CPCE Password Manager

User Guide for Student

Version 2.1

ITU service hotline: 3746-0819
Email: itu.helpdesk@cpce-polyu.edu.hk

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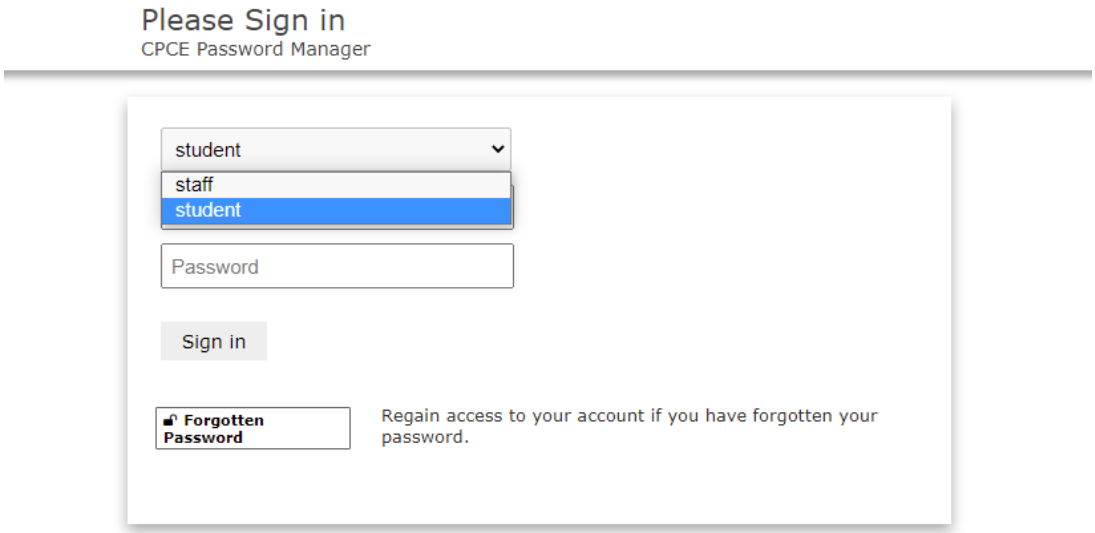
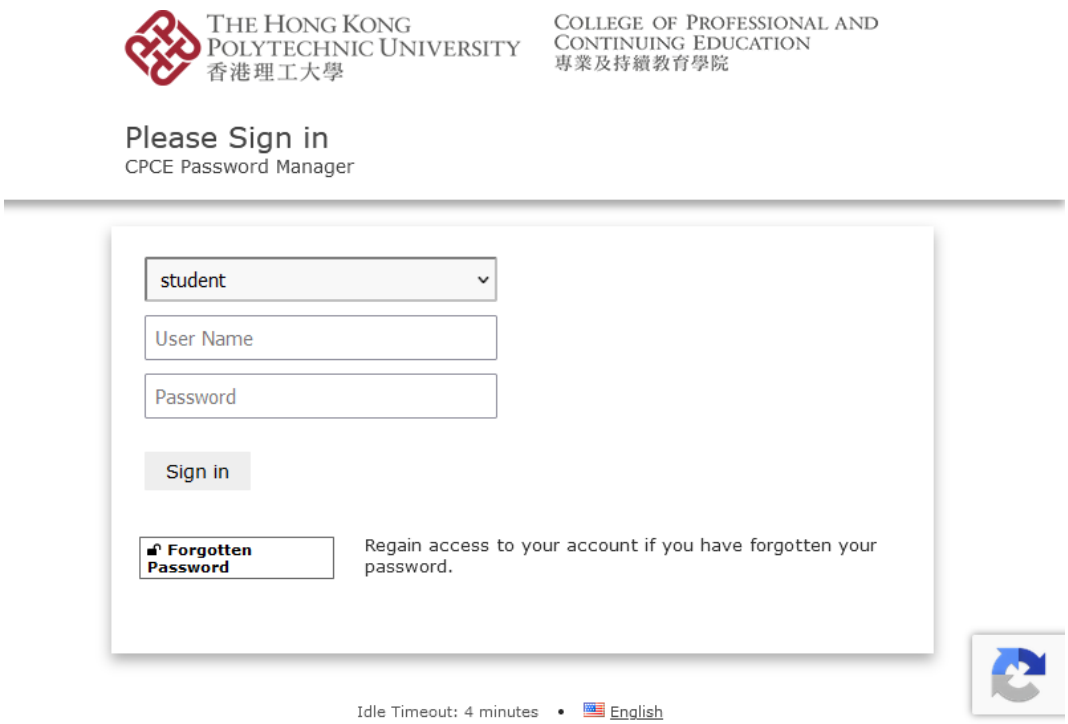
CPCE Password Manager Landing page

Login website: https://pwm.cpce-polyu.edu.hk/

Please choose 'Student' in the first selection box & enter your CPCE login account for Outlook / E-learning / Campus IT facilities, then click 'Sign in'



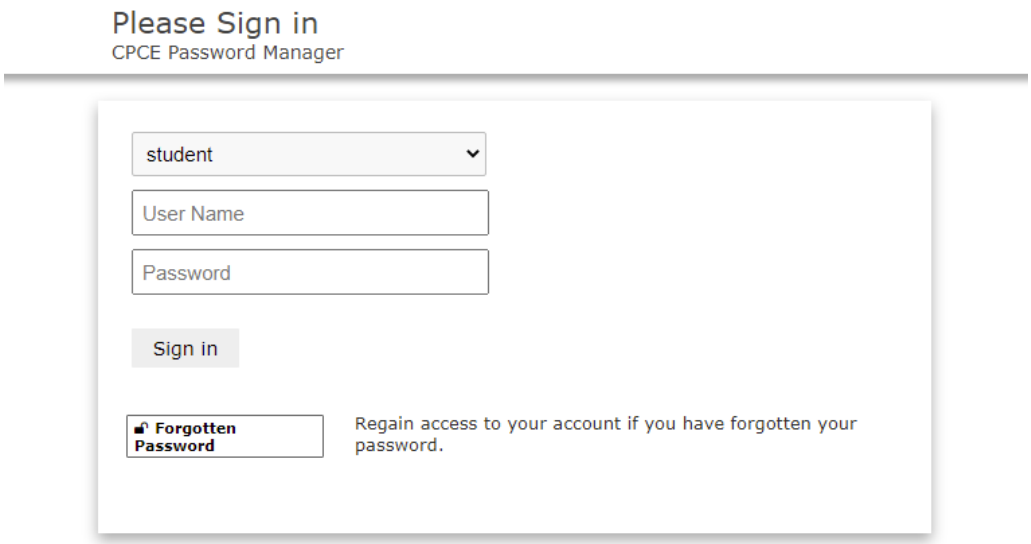


Note: The system automatically sign out users with an idle time of more than 5 minutes, user can check their idle time at the bottom of the page or click on any item to extend their login time.

Functions of CPCE Password Manager

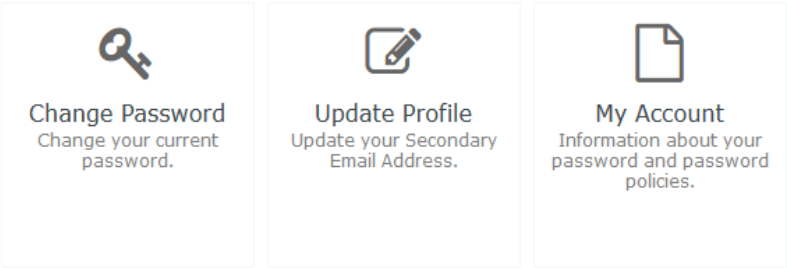
Before Sign in to the CPCE Password Manager

1. "Forgotten Password" to reset the forgotten password using the secondary email



After Sign in to the CPCE Password Manager Main Page

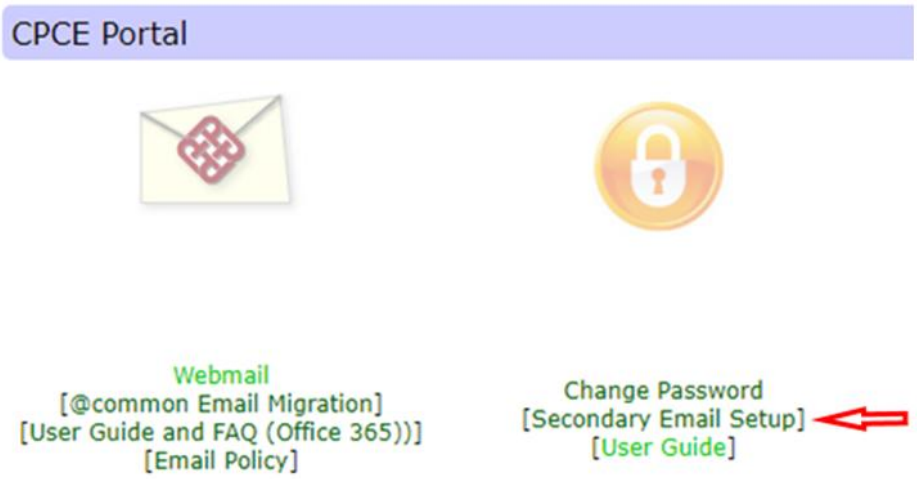
2. "Change Password" to update the current password to a new password
3. "Update Profile" to update the current secondary email address
4. "My Account" to view the account information, password policy and history



