



January 16, 2020

The mandatory Drexel ID password change initiated by Drexel IT on January 15, 2020 brought some unintended consequences, but the update was critical to maintain the security of Drexel's campus network. Thanks for working with them and ORI as we've partnered on developing a remedy. This document is wordy, but it's important to read in its entirety to get back on track with COEUS.

As you may already be aware, Drexel uses legacy computer accounts for various older systems, and one of the systems attached to legacy accounts is COEUS. Think of it this way – you have two Drexel computer accounts (some folks will have more). One is the Drexel main account for most of our newer applications, including Office 365/Outlook, Drexel One, etc., which are managed using a technology called Active Directory (AD). You also have a second account (or more) that is tied to older (legacy) systems through a technology called LDAP which manages COEUS access. These two systems don't communicate. When you updated your password, it didn't update both accounts, only the AD/main account. If you did not update your other account(s), your old password is still working for COEUS access.

The good news is that we can update our legacy accounts with the same username and password set we use for our Drexel main accounts. Our partners in IT **strongly recommended** you change your legacy account password(s) to mimic your main account password. There may be multiple steps for some folks, but it's possible to accomplish, nonetheless.

At this point, you likely fall into one of two groups and will find next steps listed within your group.

1. You changed your Drexel main account password per IT's email but **have not** changed your legacy account passwords yet.
 - a. You can log into your machine, access all Office 365 applications, and are **able** to log into COEUS Lite and Premium with your **old** password (the one you used for everything prior to changing your Drexel ID password)
 - i. You have a little maintenance to perform. Please follow the instructions in this PDF document.
2. You changed your Drexel main account password **and** changed your legacy account(s) password(s) today on your own or via help from Drexel's [IT Accounts Desk](#). If you did this, you fall into one of the following subgroups:
 - a. You can log into your machine, access all Office 365 applications, and are **able** to log into COEUS Lite and Premium with your updated legacy password.
 - i. You're in great shape! No additional action is required. Continue using the same password for all applications until further notice from IT.
 - b. You can log into your machine, access all Office 365 applications, but are **unable** to log into COEUS Lite and Premium with your updated legacy password.



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- i. Unfortunately, the solution in your case is to call the Drexel IT Accounts Desk at (215) 895-2020. Press 2, then 1, and once you get a human on the phone, explain to them that you need to update all account passwords and they'll walk you through the necessary steps.

If you have already opened a ticket with Drexel IT for this issue, please do not create a new one. Follow through with that ticket and associated assistance from IT. If you have multiple accounts in [CAMS](#) for various applications, you may want to reach out to the [Drexel IT Accounts](#) Desk (see below) for further assistance as this guidance only covers COEUS access.

If you did not open a ticket but followed a different path than outlined above and are still having issues, please contact the [Drexel IT Accounts](#) Desk at (215) 895-2020. Press 2, then 1, and once you get a human on the phone, explain to them that you need to update all account passwords and they'll walk you through the necessary steps.