



Muhlenberg College  
Office of Information  
Technology

## Password requirements for OIT support

There are certain occasions when members of OIT will need a user's password in order to provide service and/or support. Such occasions include, but are not limited to - deploying a new device, device replacement, or troubleshooting a hardware/software problem.

You will be asked for your password, most likely at the time of service or device pick-up/drop-off. You will NOT be asked to share your password electronically. The sharing of passwords should be done in person or over the phone with a member of the Support Team or technician providing support.

When the device is returned to you and/or service is completed, you will be instructed on how to reset your password. You are required to change your password after service of your computer.

Please refer to our "[Guidelines for Strong Passwords](#)" when selecting a new password.



