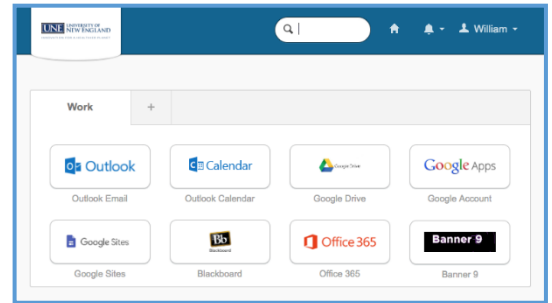


LOGGING IN WITH YOUR UNE WORKSTATION ON AUGUST 26TH

[Version 1.0 - Updated 08.15.2019]

On August 26, 2019 UNE will turn on our new Password Management system Okta. When this happens the password that is associated with your Nor'Easter credential will required to establish a new password at <https://okta.une.edu/>.



The following document will walk you through how to access your UNE workstation once this changeover occurs so that you can reset your password. **Please note that if you have reset your password already through another device then this guide does not apply to you and that you should refer back to the standard Okta Guide for syncing your new Okta password to your UNE workstation.**

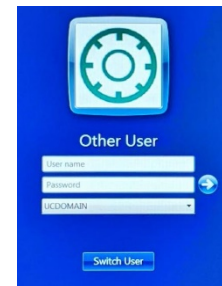
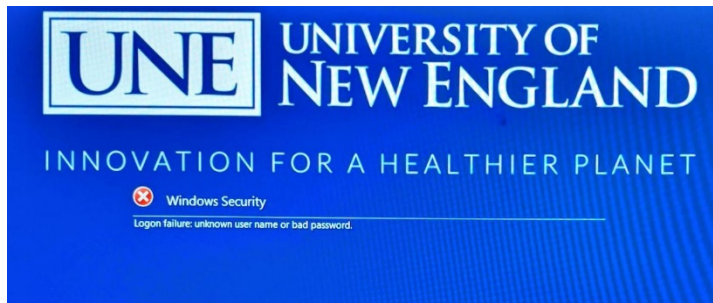
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LOGGING INTO YOUR DEVICE – WINDOWS

Once your device connects to the UNE network on August 26th our systems will change your login password and your current password will no longer work. The following steps will walk you through how to navigate through this process.

1. Most UNE devices are protected through Sophos SafeGuard, our encryption software. When you first turn on your device you will be prompted to sign into Sophos SafeGuard. As Sophos does not yet know that we have reset your password you will need to enter in your old Nor'Easter credentials.
2. Once Sophos accepts this password it will attempt to start Windows and you will be presented with an incorrect password prompt.



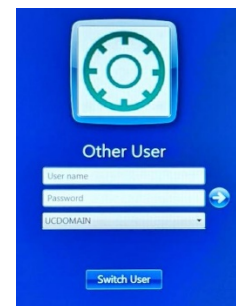
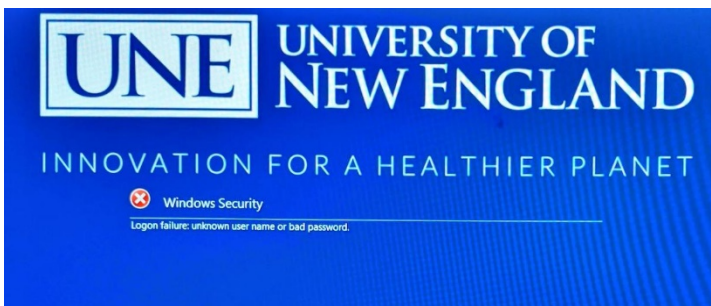
3. After this prompt you will be asked to sign into a “Other User” account.
 - a. Type in ITS.Assist in the User Name field
 - b. Type in Rollout19! In the Password field.
4. After these steps have been completed you will be logged into a safe user account where you will be able to reset your password at the okta portal, <https://une.okta.com>.

RESETTING YOUR SOPHOS PASSWORD - WINDOWS

To ensure maximum device security, you will be required to ***restart/log out of*** your UNE device each time you change your Okta password, using the instructions below.

NOTE: If your UNE device is not currently connected to a secure UNE network (e.g., you are at home, travelling or otherwise remote), you will need to continue to use your old password to log into your device until you connect to a secure UNE network (e.g., on campus). Once your device is connected to a secure UNE network (e.g., on campus), follow the relevant instructions below.

1. Once you have reset your password at <https://une.okta.com> you can restart your computer.
2. When your computer restarts you will be prompted with the Sophos login screen. As Sophos does not yet know that you have reset your password you will need to enter in your old Nor'Easter credentials.
3. After entering your old Nor'Easter credentials you will then be prompted to enter your new Nor'Easter credential that you have set through Okta.





4. As a final security check Sophos will ask you to repeat your old UNE password. You will need to enter your old password one more time, then Sophos will move forward with syncing the new Nor'Easter credential into your system.



WINDOWS 7 DEVICES

Windows 7 devices must be connected to an Ethernet connection to complete the password change.

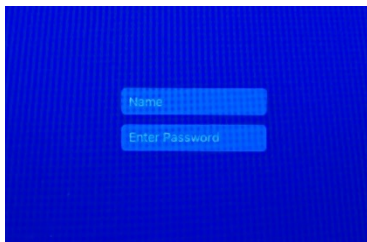
1. If your System Tray shows this icon, , you are connected to the Ethernet
 - a. Follow the instructions for "Windows 10 Devices", above
2. If your System Tray shows this icon, , you are connected to a wireless network:
 - a. Right-click the wireless icon pictured above
 - b. Select the connected network

- c. Choose “Disconnect”
- d. If other networks connect automatically, disconnect them as well
- e. Continue with Windows 10
- f. Follow the instructions for “Windows 10 Devices”, above

LOGGING INTO YOUR DEVICE – MAC OSX

Once your device connects to the UNE network on August 26th our systems will change your login password and your current password will no longer work. The following steps will walk you through how to navigate through this process.

1. Most UNE devices are protected through Sophos SafeGuard, our encryption software. When you first turn on your device you will be prompted to sign into Sophos SafeGuard. As Sophos does not yet know that we have reset your password you will need to enter in your old Nor’Easter credentials.
2. Once Sophos accepts this password it will attempt to start your Mac and you will be presented with a login prompt because your Mac has denied your old password from getting into the system. When this happens:
 - a. Type in ITS.Assist in the User Name field
 - b. Type in Rollout19! In the Password field.



3. After these steps have been completed you will be logged into a safe user account where you will be able to reset your password at our <https://une.okta.com> portal.

RESETTING YOUR SOPHOS PASSWORD – MAC OSX

To ensure maximum device security, you will be required to ***restart/log out of*** your UNE device each time you change your Okta password, using the instructions below.

NOTE: If your UNE device is not currently connected to a secure UNE network (e.g., you are at home, travelling or otherwise remote), you will need to continue to use your old password to log into your device until you connect to a secure UNE network through a provided Ethernet cable. Once your device is connected to a secure UNE network through a provided Ethernet cable, follow the relevant instructions below.

1. Once you have reset your password at <https://une.okta.com> you can restart your computer.
2. When your computer restarts you will be prompted with the Sophos login screen. As Sophos does not yet know that you have reset your password you will need to enter in your old Nor'Easter credentials.
3. After entering your old Nor'Easter credentials you will then be prompted to enter your new Nor'Easter credential that you have set through Okta.
4. This will then sync this new password to your Mac.