select your Tufts Email account. The Inbox opens.
3. Press **Menu** to view additional options for the account. Select **More**.
4. Scroll down, and select **Settings**.
5. Select **Account Settings**.
6. In the Password field, enter your new **Tufts Password**.
7. Tap **Save** to finish.

Step 3: Update Your Secondary Computer

After updating your primary computer and mobile devices, you last step is to update your secondary computer (laptop, etc.), if applicable.

PC

1. Connect your laptop to the Tufts network.
2. Log into the computer. This may require a password separate from your Tufts password.
3. Open Microsoft Outlook to ensure that it connects to your mailbox automatically.

Mac

1. Turn on the Mac and connect it to the Tufts network.

2. Log into the computer. This may require a password separate from your Tufts password.
3. Next, open MS Outlook (or your preferred Mac email client) and enter your new Tufts Password when prompted.
4. Restart the Mac.

Encrypted Windows Laptops

If your Windows laptop is a McAfee encrypted laptop, when you change your Tufts password, you may need to use your old Tufts password the first time you log back in.

There can be a slight delay as the password synchronizes between the McAfee and Exchange servers.

If you encounter any problems with this process, call 617-627-3376 or send email to it@tufts.edu.

Additional Support

If you need help, please call 617-627-3376 or send email to it@tufts.edu.