

Central College – Credential Box reappearing or Account Locked Out

Objective – configure computer so credential box does not continue to appear OR when users are getting locked out. Please reboot the computer after completing these steps. If you are still having problems contact the ITS Help Desk at 641-628-7010 or ITSHelpDesk@central.edu.

First Steps

Unlock your account by navigating to: <https://password.central.edu>. If you are unable to do this, contact the ITS Help Desk at 641-628-7010, or email itshelpdesk@central.edu.

SHAREPOINT LISTS

Users connected to SharePoint lists may see this. If you no longer need the SharePoint lists, you can delete them. If you need help with this call 641-628-7010.

MANAGE PASSWORDS

Users generally save passwords for various sites. In particular, when the Central College credentials are changed, users don't always remember to change all occurrences. The following instructions show users how to remove or change passwords.

Credential Manager

1. Go to Control Panel
2. Click on Credential Manager
3. Remove all having to do with central.edu

Internet Explorer

1. Go to Control Panel
2. Click on Internet Options
3. Click on Content
4. Click on AutoComplete – Settings
5. Click on Delete AutoComplete History
6. Settings checked should include
 - a. Preserve Favorites Website
 - b. Temp Internet Files
 - c. Cookies & Website Data
 - d. Form Data
 - e. Passwords
7. Click Delete
8. Make sure the “Usernames and Passwords on forms” is checked as well as “Ask me before saving passwords”

Firefox

1. Click on the hamburger menu - ☰
 - a. Click on Options
 - b. Click on Security
 - c. Click on Saved Logins
 - d. Remove any relating to Central College

Chrome

1. In the upper right corner of your window, click the Chrome menu ☰.
 - a. Choose Settings
 - b. At the bottom of the page, click Show advanced settings.
 - c. Under "Passwords and forms," click Manage passwords. A dialog will appear with a list of saved passwords.
 - d. Remove any related to Central College

Safari

1. Open the Safari menu.
 - a. Select Preferences.
 - b. Switch to the Autofill tab.
 - c. Click the Edit button for Usernames and Passwords.
 - d. Delete the entry that corresponds with the site you want to remove.