Issue with changing passwords

IT Status

There is an issue with changing PID passwords. We are investigating the issue. UPDATE: 12:20p: We are experiencing heavy system traffic on the servers that handle changing of PID passwords. If you received "An error has occurred. Contact 4Help", wait a few minutes and then attempt to change your PID password. Continue trying until your PID password is successfully changed. After your PID password is changed, it may take up to 10 minutes until you can log in to systems that use your PID password.

Service Degraded

Created: Mon, 05/05/2014 - 10:50am Resolved: Wed, 05/07/2014 - 9:26am Duration: 1 day 22 hours 35 min 3672 Views

Source URL: https://computing.vt.edu/content/issue-changing-passwords