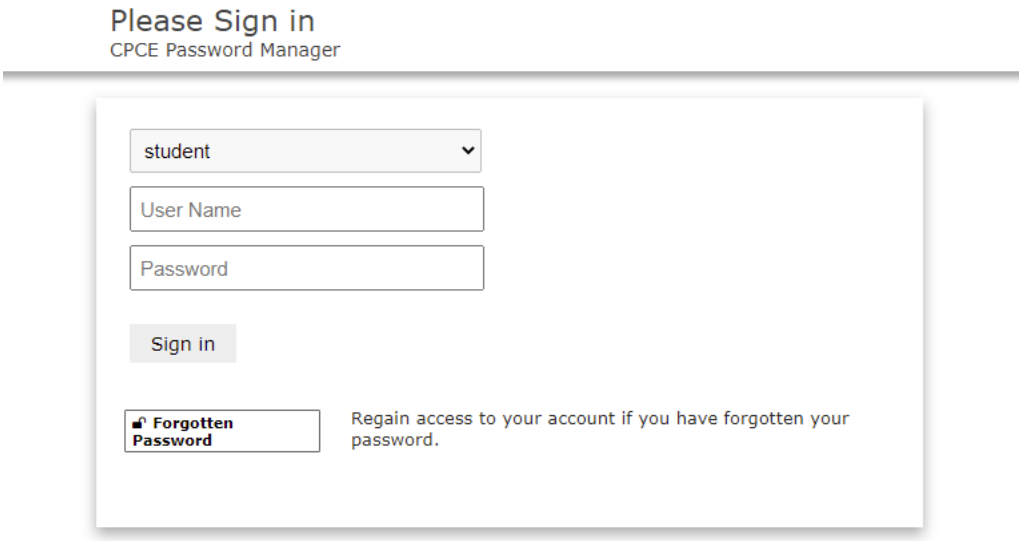
For current student

One-Time Secondary Email setup (Compulsory step must be done)

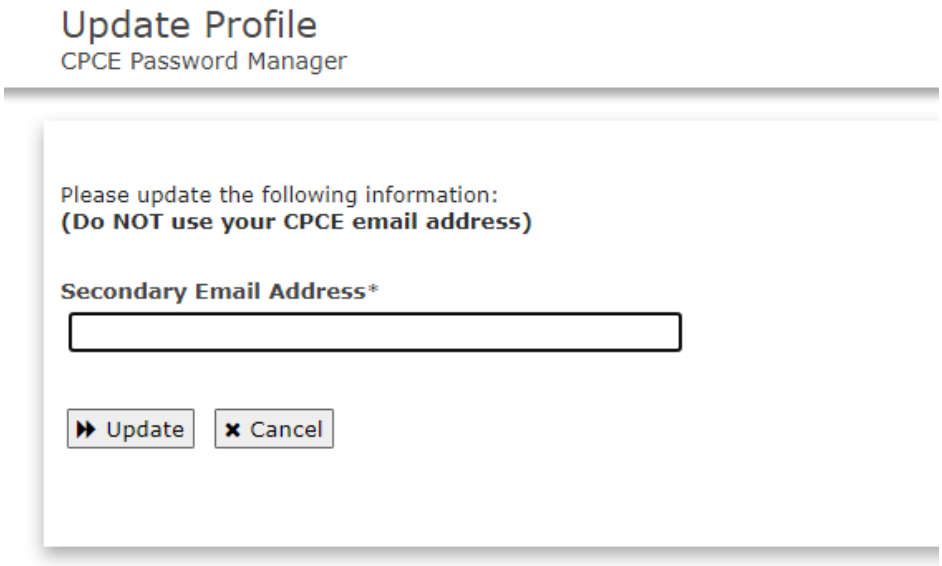
1. Go to CPCE Portal and click on the "Secondary Email Setup".



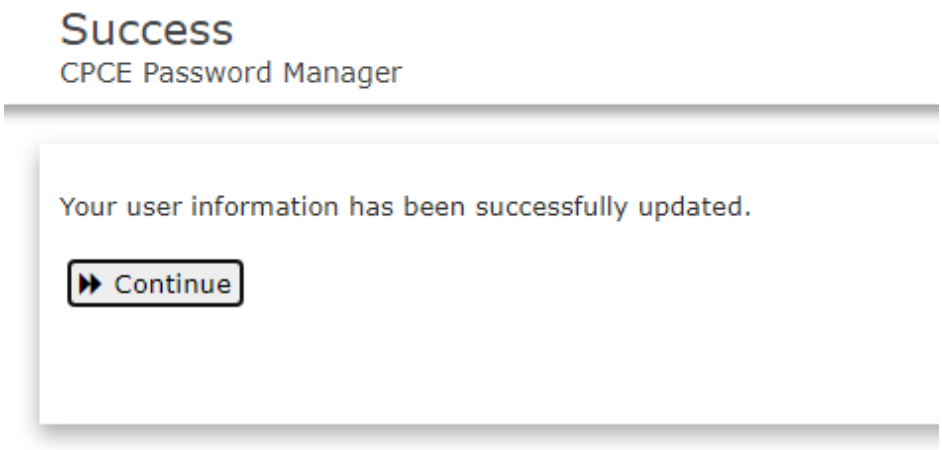
2. Log in the system with the student no. as the "User Name" and the current password. Then click "Sign in" to log into the system.



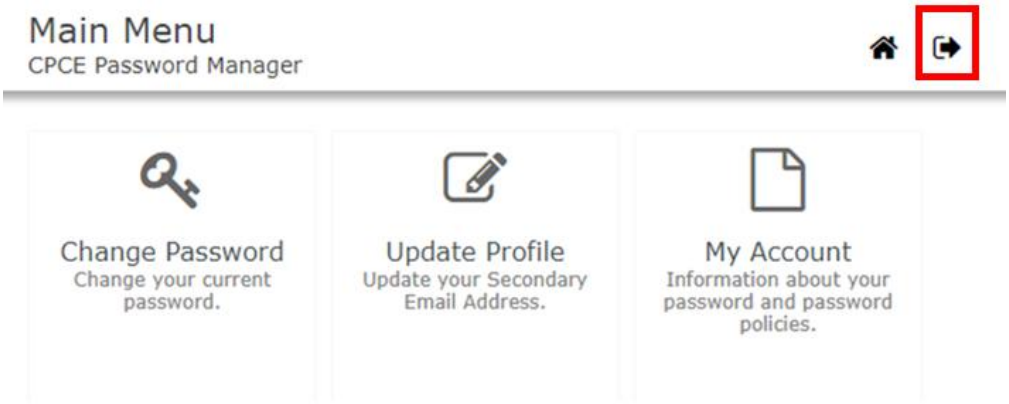
3. Add a personal email address as the secondary email address for password recovery purposes. Click "Update" to add the address.



4. Click the "Continue" button.

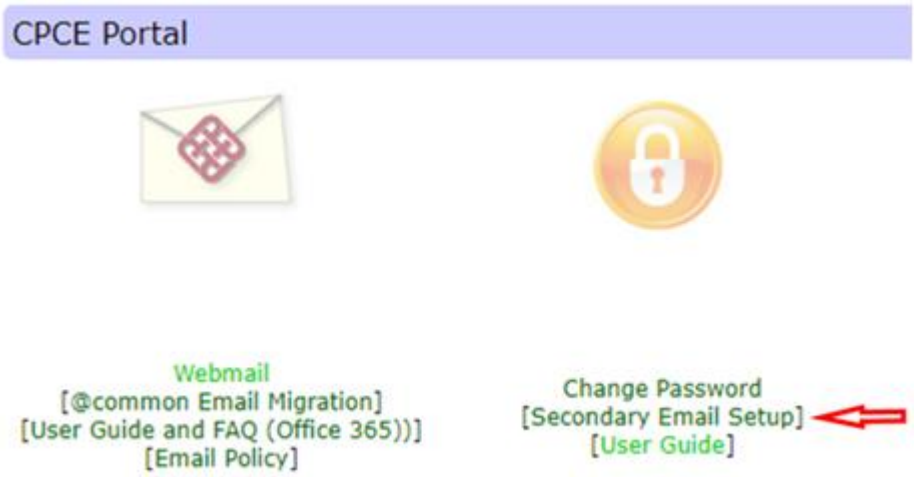


5. Click on the sign out button at the top-right or continue other tasks on the password manager main page.

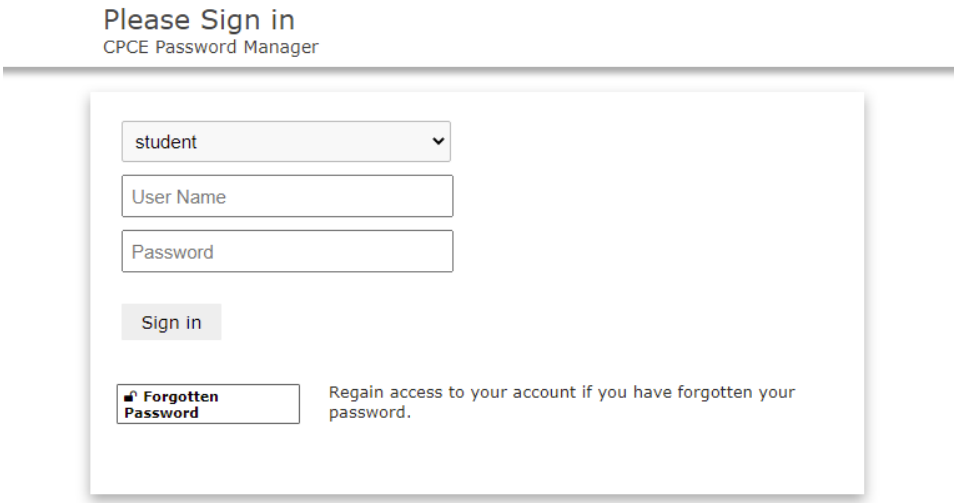


Update Secondary Email

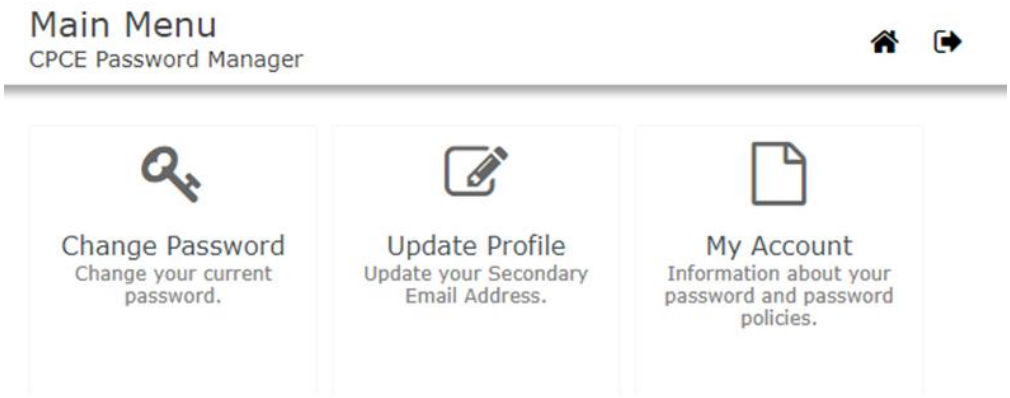
1. Go to CPCE Portal and click on the "Secondary Email Setup".



