Admin Rights
Call 1-4357 and ask them to give you Admin Rights *(generally you will have these rights for 24 hours)*. You must provide them with the **AHC Device Number** *(located on a bright green sticker attached to your device)*. Once they give you **Rights**, wait 5 minutes and then log-off your computer twice.

Collaborative Accounts for Shared Computers
Passwords for shared computers (collaborative accounts) will expire every 4-5 months. Each collaborative account must have 2 contact people *(known as owners #1 and #2)*. Only the owners can change the password. If you are an owner, follow the steps below:

1. Call 6-5100 and/or 1-4357 and provide the **Name/Id** of the collaborative account. Example: *Conference room 187’s account Name/ID is: vcrc187*
2. In order for AHC-IS to validate you as an owner of the account you must send an email to AHC-IS (they will provide you with an email address) from your umn.edu account along with a new password. Example: NAME/ID = vcrc187; NEW PASSWORD = Xmas2020!
3. AHC-IS will change the password for you (right away) and will send you a confirmation email.

Computer/Workstation PC Passwords
When you change your password on your workstation PC, you must plug your laptop into a **UMN Network Jack** to keep your login credentials the same as your workstation PC.
**Note:** PC passwords must be changed every 120 days (every 4-5 months). **You will be alerted** by OIT or AHC-IS.

Email Accounts
- Faculty and staff that leave the University will have access to their UMN email account for approximately 2-3 weeks.
- Faculty and staff that retire from the UMN or was a UMN student will have access to their UMN email account forever.

**Highly Recommended**
Plug your laptop into a **UMN Network Jack** every 30 days to avoid any network (AD) issues as well as keeping your computer software up-to-date.
Laptops
You must plug your laptop into a **UMN Network Jack** (blue cable) once every 3 months in order to maintain an Active Directory (AD) account. An AD account is disabled after 91 days of network inactivity (you can call 1-4357 to re-instate the account). After 1 year of network inactivity the AD account is deleted from the system and you must call 1-4357 to have the device added back onto your AD account.

Non-VPN Users
If you are not a remote user, you can login to any AHC device with your AD credentials (X500 and password).

Server Information
Email [ahcacct@umn.edu](mailto:ahcacct@umn.edu); you can also visit their [web page](http://www.umn.edu).

VPN (Virtual Private Network) Users
As a VPN (remote user) you have the ability to login to your workstation from a remote computer/location. This means that you cannot login to any other AHC device unless your credentials have been specifically added to that to particular device. Call 1-4357 to add a device to your AD account.

To obtain a VPN account, you must fill out a [Request for Remote Access to AHC Data](mailto:ahcacct@umn.edu).

VPN - Remote Access Instructions
Set up your VPN with one of the following sets of instructions:

- [Mac device](http://www.umn.edu)
- [AHC supported Windows Device](http://www.umn.edu)
- [Personal Windows Device](http://www.umn.edu)

X500 Password
X500 password expires once per year and you will be prompted to change your password in advance.