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Changing User Password for the electronic services of Open University of Cyprus

USER GUIDE

Information and Technology Service, Open University
of Cyprus

User Guide - Changing User Password for the electronic services of Open University of Cyprus

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1 INTRODUCTION

This User guide concerns the procedure for changing the password for the electronic services of Open University of Cyprus (OUC).

The password must be changed using Mozilla Firefox or Google Chrome. Internet Explorer should not be used due to incompatibility issues. Also avoid changing the password via smart devices (tablets, smartphones).



We kindly remind you that when you change the password it is automatically changed and updated for all the systems, such as Email Service, eclass platform and OUC Portal service.

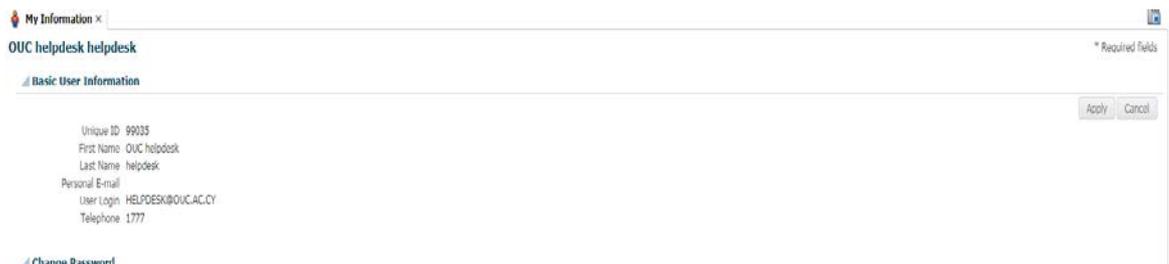
1.1 Changing the password via a link

- i. Move to the webpage <http://sso.ouc.ac.cy/identity> using your current credentials.
- ii. Select *My Information*



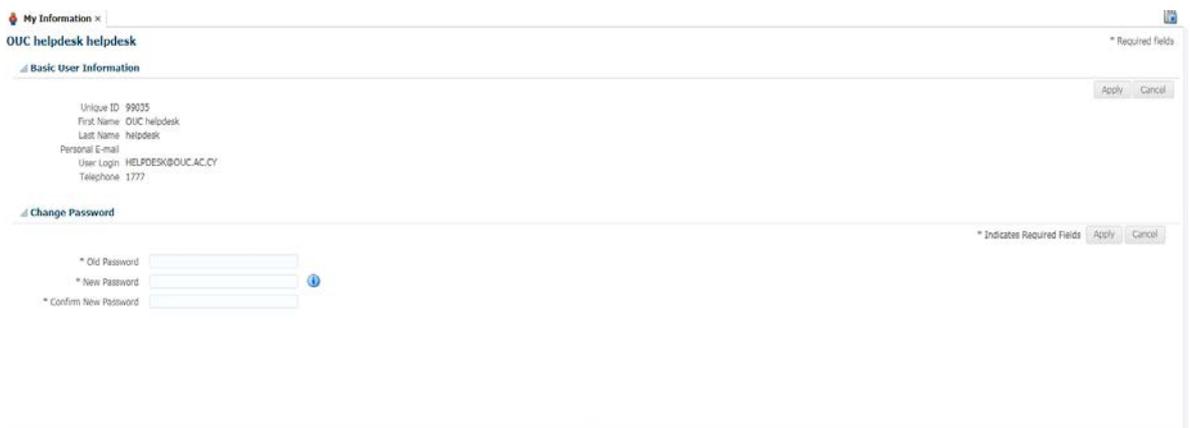
Picture 1

- iii. Select *Change Password*

The image shows a web form titled 'My Information x' and 'OUC helpdesk helpdesk'. It has a tab for 'Basic User Information' which is active. The form displays the following information: Unique ID: 99035, First Name: OUC helpdesk, Last Name: helpdesk, Personal E-mail: HELPDESK@OUC.AC.CY, User Login: HELPDESK@OUC.AC.CY, and Telephone: 1777. There are 'Apply' and 'Cancel' buttons at the bottom right of the form.

Picture 2

- iv. The following screen will appear

The image shows the same web form as in Picture 2, but now with the 'Change Password' section expanded. It contains three input fields: '* Old Password', '* New Password', and '* Confirm New Password'. There is an information icon (i) next to the 'New Password' field. 'Apply' and 'Cancel' buttons are visible at the bottom right.

Picture 3

1.2 Changing Password

- In the field *Old Password* enter your current password
 - In the field *New Password* enter your new password that you wish to have. The password that you have to enter must comply with the following requirements:
 1. Must be at least 8 characters and not more than 15 characters
 2. Must include characters from at least 3 categories
 - i. Lowercase Latin characters
 - ii. Capital Latin Characters
 - iii. Numbers
 - iv. Special Characters (π.χ. @ & # ! +)
 3. Numbers and letters should be at least 6 characters
 4. Repeated characters are not allowed (π.χ. xx, ddd, ff, 11, ##)
 5. You can not entered your name or surname
 6. It should not be the same with the last 2 password codes that you have used
 - In the field *Confirm New Password* retype your new password
- i. Click *Apply* in order to save your password.

1.3 Successful change of Password

Your password will change if all three requirements below are satisfied:

1. The *Old Password* is valid
2. The *New Password* complies with the security requirements
3. In the field *Confirm New Password* you entered the same password as in the previous field (New Password).

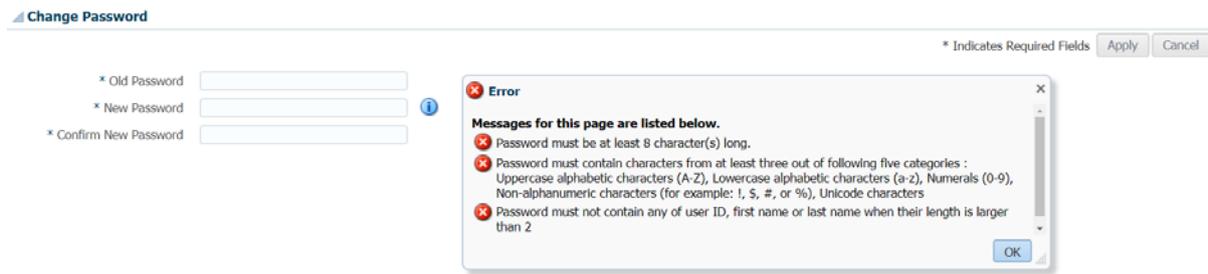
If any of the above requirements is not met, the system will show you the equivalent error warning message. In case the Old Password you entered is not valid the following error will be shown as in Picture 4



Picture 4

- i. In case the New Password does not meet the requirements mentioned above, the system will show an equivalent message as in Picture 5 allowing you to enter the data again.

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Picture 5

- ii. In case the password you have provided in the field Confirm New Password is not identical to the password provided in the field New Password the system will show you the following error as in Picture 6



Picture 6

- Log off from the system and login again using your new password.

1.4 Users Support

For any technical assistance please contact **HELPDESK OFFICE** via mail (helpdesk@ouc.ac.cy) or via phone (**00357 22411777**).