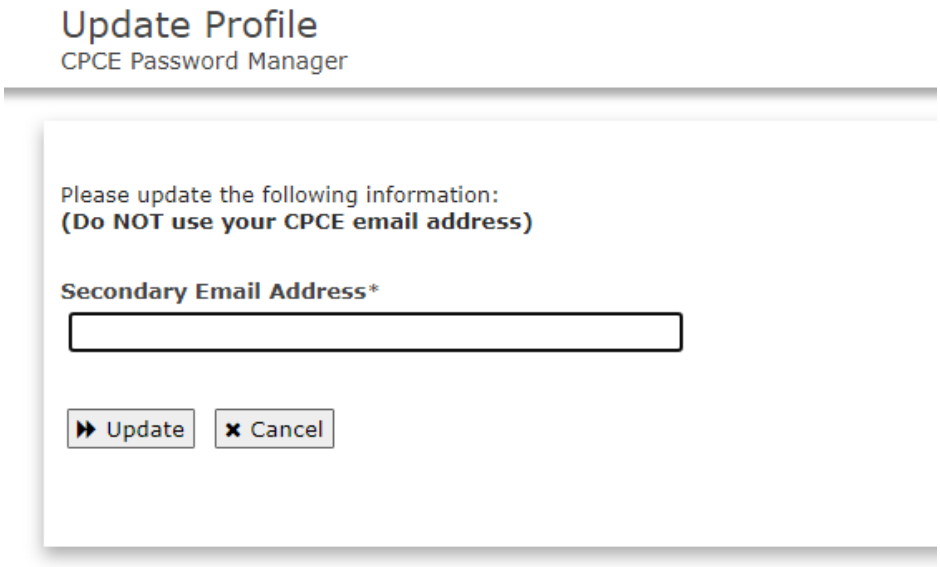
2. Log in the system with the student no. as the "User Name" and the current password. Then click "Sign in" to log into the system.



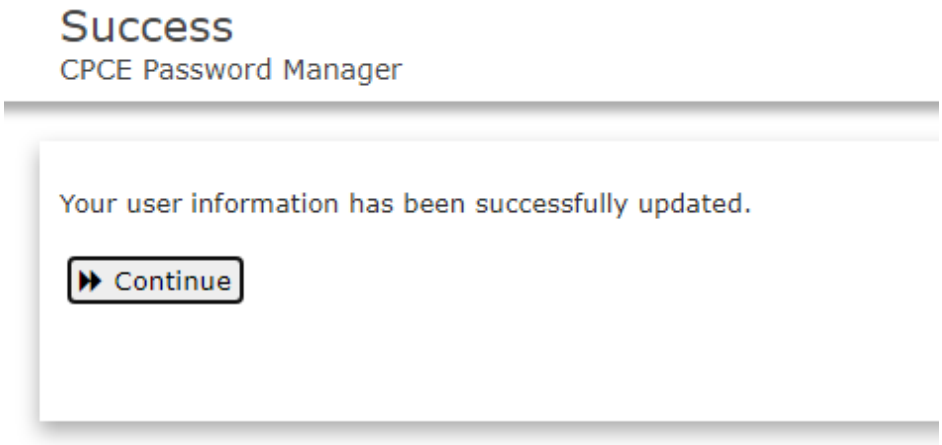
3. Select "Update Profile"



4. Update the personal email address, the existing secondary email added previously address shown, click "Update" to update the address.

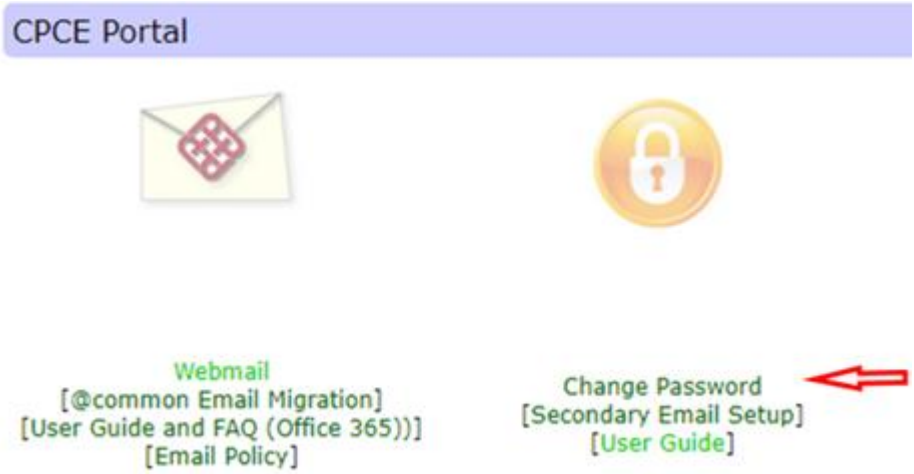


5. Click the "Continue" button.

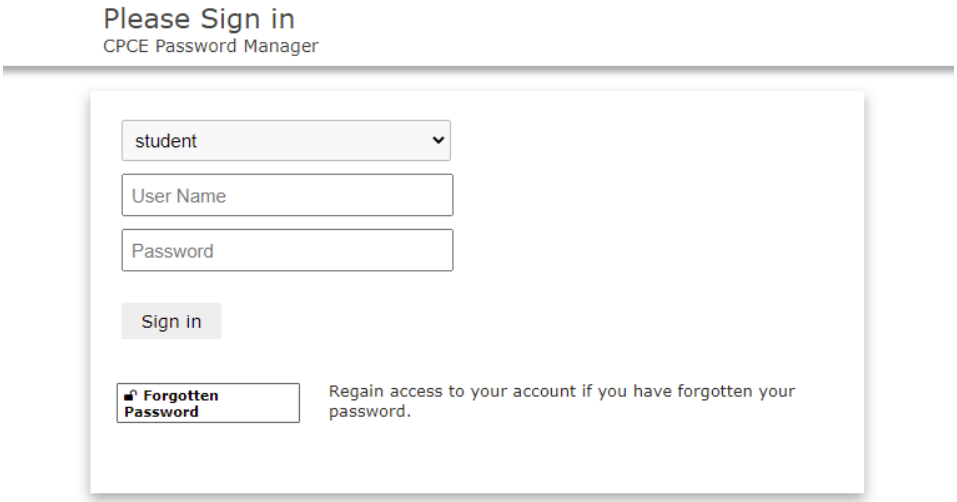


Change Password

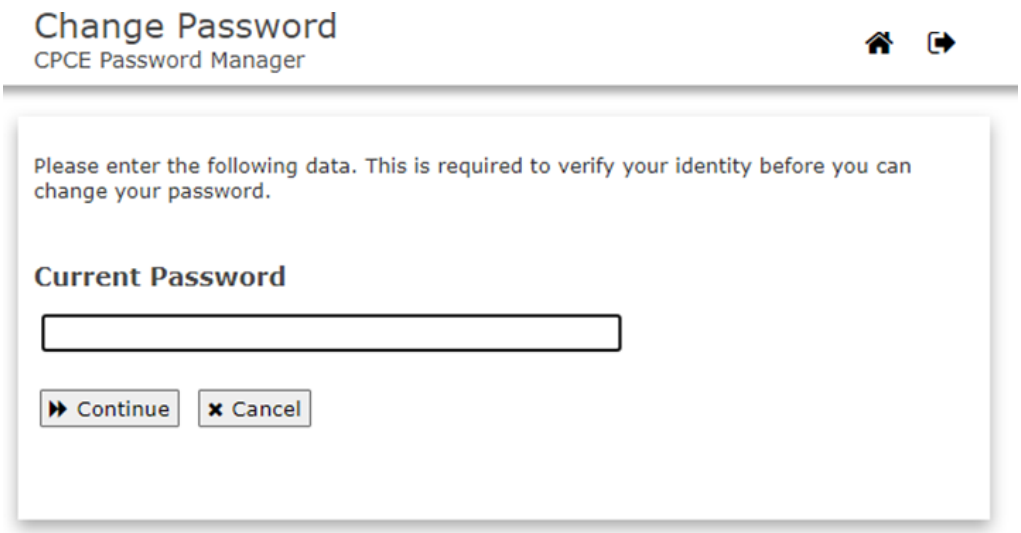
1. Go to CPCE Portal and click on the "Secondary Email Setup".



