The University of Scranton
Standard Operating Procedures (SOPs) for Strong Passwords

A. **Statement of Procedure**: To achieve security when authenticating to IT resources, the University has established the following procedures and standards for creating passwords associate with University electronic identifiers.

B. **Areas of Responsibility**: All students, faculty, staff, and any other user of University information systems are required to formulate a strong password using the guidelines below when either assigned a user ID /access for the first time as a new member of the University community, and/or during prompted password reset periods. Assistance and guidance for the new user or password reset process is available at the Technology Support Center.

C. **Procedure Details**:

   a. **New Faculty/Staff Users** within the University community are provided with a six digit unlock code and must follow procedures for claiming their new account within the My.Scranton portal.

   b. **New Student Users** claim their new account using Scranton.edu/Accepted.

   c. **Password Strength:** The following strength standards must be followed in setting new passwords.

   1. Passwords must be at least 9 characters and no more than 15 characters.
   2. Passwords should contain:
      a. One or more numbers (e.g., 0-9)
      b. One or more lower-case letters (a-z)
      c. One or more upper-case letters (A-Z)
      d. One or more special characters from this list (%,*,+,-,/,:,?,_)
   3. Passwords should not contain:
      a. More than two consecutive identical characters
      b. The user's username or RoyalID
      c. The reverse of the username or RoyalID
      d. The user's email address
      e. Dictionary words, including proper names
      f. Widely available or obvious personal information
      g. Common keyboard sequences, such as QWERTY or ASDFJKL;
   4. New Passwords
      a. Cannot reuse a password within 60 days of changing it

   d. **Forgotten Passwords/Password Reset**

   1. In the event a password is forgotten, users can reset the password through the My.Scranton portal.
   2. **Challenge Question Policy:** Users will select their challenge questions from the list of questions in Appendix A. Criteria for choosing their questions are as follows:
      a. Users must select three questions
      b. No two questions can be the same

      Users will be challenged with questions from their set of selected questions, and will be required to answer two of three correctly in order to reset their password.
   3. **Challenge Answer Policy**

          a. Maximum answer length is 256 characters
          b. No two answers should be identical
          c. Answers are case-insensitive

        4.List of Challenge Questions
          a. See Appendix A.

   e. **Protecting Passwords:** To avoid unauthorized access to IT resources, users must apply the following rules for using passwords:

        1. Use the password only to access University services (i.e., don't use the same password for non-University services, like banking or external email).
        2. Do not share the password.
        3. Do not collect passwords from others or store them in an unsecure manner.
        4. Do not share the answers to challenge questions you have selected as part of forgotten password/password reset processes.
        5. A user who suspects that his or her password has been compromised must change it immediately using the My.Scranton portal or with the assistance of the Technology Support Center (570-941-4357), and must report the incident to the Information Security Office (infosec@scranton.edu).

 D. **References:** These procedures support the following related policies, available at
http://www.scranton.edu/information-technology/policies.shtml:
   1. Acceptable Use Policy
   2. Information Security Policy

 E. **Date of Implementation:** These procedures are effective June 1, 2012. These procedures will be reviewed annually.

Appendix A – List of Challenge Questions

1. What was your childhood nickname?

2. What is the name of the city where you met your spouse/significant other?

3. What is the first name of your favorite childhood friend?

4. What street did you live on in third grade? (Do not include St., Avenue, etc.)

5. What is your oldest sibling's birthday month and year? (ex: January 1900)

6. What is your oldest sibling's middle name?

7. What school did you attend for sixth grade?

8. What was your childhood phone number including area code? (ex: 000-000-0000)

9. What is the name of the city or town where your mother and father met?

10. What is the first name of the boy or girl that you first kissed?

11. What was the last name of your third grade teacher?

12. What is the street number of the house you grew up in?

13. What are the last 5 digits of your driver's license number?

14. What is the name of the city/town where your nearest sibling lives?

15. What is your oldest brother's birthday? (MM/DD)

16. What was the name of your elementary / primary school?

17. What is your maternal grandmother's maiden name?

18. What is the name of the city or town where you had your first job?

19. What is your father's middle name?

20. What is the name of the hospital where you were born?