ITS Resource Center Home

Hamilton Password Manager

Contact Information
Help Desk & Training Services
315-859-4181
helpdesk@hamilton.edu
Hours:
M-F 8:30 a.m. - 4:30 p.m.
Sa-Su 10 a.m. - 10 p.m.

Mobile device users that connect to secure wireless (aps-hamilton) or HillConnect (email & calendar)

On any mobile device (e.g., iPhone, iPad, Android phone or tablet) that you connect to the Hamilton secure wireless network (aps-hamilton), or use a mobile app to access your Hamilton email or calendar account that has your password saved, you will need enter your new password.

1. iOS and Android (most smartphones and tablet devices)
   1. Open the Settings App and touch Wi-Fi
   2. Touch (iOS) or Touch and hold (Android) 'aps-hamilton' then touch 'Forget This Network'
   3. After you change your password, re-connect using the following instructions:
      http://www.hamilton.edu/its/rc/wireless-main-page

2. Other devices
   1. If you have other devices and are not sure how to update the wi-fi settings, please contact the LITS Help Desk.
   3. If using a mobile app to access your Hamilton email or calendar, you will either be prompted to enter a new password or need to re-add the account.

Important: devices or programs that have your old password stored can cause your account to become locked out. If you have trouble logging into any Hamilton systems after changing your password, contact the LITS Help Desk for assistance.

Thunderbird users

You will be asked for the new password three times (once when retrieving mail, once when sending mail and once when performing an auto-complete).

If you are also prompted to enter a password for the LDAP server (bud2c.hamilton.edu) enter your new password and then check the box below it labeled "Use Password Manager to remember this password." Then click on OK.

College-owned remote computer users (VPN access is required)

1. After changing your password, connect to the Hamilton network using the VPN service.
2. On a Windows computer
   1. Hold down the Windows key and press L to lock the screen
   2. After the screen is locked, press CTRL+ALT+DELETE to unlock the screen
3. Enter your new password

3. On a Macintosh computer
   1. Open System Preferences, then click the "Users & Groups" button
   2. Click the padlock in the lower left hand corner
   3. When prompted, enter your NEW password. This will synchronize your new password with your computer.
   4. Close System Preferences

If you have questions, or need assistance with this process, LITS Help Desk at 315-859-4181 (M-F 8:30 a.m. - 4:30 p.m.) or at helpdesk@hamilton.edu

**College-owned Macintosh laptop computer users - connecting wirelessly only**

1. **No additional action is required** as we recently changed a setting that allows Mac laptop computers to automatically connect to the secure wireless network.
2. You will now see the Wi-Fi connection noted on your login screen.

![Wi-Fi Connection](image)

**College-owned Macintosh desktop computers requesting a wireless password**

If your desktop Macintosh computer has wi-fi turned on automatically, you will be asked to enter your new password for aps-hamilton. If you do so, be sure to click the check box labeled, "Remember this information" and then click on OK. If you have no use for a wi-fi connection when you're on your desktop computer, it is OK to open the network preference and turn wi-fi off. It will remain off even if you reboot your computer.

**Resolving problems with Keychain Access on Macintosh computers**

If Keychain Access is insisting that you enter a password and the password you entered is not working, these steps will reset your Keychain and erase all passwords stored there so that you can enter your new password. **NOTE:** If you use the Keychain application to store personal information (e.g. credit card numbers, etc.) this procedure will make a backup of the old Keychain so that your personal data can be restored.

From your desktop, click on the Go menu (located to the right of your Apple menu) and then select **Utilities**. If you do not see the Go menu, you are not on your desktop. In the Utilities folder click to open the **Keychain Access** program. Then execute the following steps:

1. In Keychain Access, click on the Keychain Access menu (to the right of the apple menu) and click on **Preferences**.
2. It should open to the **General** tab. There, you should find a button labeled **Reset My Default Keychain**. Click on this button.
3. Enter your current password when prompted to do so.
4. Click on **OK** to acknowledge the notice that it created a new empty "login" keychain.
5. Restart your computer and log in. Keychain should no longer complain about your password.
If your wireless connection is lost on campus when your Keychain is reset, simply reconnect to aps-hamilton and enter your new password.

**Home Sophos users**

If you are using Sophos at home, you will need to update the cached credentials in order to keep getting updates. Instructions for doing so: [http://my.hamilton.edu/its/rc/how-to-change-your-password-in-sophos](http://my.hamilton.edu/its/rc/how-to-change-your-password-in-sophos)

**I forgot my password, how do I get a new one?**

1. Go to https://password.hamilton.edu
2. Click on Reset Password
3. After successfully answering your security questions or entering a pin code sent to your mobile phone, you’ll be prompted to enter a new password.

**My account is locked, how do I get back in?**

Entering your password incorrectly five times from any device will cause your account to become locked. Your account will unlock automatically after five minutes. If you need access sooner.

1. Go to https://password.hamilton.edu
2. Click on Unlock Account
3. After successfully answering your security questions or entering a pin code sent to your mobile phone, you’ll be prompted to enter a new password.

*Last Updated: June 8, 2015*