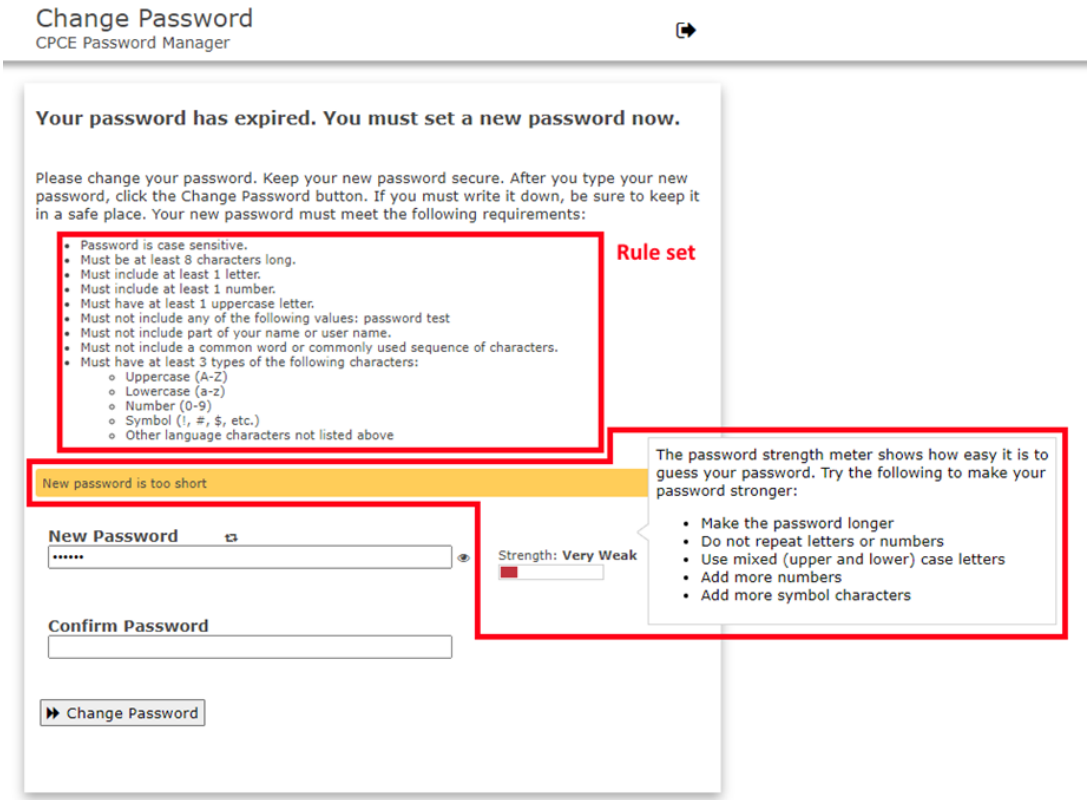
2. Log in the system with the student no. as the "User Name" and the current password. Then click "Sign in" to log into the system.



3. Input the current password for setting a new password then click "Continue".

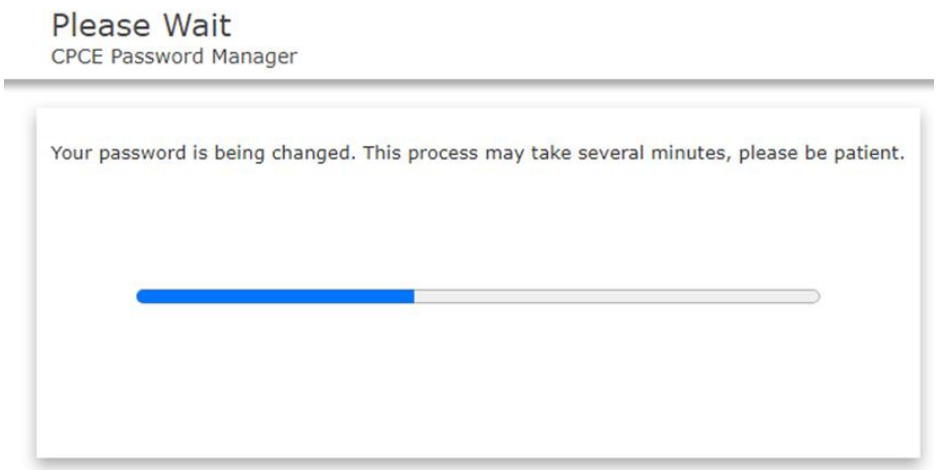


4. Follow the ruleset and hints provided to set up the new password then click "Change Password".

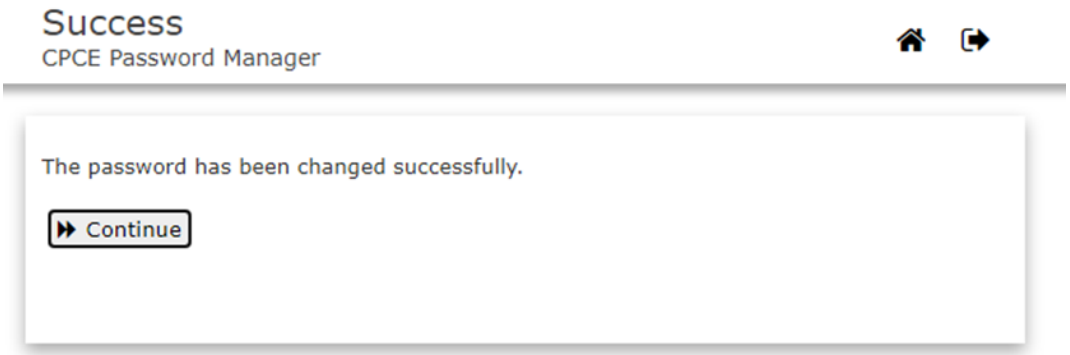


Note:
A list of random password is available for reference and a button next to the password box is allow viewing of the password input up to the current moment.

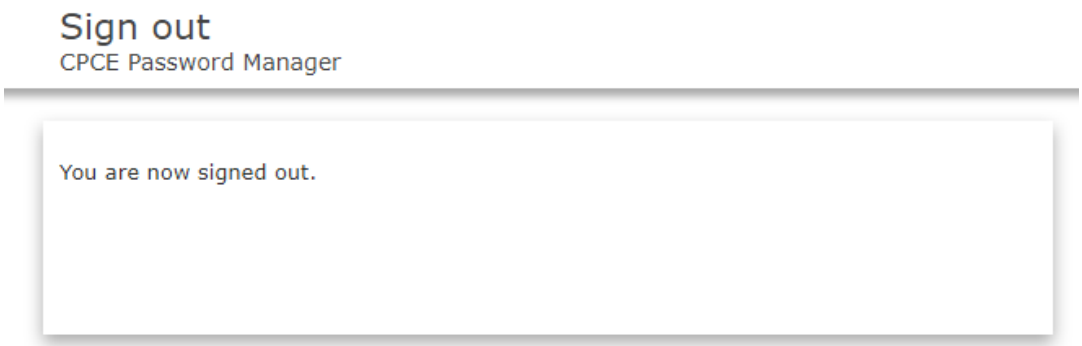
5. Wait until the progress is completed.



6. Click "Continue".



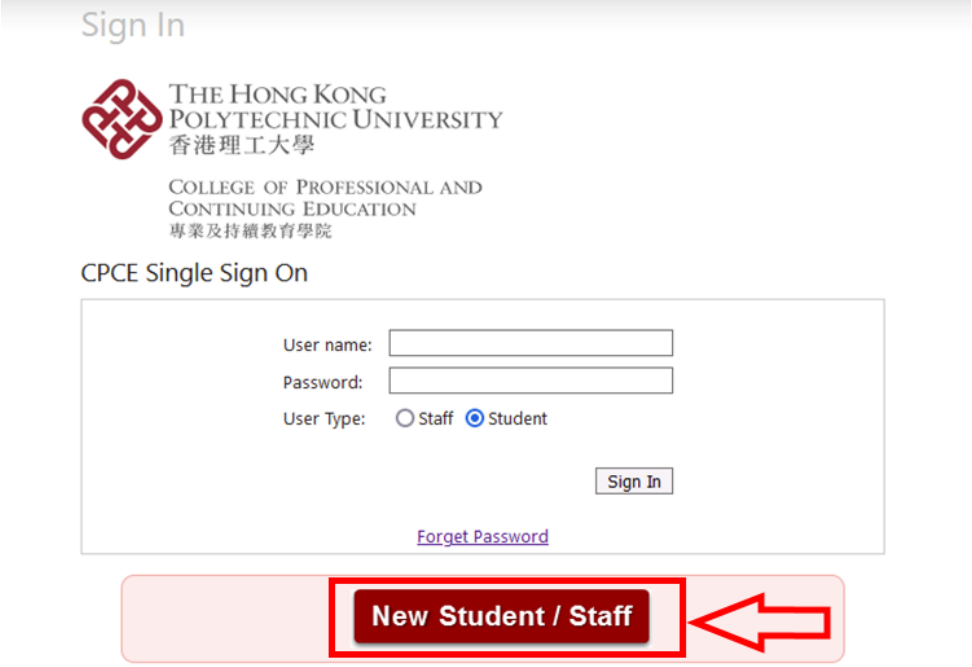
7. Close the browser when the system signed out at the end of the process.



For new staff

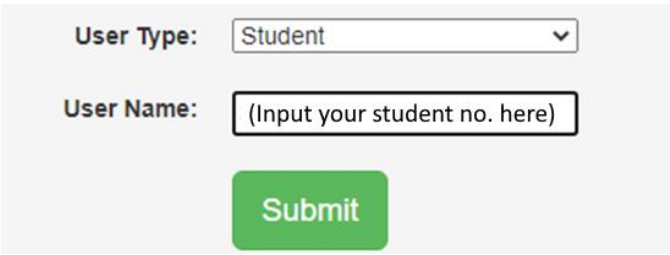
One-Time account activation on new staff account

1. Click on "New Student / Staff" at CPCE Single Sign-On Page

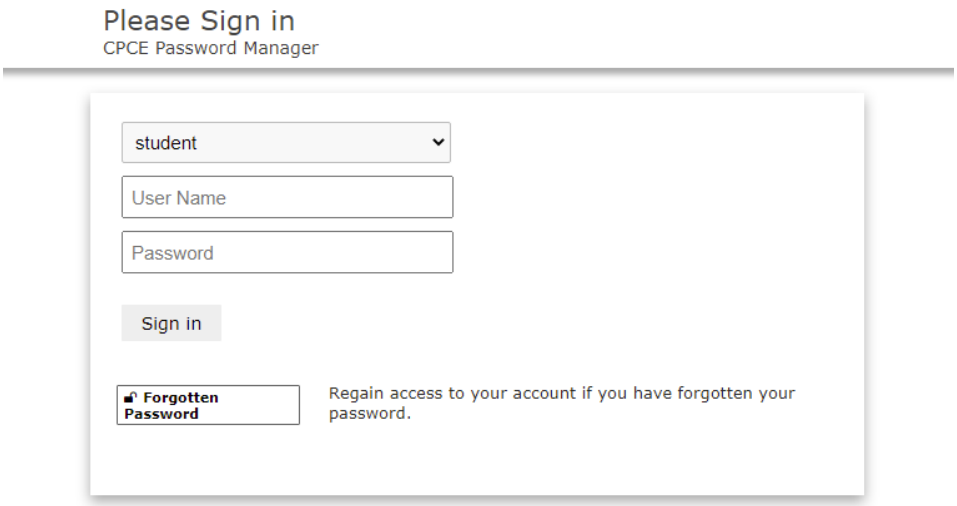


2. Read the instructions carefully, selecting the "User Type:" as "Student", input the student no. as "User Name" and click the "Submit" button to access the system at the bottom of the page.

