

BHCC Technology Support Services

Frequently asked Questions: Security Enhancements and Password Policy

Why are we doing this?

This is now common business practice to secure sensitive information online. With a focus on cybersecurity; this practice will further secure your personal documents, BHCC personally and financially identifiable information, and will keep BHCC in compliance with federal and state regulations.

Can I change my password before I get the expiration notice?

Yes, you can change your password at any time. Once changed, you will no longer receive password expiry reminders.

Where can I find instructions to help change my password?

Instructions can be found [Here](#).

When are we doing this?

Starting immediately for all users

What are the changes going to look like?

Once in effect, you will begin receiving daily emails (from the Helpdesk to your BHCC email) with a countdown to your password expiry date. If you do not change your password during this time, it will expire.

Can I reuse the same password?

No, you cannot reuse any of the last 5 passwords.

How often will I have to change my password?

Passwords will expire every 125 Days; however, it can be changed at any time before that.

Why does my password need to be so long?

Longer passwords are more secure, and must contain special characters, capital letters and numbers. These requirements will be on the instructions link.

Can I use my name in my new password?

No. Although passwords should be easy to remember, they should also be hard to guess. Therefore, you should not use names or birthdays of yourself or family members. Consider thinking about your password as a passphrase instead.

Can you just give me a password that is 14 characters long?

You need to create a password that is only known to you. BHCC will never ask you for your password.

Will this change my password for just Email?

This password is for all your BHCC online services, including email.

Will this change my password for my Pearson or Cengage Login?

No, independent publishers have their own login accounts.

How will I know what to do?

There are a few options for you to choose from.

Do I have to come to BHCC to change my password?

In most cases, you can change your password from any Internet-connected computer or mobile device.

How do I change my password for Self-Service?

All passwords are managed through OneLogin.

My Account is locked. How do I unlock it?

Accounts will automatically unlock after 15 Minutes.

What if I'm on an Apple/MAC computer?

The process is the same, click the link to [OneLogin](#).

Where do I go if I need more help?

Email: helpdesk@bhcc.edu

Locations: Charlestown, D113. Chelsea, 414

Phone: 617-228-2326 Charlestown, 617-228-3350 Chelsea

Link to student resources page: <https://www.bhcc.edu/currentstudents/technologyresources/>

Link to intranet page for fac/staff (*coming soon*).

To get started, click [Here](#).