

U-Connect Account Manager Instructions

To access the U-Connect Account Manager, from the UK Homepage (www.uky.edu), click **U-Connect** link found at the bottom left of the screen.

A. Change Password

You will need to [change your password first](#) before you login to your Exchange email account in Outlook Web Access for the first time!

1. Click the **Account Manager** tab.
2. Type your **User ID**.
3. Type your initial **Password** which is **u\$ and the last six digits of your UKID** (case sensitive).
4. Click **Login**.
5. Create your new password:
 - a) Type the current password: **u\$ and the last six digits of your UKID**.
 - b) Type the new password in the **New Password** and **Verify New Password** boxes; see the new password rules below.
 - c) Click **Submit Change**.

New Password Rules

1. Passwords **are case sensitive**, must be at least **8** characters in length, and expire every **90** days.
2. Passwords must use **3 of 4** allowable characters: **upper case letters**, **lower case letters**, **numbers**, or **symbols**. *Example: Doctors1*
Note: Passwords cannot be the same as your name, email id, or the reverse of it.
3. You cannot reuse any of your last **8** passwords. If you have password problems, contact the **Help Desk** at **323-8586** (Open 24/7). If they have to reset the password, it may take 20 minutes for it to take effect.



Password Tip: Once you have a new password setup, when you change it again in 90 days, you only have to change 1 character. *Example: Doctors1 after 90 days can be changed to Doctors2*

B. Change University Email Address

You may choose this option to setup a user friendly University Email address like first name dot last name. However, **this will not change your Exchange email user id** which is used to login to Exchange email. If you do not want to change this, click on the **Leave Unchanged** button at the bottom of the screen.

Your University Email Address is a published email address that will appear in any UK public paper or electronic directories. Email sent to your University Email Address will be delivered to your U-Connect email mailbox or a specified other email mailbox.

Your default University Email Address is generated based on your first and last name. You have the option of changing your University Email Address to an identifier you prefer.

Your University Email Address:

- must be **your name or a derivative** of your name
- must be **at least 9 characters long**
- must **contain a period if less than 9 characters long**
- must **consist of only alphanumeric characters** (A-z, 0-9), periods (.) and dashes (-)
- cannot have two consecutive non-alphanumeric characters (e.g. "joe..smith")
- cannot start or end with non-alphanumeric characters (e.g. "-joe.smith.")

1. In the **University Email Address** box type the University Email address you prefer.

University Email Address: @uky.edu

2. Further, as an Exchange user, you have the option to make the **From** address in Exchange the same as your University Email Address.

For further information, please visit the [University Email Address FAQ](#).

To do this, click the **Yes** option: **YES** - Set Exchange From Address as

3. When finished click the **Submit Change** button.

If you **do not want to change** your University Email address, click the **Leave Unchanged** button as illustrated.

C. Change Email Forwarding Address

All email sent to your University Email address will be delivered to your U-Connect email mailbox or a specified other email mailbox. **If you setup a special University Email address as discussed earlier, you will want to forward that mail to your Exchange email account.**

To enable forwarding:

1. Click the check box by **Enable Forwarding**.
2. Type your Exchange Email address in the **Forward Mail To** and **Verify Address** boxes.
3. Click the **Submit Change** button to save the changes.

Enable Forwarding:

Forward Mail To:

Verify Address:

If you **do not want to change** your email forwarding, click the **Leave Unchanged** button as illustrated above.

D. Setup/Change Self Service Password Reset

On this page you will setup your U-Connect@UK account so that you can reset your own password at any time in the future. Once this is setup, in the future, when you select the **Self-Service Password Reset** option in the Account Manager, you will be presented with these

questions. If you answer them correctly, you will be given the opportunity to select a new password for your U-Connect & Exchange email accounts.

Use the following guidelines when devising your self-reset questions:

1. **Avoid questions** that are **common** for this sort of thing.
(ex: What is your mother's maiden name?)
2. **Avoid questions** that have a **limited set of possible answers**.
(ex: Who is your favorite BackStreet Boy?)
3. **Avoid questions** that **someone could answer if they did a good bit of research** on you.
(ex: What is your Social Security Number)
4. **Think of something that has happened to you that only you know**.
(ex: Where were you when you were most embarrassed?)

Good questions (and their answers):

- What did you and your grandfather do together? (answer: "ride horses")
- What did you have on Halloween when you were 6? (answer: "chicken pox")
- What do you hope to do when you retire? (answer: "open a garden store")
- What is the name of your favorite movie? (answer: "Ghost")
- What was the last name of your fifth grade teacher? (answer: "Taylor")
- Who inspires you? (answer: "Bob Smith")

Bad questions (and their answers):

- What is your mother's maiden name? (answer: Smith)
- What is the opposite of UP? (answer: DOWN)
- How old were you when you graduated from High School? (answer: 18)
- What is your favorite sport? (answer: baseball)
- What is your shoe size? (answer: 10)
- What do you like on your hamburger? (answer: mustard)

To setup self-service password reset:

1. Type your **Exchange email password** in the **Current Password** box.
2. Type question 1 in the **Question #1** box.
3. Type the answer to question 1 in the **Answer #1** box.
4. Type the answer to question 1 in the **Verify Answer #1** box.
5. Repeat steps 2-4 for question #2.
6. Click the **Submit** button to save your changes.

The screenshot shows a web form titled "Please enter the requested information to enable Self-Service Password Reset". At the top, there is a "Current Password" field with a masked password of seven dots. Below this is a "NOTE: Answers are case sensitive." followed by two question sets. Each question set includes a text input field for the question, a masked "Answer" field, and a masked "Verify Answer" field. The first question set is labeled "Question #1" and the second "Question #2". At the bottom of the form are three buttons: "Submit", "Leave Unchanged", and "Clear Form".

If you **do not want to setup** self service password reset, click the **Leave Unchanged** button at the bottom of the screen.