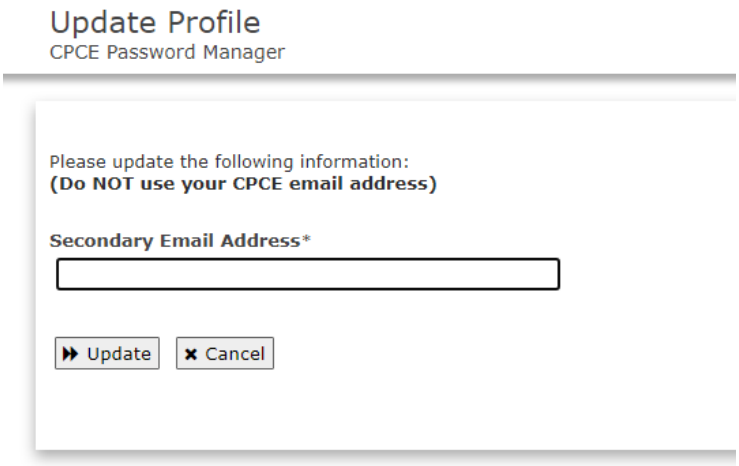
(Close up at the bottom of the page)



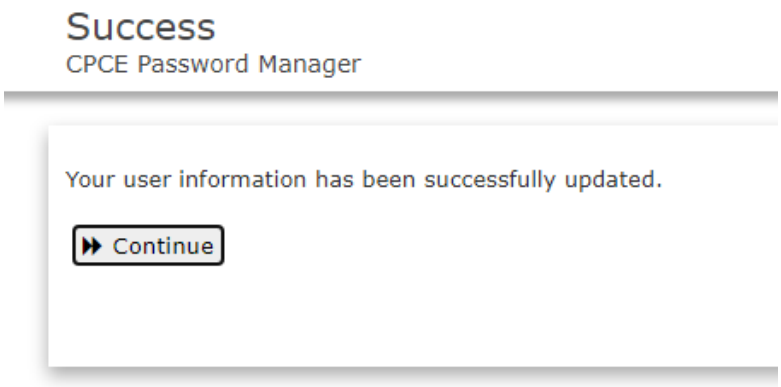
3. Log in the system with the student no. as the "User Name" and the initial password. Then click "Sign in" to log into the system.



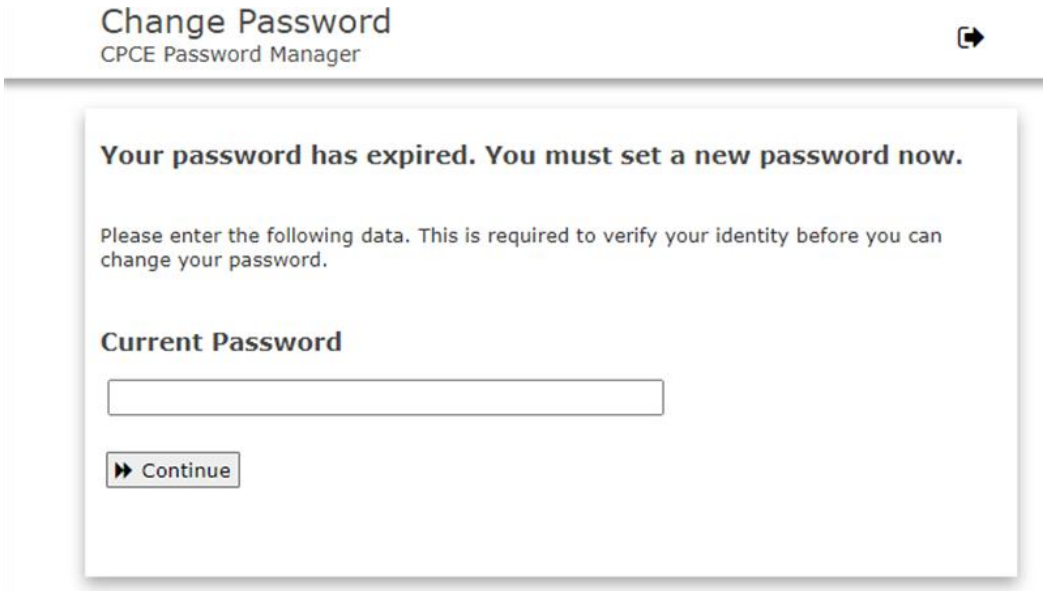
4. Add a personal email address as the secondary email address for password recovery purposes and click "Update".



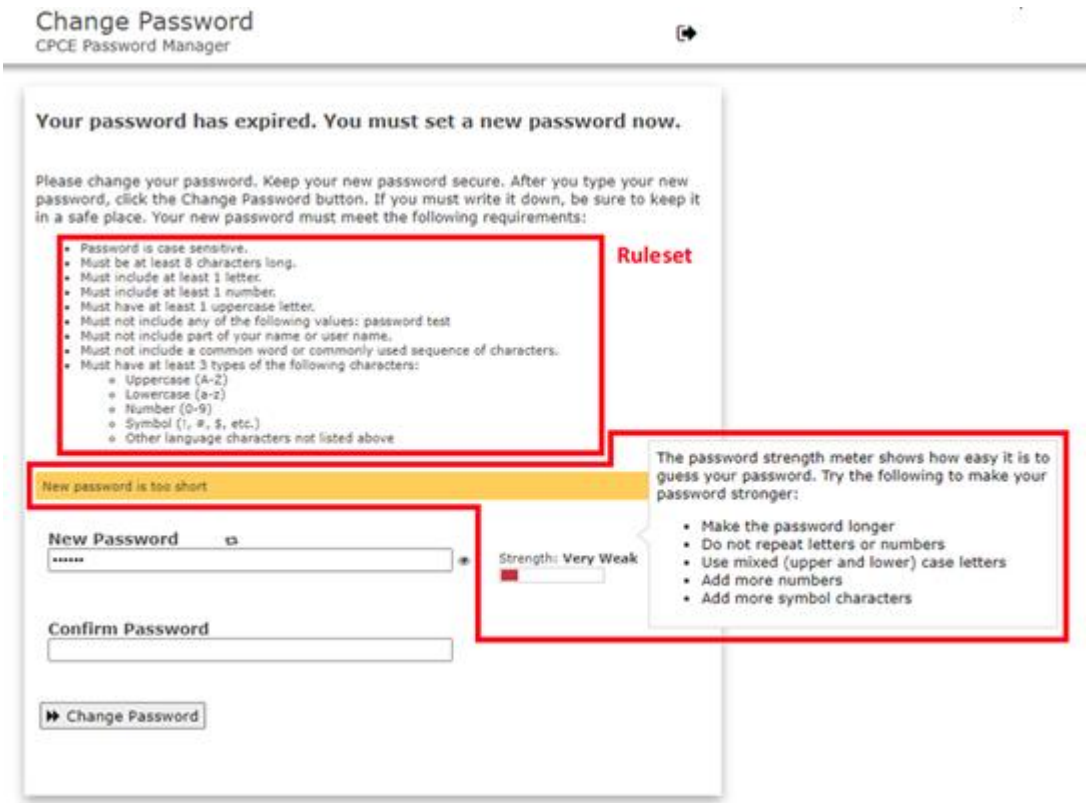
5. Click the "Continue" button.



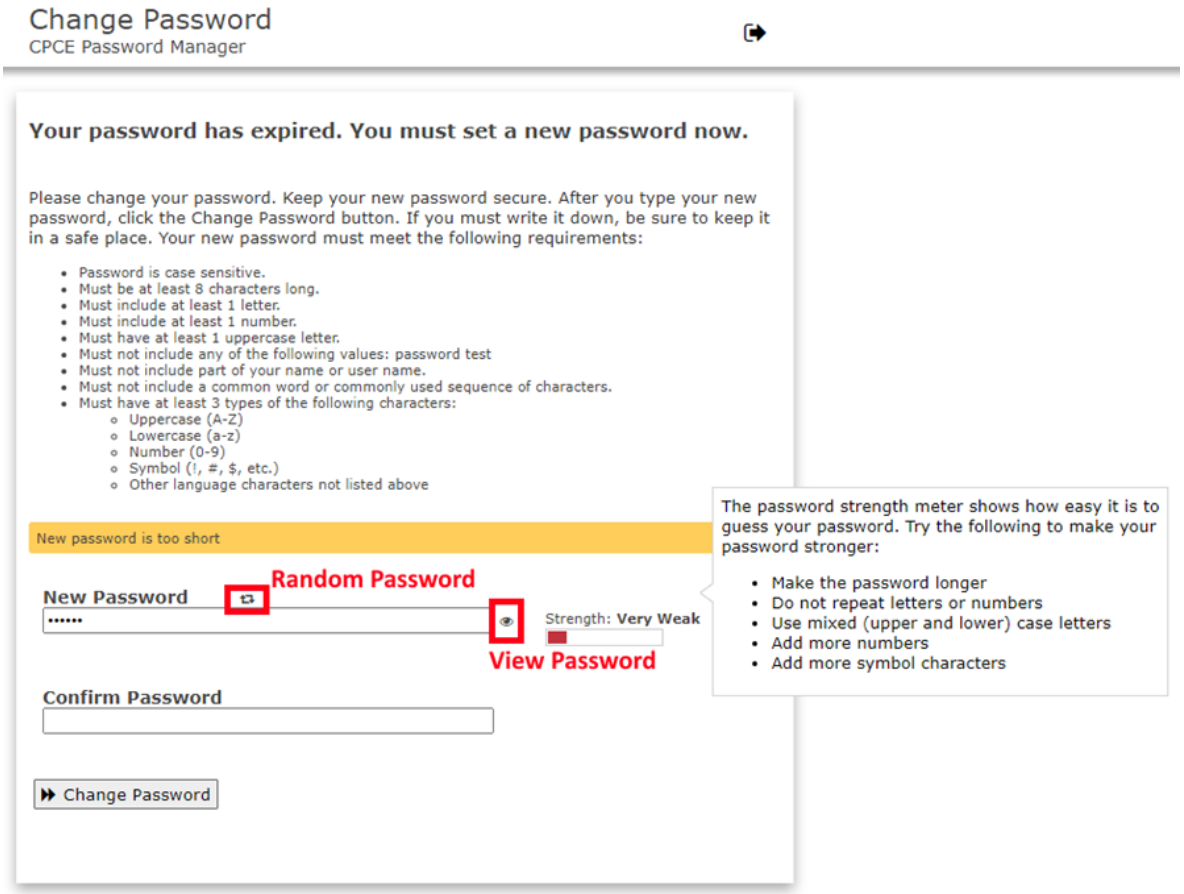
6. Input the initial password again for setting a new password then click “Continue”.



