Password Reset

NEED TO KNOW...

ACCOUNT TYPES

NOVELL
MyPortal, Blackboard, Library Access, Video Portal, Printing

MICROSOFT
Email, Wireless access/Mobile Iron, VPN, My EVMS (transcripts)

It is important that you know which account you need to have reset. If you are resetting your password with an EVMS representative, you will need to indicate which account is in need of a reset for you to regain access.

PASSWORD REQUIREMENTS:

1. Password changes occur every 180 days.
2. The password must be a minimum of eight (8) characters (max 40).
3. You cannot use more than two (2) consecutive characters of your username.
4. The same character cannot be used more than four (4) times.
5. You are required to use an uppercase character, a lowercase character, and a number. It is recommended that a special character is used as well.
6. The systems save the password history, preventing password reuse for twelve (12) instances.
7. Passwords are case sensitive in both systems.

GOOD
Grad2020$

BETTER
Lo$tIn$pace2020

ON CALL
Available from 6 a.m. to 9 p.m. Monday – Sunday by calling 757-446-5871, tell the answering service it is urgent and that you need the on-call tech. The comphelp queue is not monitored by the on-call tech, so if it’s an emergency, do not email unless requested to do so by the on-call tech. They will receive your number from the answering service and have up to one hour to return your call. During normal business hours, 8 a.m. to 6 p.m., Monday – Friday, you will get someone at the helpdesk.

...WHAT TO DO

Be PROACTIVE... and SELF-SERVING
Things always go wrong at the worst possible moment. Passwords expire on the weekend right before a test, not Monday at 8 a.m. If you complete the following simple steps now, you will be able to reset your password on your own. Trust us... this you WANT to do! You will NOT be restricted to finding someone on call and emailing your professor at 3:12 a.m.

Self-Service Novell Website
Go to http://novellportal.evms.edu
Select Setup Security Questions
Select your “challenge/response answers”
What is your mother’s maiden name? What year were you born?
Once you have submitted your responses, you will be able to reset your Novell account on your own.

Outlook Web Access: Email
Outlook Web Access will load in your browser window, allowing you to read and send email with your campus account. Outlook Web Access also allows you to see your calendar and contact lists and search for names in the Global Address List.

Bet you didn’t know...
Most students think that the only way to your email is through the myPortal. This is FALSE. You can access your email directly by going to https://webmail.evms.edu.

When a student arrives at EVMS, the credentials (i.e., username and password) are set identically for all accounts. While not required, we recommend keeping the password the same for both systems.