Los Rios Computer Program Password Tips

Every computer program/application that you use in the Los Rios Community College District will use the SAME “unified” password. This includes:

- eServices (online enrollment system)
- On-campus instructional computer labs
- On-campus Wi-Fi hot spots
- D2L (the online course environment)
- iMail (your free Los Rios email account)

**NEW USERS/STUDENTS**

Before you use one of the Los Rios computer applications listed above, you will need to create your Password. For most New Students, eServices will be the first application or program that you want to use. To create your password, go to the eServices Login page on the Los Rios website – [www.losrios.edu](http://www.losrios.edu). Click on the Create a New Password link directly below the LOGIN button in order to proceed with setting up the new password.

**CONTINUING STUDENTS**

If you have used Los Rios computer programs and/or applications as a continuing or returning student, you may already have security questions and/or passwords set up. Go to the eServices Login page and click on the Password Maintenance link on the left side of the page. You will see the following options:

- Create new password
- Forgot password (and using your security questions to reset yourself)
- Change password (after having password reset by college staff)
- Change password (you know your password but want to change it to something else)
- Change password security questions (you know your password and want to change your password security questions)
- Initial password security setup (you never set up your password security questions and need to do so for the first time)

Once your password is created, it will be good for all Los Rios computer services.

**CRITERIA AND TIPS**

Your new password must meet the following criteria:

- It must be at least 10 characters long
- It must contain three of the following four items:
  - UPPERCASE letters
  - Lowercase letters
  - Numbers
  - Special characters (such as ! or $)

→ See back of page for more information
It cannot contain any part of your name (first or last), or your Student ID number.

You cannot repeat a password that you have previously used in the last 8 password changes.

What makes a good password? Some examples are:
- Join us on our trip 2 Security!
- WeCanDoThisIfWeTry9
- Live2LEARN

**Password expiration**
Your password will expire if it has not been changed in over one year. For your protection, Los Rios enforces a one-year limit on passwords. *After one year, if you have not changed your password, it will expire.*

Best security practices dictate that passwords should be changed on a regular basis to keep your data secure and out of someone else’s hands. A good password protects your personal information from exposure to unauthorized individuals.

**Tips for Remembering your Password Security Question Answers**
- Make sure to take some thought with your answers – don’t answer with incorrect information – you will not remember it in the future.
- Make sure to make the answers as simple as possible and make sure it is accurate – to help you remember the correct answer! For example, if the security question is asking for a street address, perhaps just answer with the actual name of the street – i.e., rather than using “Silberhorn Drive”, just put “Silberhorn”. Then you won’t have to worry about if you entered “drive” or “dr.” or “dr”.

**QUESTIONS?** – Please call us at:
Folsom Lake College Admissions & Records (916) 608-6500
El Dorado Center (530) 642-5644
Rancho Cordova Center (916) 255-0717