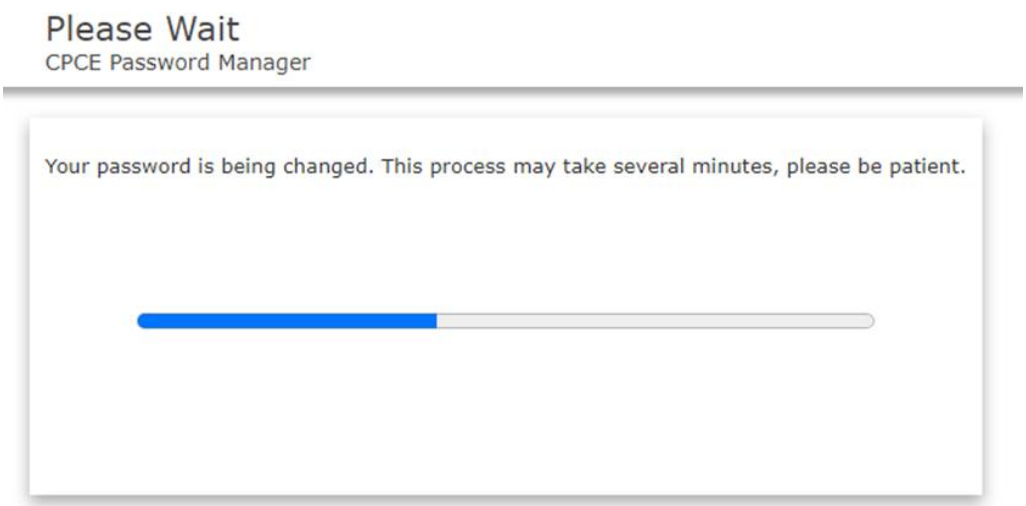
7. Follow the ruleset and hints provided to set up the new password then click “Change Password”.



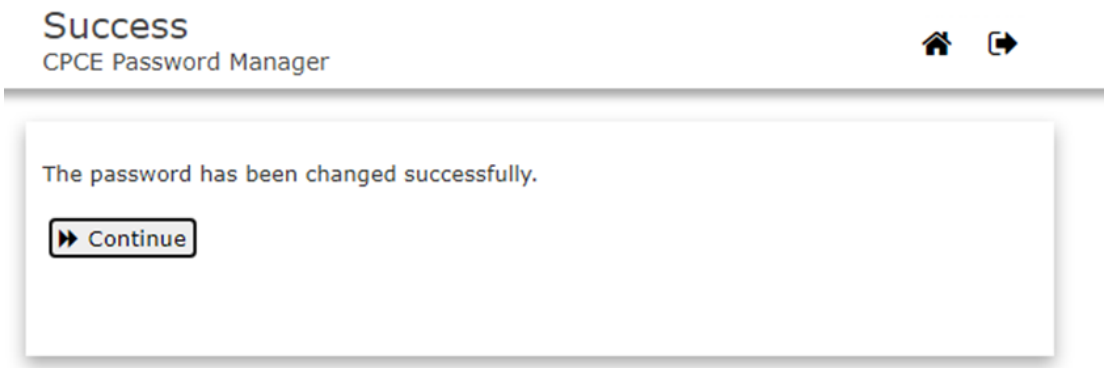
Note:
A list of random password is available for reference and a button next to the password box is allow viewing of the password input up to the current moment.



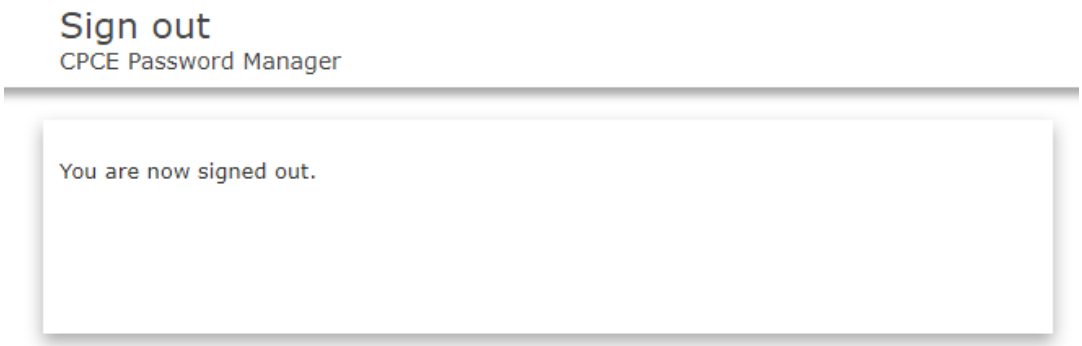
8. Wait until the progress is completed.



