

# Crowd Accounts

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## What is Crowd?

Crowd is a component of UCAR's Atlassian software infrastructure used to provide access to the UCAR Enterprise Service Desk along with the help desks supporting Research Computing, the Research Data Archive, and the Digital Asset Services Hub. Users without a CIT account will use a Crowd account instead, which can be created manually from the help portals, or automatically when submitting a ticket via email.

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## I received an email telling me my Crowd password will expire and that I should change it. Is it legitimate?

Crowd accounts follow UCAR password policy, requiring passwords to be changed every 180 days. When a password is 150 days old, crowd will begin notifying a user to modify their password prior to this date via email.

If in doubt about the legitimacy of the email, or to follow best practices regarding account security, users are encouraged to directly visit <https://crowd.ucar.edu> where they can login and change their password.

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## How do I change my Crowd password?

You can change your password on crowd by editing your profile via the following procedure:

1

Login to <https://crowd.ucar.edu>. Your username will be your email address. If you don't know your Crowd password, please follow the forgotten password instructions in the following section.

2

In the sidebar on the left side, select "Change password"

3

Enter your current Crowd password, and then your new password twice.

Passwords need to be at least 9 characters, including at least one of each of the following: uppercase alpha character, lowercase alpha character, numeric character, special character. You may not reuse a previous password.

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## How do I recover a forgotten Crowd password?

You can generate a new crowd password by following the following procedure:

1

Visit <https://crowd.ucar.edu>. On the login screen, follow the "Forgot your password?" link.

2

On the **Forgot login details** page, select the "I have forgotten my password" radio button, and enter your email address in the Username field. Select "Send email"

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3

You will receive an email from UCAR Crowd providing a link to reset your password. This link will be to <https://crowd.ucar.edu> and will include a token only good for 24 hours. Following the link will allow you to reset your password, after which you can login to the service desks or to Crowd to login to your account.

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