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.