9. Click “Continue”.

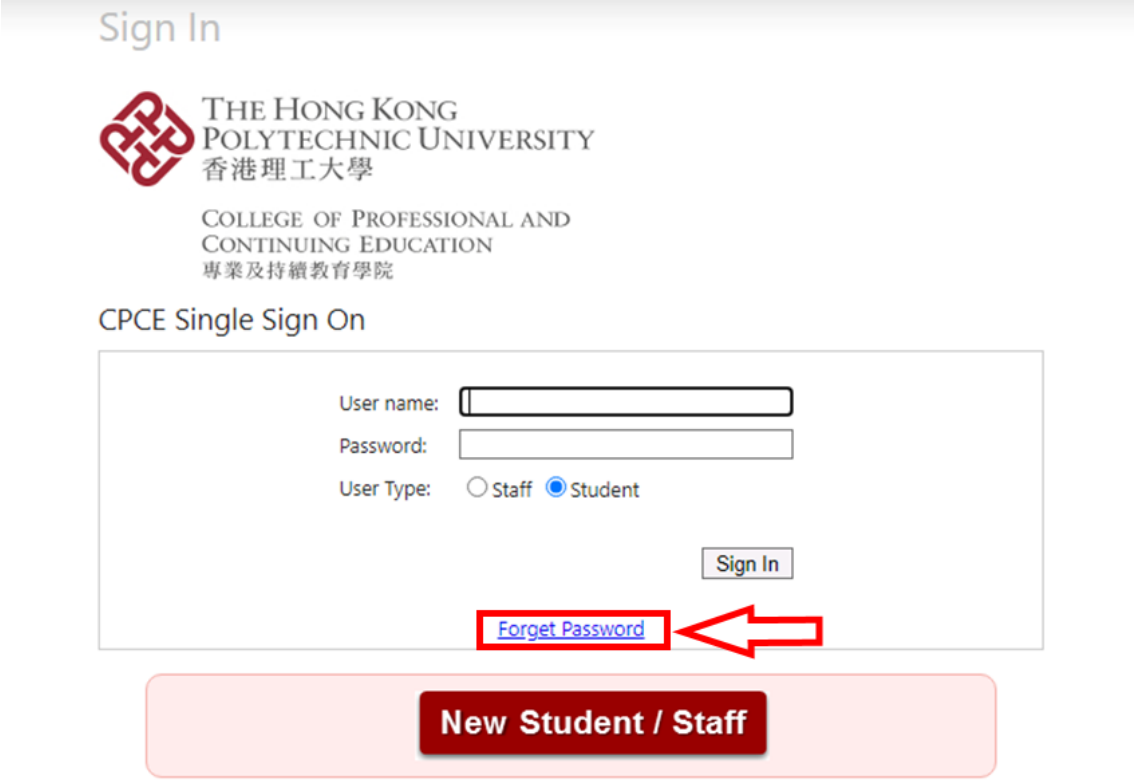


10. Close the browser when the system signed out at the end of the process.

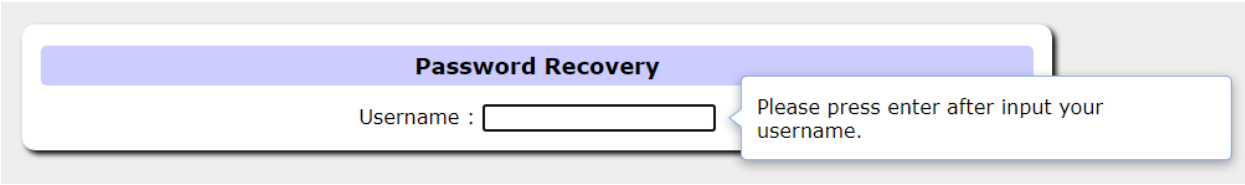


Reset Password by Secondary Email

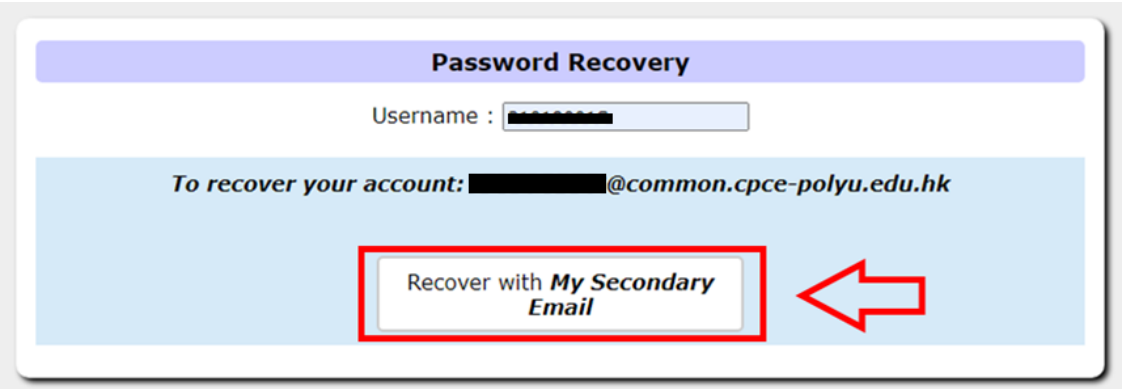
1. Click on the "Forget Password" in the "CPCE Single Sign-On" Page



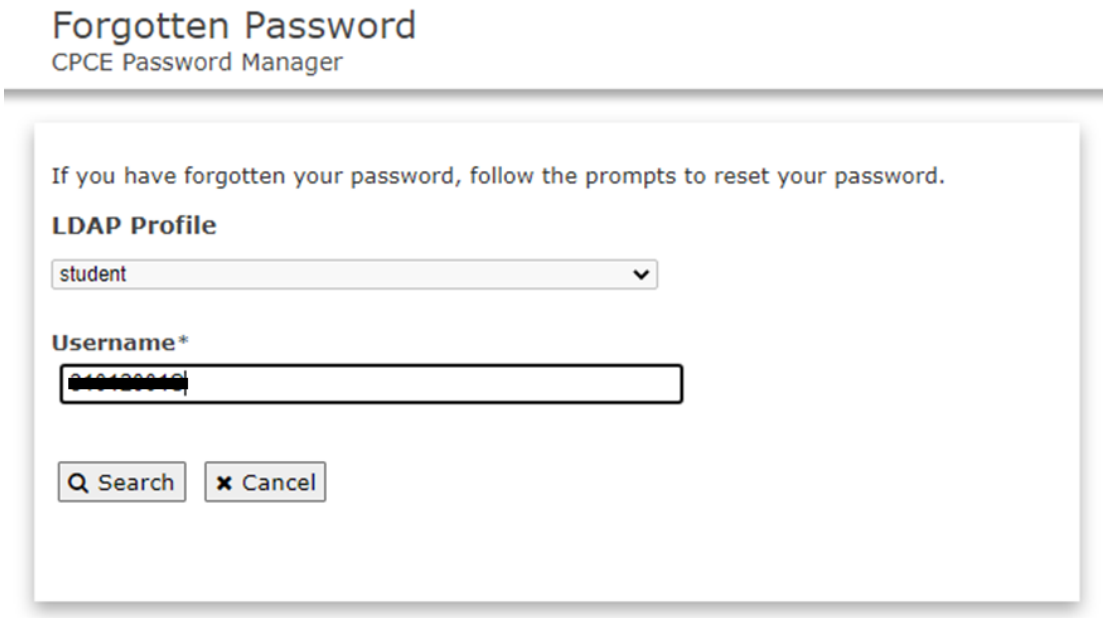
2. Input the student no. as the "Username" and press the "enter" key.



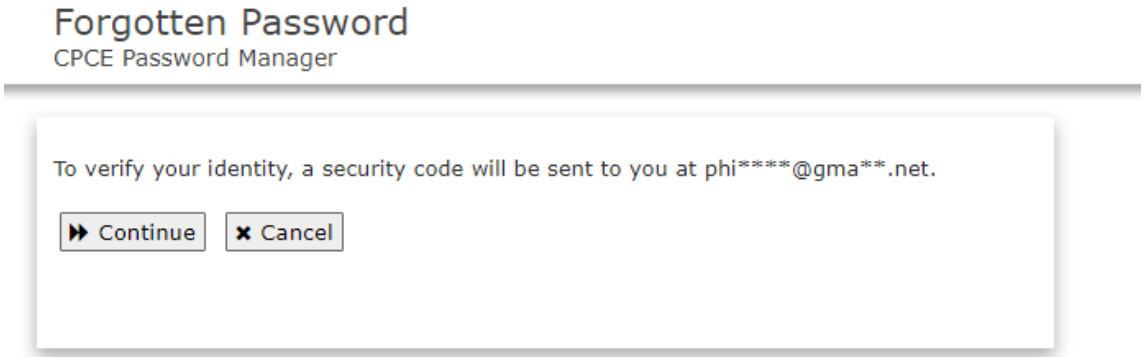
3. Click on the "Recover with ***My Secondary Email***"



4. Click "Search" to continue.

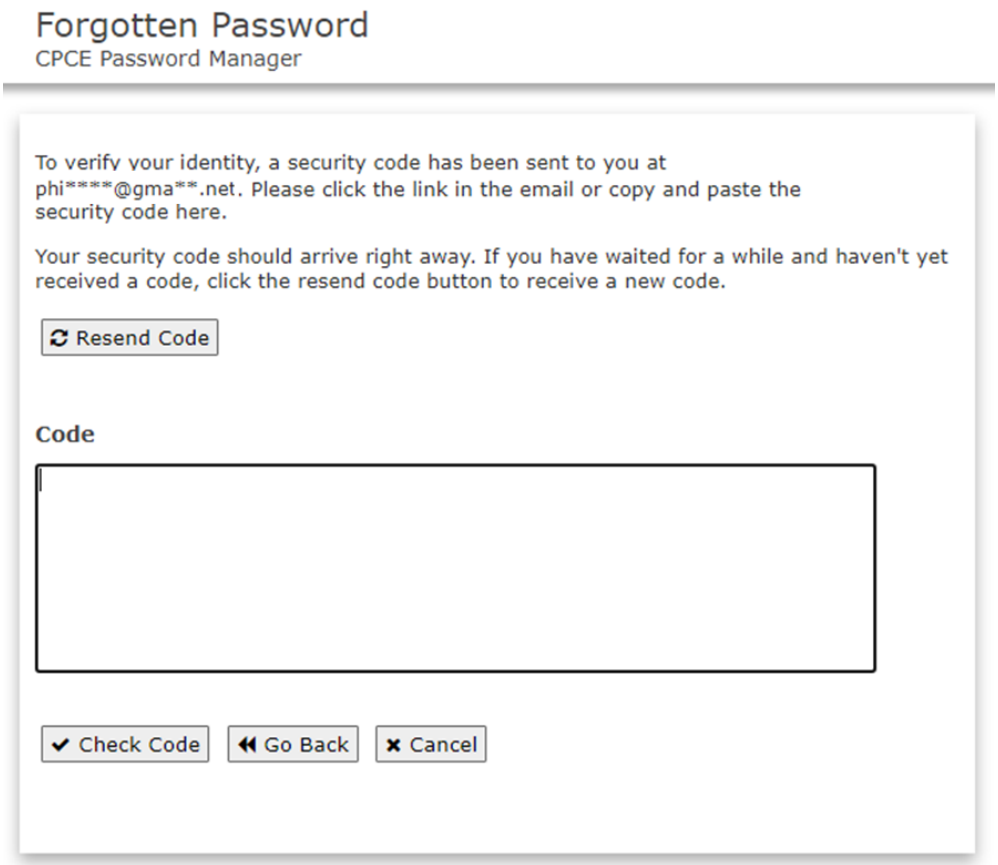


5. Check on the masked email address and click "Continue" to send an email with the security code. (Please check on the secondary email address if the long loading after a click on "Continue")

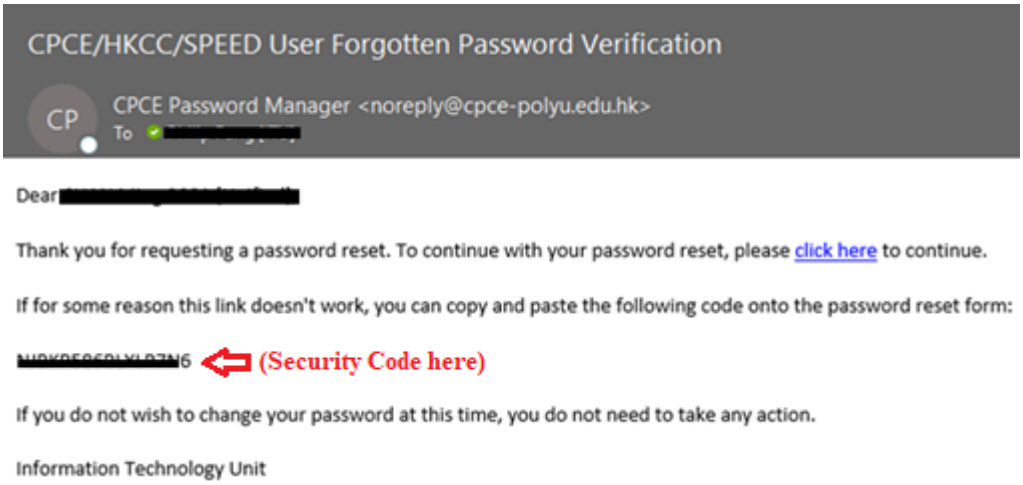


6. Check the mailbox of the secondary email provided to the system, paste the code and click on "Check Code" to continue. (Click on the "Resend Code" or Check on the "Junk" mailbox of the secondary email provided if the email is not received)

