Password Station FAQ’s

What is Password Station?
Password Station is a self-service password management tool accessible online with an internet connection, using the password reset feature on the Ctrl+Alt+Del screen of your Apollo computer or by calling the self-service function of the Corporate Help Desk phone system. Users can securely change their password, reset their forgotten password or unlock their network account in a matter of seconds, 24 hours a day. MAC users will utilize the Web interface if the password is allowed to expire.

How do I enroll with this self-service tool?
Prior to using Password Station, enrollment is required. Log in and complete registration HERE.

Will this tool work on a Mac OS?
Yes, Password Station is available through the internet and is not operating system (OS) specific, but an update is still in development for Mac OS Yosemite (OS X).

How do I create a strong password?
Passwords serve as the initial line of defense against unauthorized users. Developing a strong password can protect personal and enterprise-wide information. Here are several tips to create a strong password:

• Your password should not contain your username, real name or company name.
• Your password should not contain a complete word.
• Your password should be considerably different from your preceding password(s).
• Network passwords should include a special character such as ` ~ ! @ # $ % ^ & * ( ) _ - + =.

Following these tips while maintaining Apollo password standards can help mitigate security threats.

If I change my password on my computer will the new password be saved in Password Station?
The Password Reset tool resets your Apollo user account password as long as you are using an Apollo computer with updated software. By performing this reset, you are resetting your network password and the password for applications such as CAP/Oracle/etc.

Can I reset my administrative account (a.account) with Password Station?
Yes. If you have an a.account you can use Password Station to reset your administrative password.

Which domains are used by Password Station?
Currently, only passwords for the Apollo Education Group domain can be managed with Password Station.

How can I get additional assistance with Password Station?
Prior to contacting the Corporate Help Desk, please review the rest of this Password Station user guide located on the MyIT site which is available only while connected to the Apollo network.

Who do I contact for any support issues with Password Station?
If you have support issues, contact the Apollo Corporate Help Desk at 800-470-0723 or 602-557-4100. The number is located on your desktop. You can also find it by going to the Start menu and selecting Apollo Group System Information; the number is listed at the top of the pop-up page.