EVMS
Eastern Virginia Medical School

Password Reset

There will come a time while you are attending Eastern Virginia Medical School that you will need to reset your password. This infographic provides you with information about the types of accounts, departments, descriptions, and ways you can create questions to allow you to reset your password on demand.

NEED TO KNOW...

2 ACCOUNT TYPES

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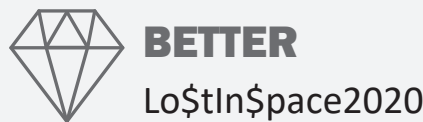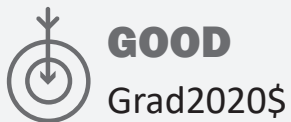MyPortal, Blackboard, Library Access, Video Portal, Printing

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
LotInpace2020

...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.

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.