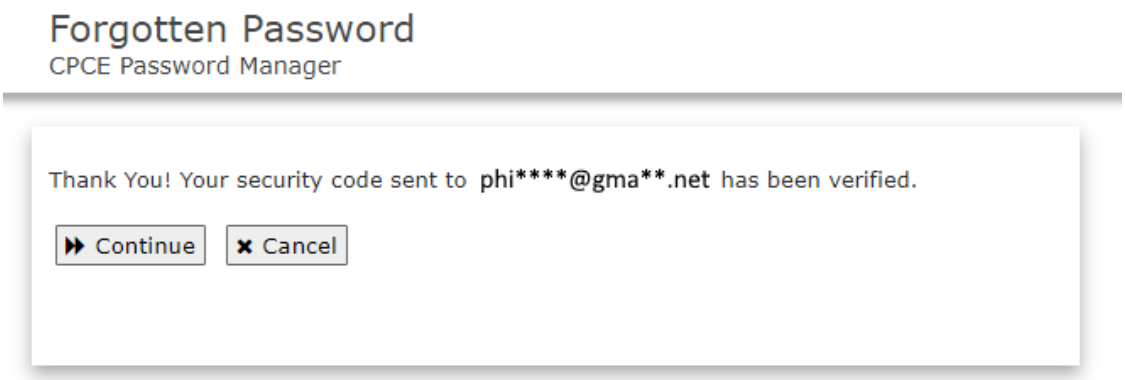
   Alternative method: Click on the "Click here" link in the Security Code Email.



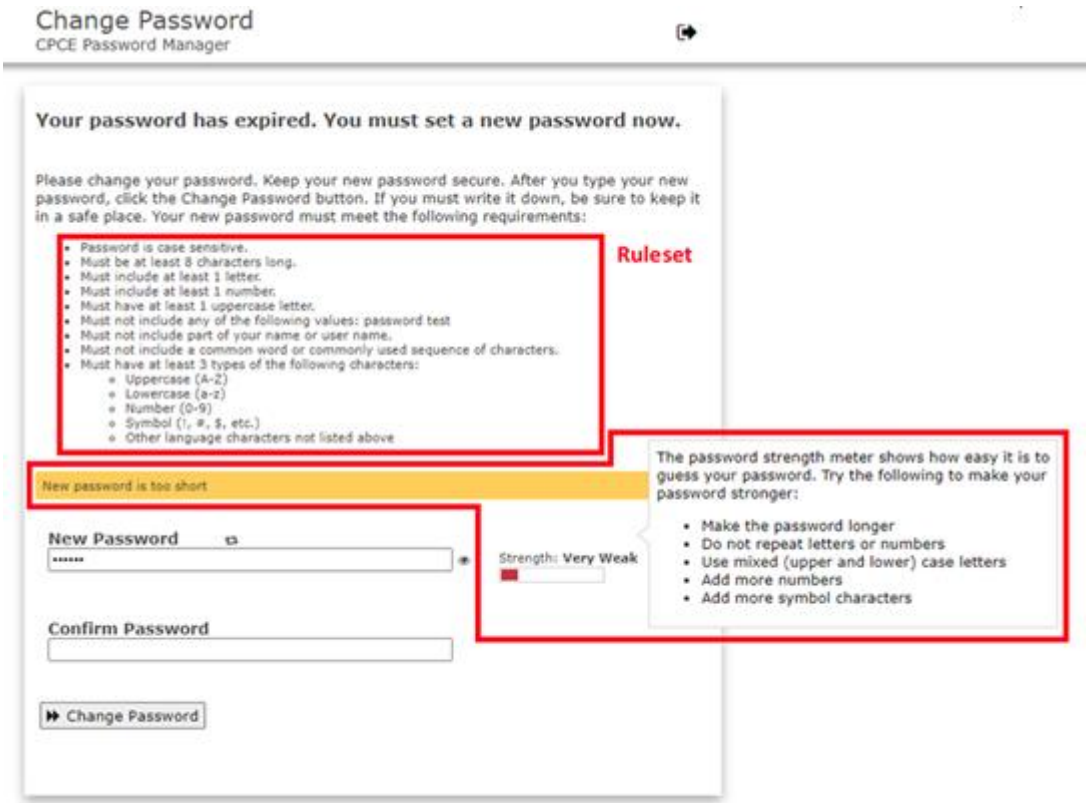
Example Security Code Email:



7. Click “Continue”.

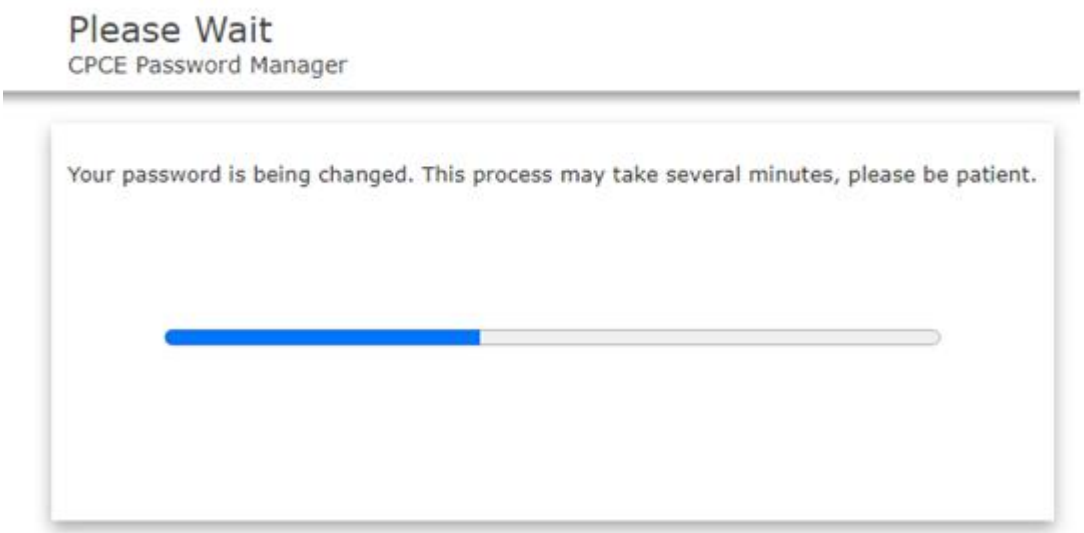


8. Follow the ruleset and hints provided to set up the new password then click “Change Password”.

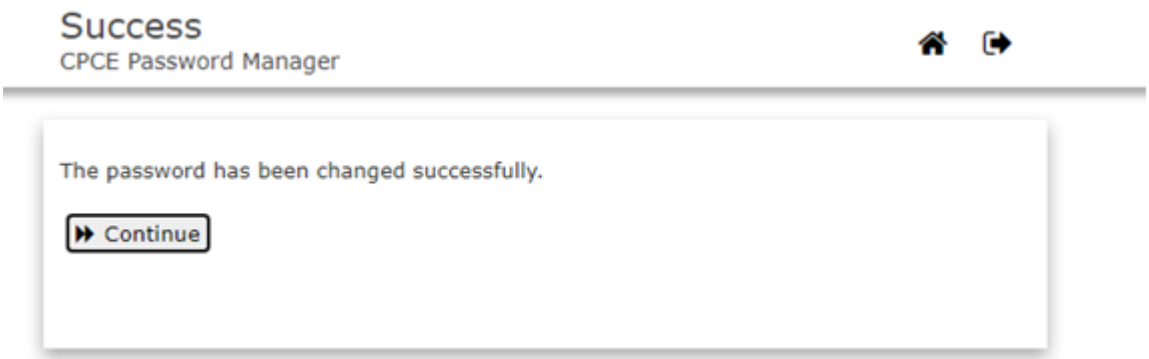


Note:
A list of random password is available for reference and a button next to the password box is allow viewing of the password input up to the current moment.

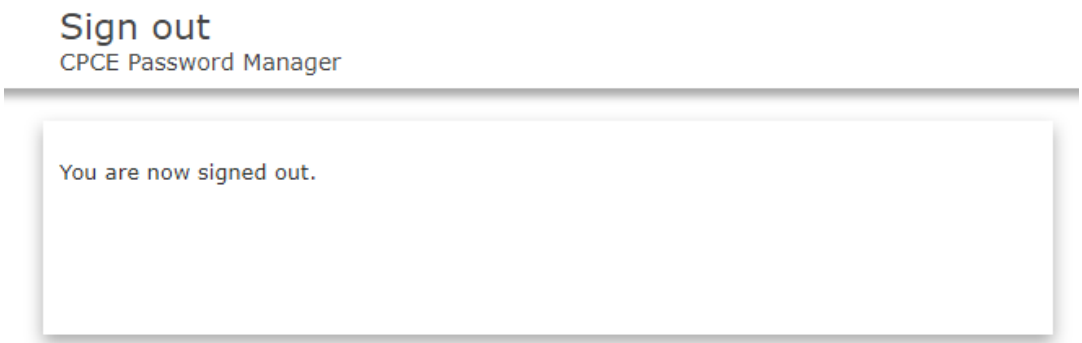
9. Wait until the progress is completed.



10. Click "Continue".



11. Close the browser when the system signed out at the end of the process.



Password Secure Policy

Password policy

For security reasons, you are strongly recommended to change your PASSWORD regularly. The following guidelines introduce the correct steps to change your PASSWORD and other related local passwords on your PC.

Please note that your new password must have the following criteria:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 letter.
- Must include at least 1 number.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Must have at least 3 types of the following characters:
- Uppercase (A-Z)
- Lowercase (a-z)
- Number (0-9)
- Symbol (!, #, $, etc.)
- Other language characters not listed above

The user will be notified to change the password 30 days before the password expired.

Account lockout policy

New account lockout policy to protect against brute-force attacks on staff and student accounts. This will prevent unlimited password guessing and will result in accounts being locked out after 10 incorrect password entries and suspended 30 minutes.