E-MAIL/DOMAIN ACCOUNT FAQs

What is a domain account, or what is domain account login information?

The domain account is your username and password that grants you access to Stritch computer resources, including:

- The ability to log in to student Wolfmail, or employee webmail if you are a current student or employee of Stritch.
- The ability to log in to My Stritch if you are an employee or a eligible student taking for-credit courses.
- The ability to log onto computers on various campuses.

All members of the community are expected to review and be familiar with appropriate use of these resources by reading the Acceptable Use Policy found at.

Who is eligible for a domain account?

- All active faculty and staff members are eligible for a domain account
- Students taking for-credit courses
- Students only taking courses through University Outreach Professional Development are not eligible for domain accounts
- Students in the non-credit Lay Ministry program are eligible for domain accounts

I’m a new student. How do I create an account or get my domain account login information?

Accounts for eligible new students are automatically generated. There is no need to request an account. A letter will be sent out containing your domain account information to the home address the University has on file for you. Students will receive a domain account upon admittance to a program, or registration in an eligible course. If you are eligible for a domain account, and have not yet received your information, please contact the help desk at support@stritch.edu or (414) 410-4600.

I’m a new employee of the University. How do I get my domain account login information?

Account information for new employees is provided at new employee orientation.

I’m a current student/faculty/staff and have lost or forgotten my login information. How can I get that information?

There are two ways to reset a forgotten or lost password:

- Visit the help desk at the main campus during regular business hours. You will need to bring a current photo ID and your Stritch ID card.
• Visit our online Account Management tool, https://account.stritch.edu. You will need your Stritch ID number or your Username in order to use this tool. If you do not know your Stritch ID number or your Username, contact your academic advisor/counselor if you are a student, or Human Resources if you are an employee. Additionally, this website will have you set security questions so that in the event you forget your password in the future, you can recover access to your account by correctly answering the questions.

**How do I reset my password?**

You can reset your domain password by visiting the Online Account Management tool at https://account.stritch.edu.

You will need to know your Student ID number, Staff ID number or Username and your current password. If you do not remember your password, you will need to contact support to obtain a one-time password.

If you experience problems when using the online account management website, contact support at 414-410-4600 or support@stritch.edu.

**How often should I change my password?**

Passwords must be changed every 180 days to avoid disconnection. You should change your password every 3 to 4 months. If you ever suspect that someone has your password you should immediately change your password and report the incident to support at 414-410-4600 or support@stritch.edu.

**Why do I have to change my password?**

Passwords need to be changed periodically to ensure that your account and information as well as that of all the other users of our systems remain secure. Best practices for securing internet accessible systems generally indicate that passwords should be changed at least every six months.