European University Institute

INFORMATION
AND
COMMUNICATION
TECHNOLOGY
SERVICE

Dear John Smith,

We are glad to have the opportunity to welcome you to the Institute and hope that you will find your computing here productive and rewarding.

1. In order to help you get started making use of all our in-house resources, the ICT has created your **computing account** name (synonymously termed your **username** or **login name**) to use to login on EUI computers and access most ICT resources. This is:

    jsmith

    Every time you are asked for the *domain* in order to access some specific ICT resources, for instance to connect to a network area or print to a network printer, the domain is:

    iuedom

    In some cases (for example to connect to our wireless **EUI-WiFi** network or to **VPN**), your username must be preceded by the domain and entered in the following format:

    iuedom\jsmith

ⓘ For specific details regarding each individual service please refer to the relevant documentation on our Web site (http://www.eui.eu/ICT).

2. Your email address is:

    John.Smith@eui.eu

ⓘ Any requests for changes to the above email address should be submitted to the EUI Helpdesk (see bottom of this page).

3. Your initial, **temporary** password is:

    895cayTt

    *In order to activate your account and gain access to EUI internal resources (WiFi, e-mail, file servers, network printers, etc.), **you must first change this initial password***. The easiest way to do this is by logging into WebMail at http://mail.office365.com using your e-mail address as account and the above password (be careful to observe upper and lower case!). The system will recognise that you are signing in for the first time and will ask you to change your password. This unique, personal password is valid for most EUI resources to which you may have access rights.

    Additionally you will be asked to register (at least) one telephone number, which shall protect your mailbox against unauthorised access. Therefore not only will you be asked for your username and password but, whenever deemed necessary by automated filters, you will also be required to input a second token, similar to processes you already will know from home-banking or alike.

ⓘ See the following pages for further registration information and suggestions about creating valid passwords.

Thank you very much,

Your EUI ICT Service

ⓘ We would also like to take the opportunity to remind you that should you need support, you can refer to the **EUI Helpdesk** at http://www.eui.eu/helpdesk, phone ext. 2600, or the **ICT User Support** office responsible for the location at which you find yourself working:

Badia Fiesolana area	BF147	Villa Il Poggiolo	VP067
Convento	VF044	Villa Salviati	SA-MN280
Villa La Fonte	VF044	Villa Schifanoia area	LI001

Strong Password Policy

The European Union advocates certain "data security" measures in all EU organisations.

The EUI ICT Service has therefore adopted the so-called "strong password" policy.

This standard sets password length to a minimum of 8 characters and enforces "complexity requirements".

Complexity requirements for "strong passwords" are based on the following rules:

➢ The password is between 8 and 16 characters long.

➢ The password contains characters from 3 of the following 4 categories:
- standard uppercase characters (**A - Z**);
- standard lowercase characters (**a - z**);
- numbers (**0 - 9**);
- symbols: only from among **! % - _ + = [ ] { } : , . ? < > ( )** and no spaces.

➢ The password **must not** contain accented letters (such as à, é, ñ, ô, etc.) or national characters (such as €, £, etc.);

➢ The password **must not** contain your account name or any part of your full name.

If the new password you enter does not comply with all the requirements listed above, the change will not be accepted and you may see an error message summarising the complexity requirements for a strong password.

A strong password should be easy for the owner to remember - without having to write it down -, but difficult for anyone else to guess or generate automatically through the use of password-cracking software.

Here are some suggestions about how to create strong passwords that are easy to remember.

➢ Use more than one word (without spaces).

➢ Use "pass phrases" that include a mix of uppercase letters, lowercase letters, numbers, and symbols, up to 16 characters long.

➢ Substitute symbols for certain letters, such as "$" for "S", "3" for "E", etc.

➢ Use phonetics in the words instead of correct spelling.

➢ Use first letters of a familiar phrase, fairy tale, song, etc.

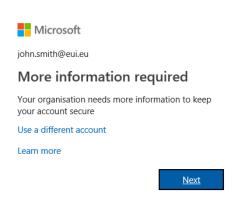➢ Choose events or people that are on your mind.

Once you have successfully changed your initial password and logged on to our system, you can find more information about this policy at

https://www.eui.eu/StrongPasswordPolicy

Registration for Multi-Factor Authentication

Multi-Factor Authentication enhances your IT security and protects your sensitive data and confidentiality by introducing a second factor of authentication to your EUI email and related Apps like Office 365 online environment, Skype for Business, OneDrive for Business and corporate SharePoint.

If you try to sign in into Outlook, Webmail, Office 365 environment (including SharePoint and PowerBI), Skype for Business, OneDrive for Business **before** setting up any MFA method and performing the initial password change, after inputting your EUI credentials you will immediately be prompted to change your password and then to configure your MFA:

Microsoft

john.smith@eui.eu

More information required

Your organisation needs more information to keep your account secure

Use a different account

Learn more

Next

If this is the case, you may **close** your browser or App (that is, do NOT follow on-screen instructions/do NOT click on Next) and instead **follow our guide** for Setting Up Authentication Methods available at: https://www.eui.eu/MFA#SetupAuthenticationMethods

Alternatively you can continue by clicking on **Next** and specify a mobile phone number to receive a text message containing a 6-digit code you will be requested to insert during the email accessing phase.

Microsoft

john.smith@eui.eu

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in