Having Trouble Logging in?

Please check the following:

1. **Is Caps lock on?**
   - Yes, if caps lock is on and your password contains lowercase letters you will not be able to login because all Network and email passwords are case sensitive.
   - No, please go to #2

2. **Have you mistyped your username and/or password?**
   - Yes, if you think you may have mistyped your username and/or password please close the current session of Internet explorer, open a new one and try to login again.
   - No, if you've tried to login more than once and are still unable to logon your password may have expired. Please go to #3

3. Has it been 90 days since you last changed your password?
   - Yes, as of April 22, 2003 anyone with a National-Louis University username and password will be required to change their passwords every 90 days. If you are unable to logon to Outlook Web Access with your current username and password please follow the step below to change it.
   - No, please contact the NLU helpdesk for further assistance, (847) 465-0575 ext. 4357 or at Helpdesk@nl.edu

**Changing your password through OWA**

**Password Requirements:**
Your new password must be at least 8 characters long. Your new password must also include at least three of the following four categories:

1. Uppercase letters
2. Lower case letters
3. Numbers
4. Special characters. (i.e. ! $ or *)

Your new password cannot include your username and cannot contain consecutive characters (ex: ABC, 123, ABC123). An example of a good password is Pnimffr# or Pnimffr1. It is strongly recommended you NOT USE any word in a dictionary and especially not the names or nicknames of your friends, relatives, pets, street address, city or anything that is easily associated with you. Once you've successfully changed your password here are a couple of things to keep in mind: You will be required to change your password every 90 days, the server stores your 6 most recent passwords and will not let you use the same password until you've had 6 other passwords.
The Easiest Way to Change Your Password


2. Click on Change Your Password.

3. Click yes to the Security alert. The security alert page is notifying you that a security certificate is being exchanged. A security certificate is required to verify that the link to the web page you are about to view is secure. No information you exchange with this website can be viewed or changed by others.
4. Domain should already be listed as NLUMASTER.

5. Enter your Account. This will be your regular login name.

6. Enter your Current password.

7. Enter your New password. (password criteria here)

8. Then retype your new password in the Confirm new password box.

9. Click OK once all required information has been provided.

10. After you've clicked OK wait for confirmation that the password was successfully changed.

11. Click on "back to" to go back to nluexchange login page.

This is now your password for connecting to Email, logging into the network, and connecting to the NLU-Desktop through Citrix. This change does not affect your passwords for Banner or Banner Web.

If you must write down your password, make sure to store it in a safe place that is not visible to anyone else like your wallet or purse. Do not keep your password on your desk or computer.

Please contact our helpdesk at helpdesk@nl.edu or (847) 465-0575 ext. 4357 if you need any assistance.
Changing Stored Passwords in POP3 Clients

Outlook Express

1. Click TOOLS, and select ACCOUNTS.

2. Select the MAIL tab.

3. Select the account you use to access your NLUExchange email.

4. Click Properties.

5. Click the SERVERS tab.

6. Type your new password in the Password field.

7. Uncheck Remember Password.

8. Click SETTINGS.

9. Type your new password in the space provided.

10. Uncheck Remember Password.

11. Click OK.

12. You will return to the screen to the right. Click OK.

13. You will return to the screen above. Click CLOSE.
Entourage for Mac

14. Click TOOLS, and select ACCOUNTS.

15. Select the MAIL tab, and select your email account for NLUExchange.

16. Click EDIT.

17. Uncheck Save Password.

18. Type your new password in the space provided next to the Save Password text.

19. Click CLICK HERE FOR ADVANCED SENDING OPTIONS.

20. Type your new password in the space provided.

21. Uncheck SAVE PASSWORD.

22. Close the window.

23. On the EDIT ACCOUNT screen, click OK.

24. Close the Accounts window.
Citrix

25. Double-Click Citrix Program Neighborhood.

26. Click SETTINGS.

27. Select the Logon Information Tab.


29. Uncheck Save Password.

30. Click OK.

31. Logon to Citrix using your new password.
Logons Effected by the New Password

- Connection to the network (Logon screen for Windows 2000)
- First logon screen in Windows 98 and Windows 95 (asks for login ID, password, and domain)
- First logon screen when accessing Banner (Asks for User name, password, and domain)
- Access to email using the nluexchange.nl.edu website.
- Access to the NLU Desktop using Citrix.
- Access to the community.nl.edu website.

Logons NOT Effected by the New Password

- Second logon screen for Banner (asks for login ID, password, and database.)
- Second logon screen for Windows 98 and Windows 95 (asks for Login ID and password only)
- Access to Banner Web.
- Access to Campus Pipeline.