Pharmacy Domain Password Synchronization
Frequently Asked Questions

What is happening?
- Beginning in May, we will be syncing Pharmacy domain passwords with Ohio State username (name.#) passwords.

What is the Pharmacy domain password used for?
- If you login to a desktop that is connected to the Pharmacy network, you login using your Pharmacy domain username and password. You may also access Pharmacy computer resources remotely (known as Remote Desktop, VPN, or NetExtender) using your Pharmacy domain password. Certain users (mostly Mac users) use their Pharmacy domain password to access shared network folders and printers after logging into their computer with a separate account.

My Pharmacy domain password is already the same as my university password. Will anything change?
- Many people have already set their Pharmacy domain password to match their university password; this process just ensures they will always stay in sync. You will no longer have to change your Pharmacy domain password every 180 days; instead, you will only change your password at my.osu.edu.

My Pharmacy domain username is not currently my name.#. When will my password be synced?
- We are in the process of renaming all Pharmacy domain accounts to match the name.#. This usually occurs as we upgrade your office computer. As soon as your Pharmacy domain username is switched to match your name.#, we will enable password sync and notify you of the change. Please contact cop-problem@osu.edu if this applies to you, so that we can schedule your office computer upgrade and password sync!

Why is this happening?
- Simplicity! By syncing your Pharmacy password with your Ohio State username (name.#) password, you will only have to remember one password instead of two. In addition, you will only need to update one password every 180 days at my.osu.edu.

When is this happening?
- The password sync process will begin on May 10 in a phased approach across the college, and the initial rollout is expected to be completed on May 24. The sync will take place
What do I need to do to prepare?
• Please make a note of the date and time your password is scheduled to be synced. After that time, you will use your Ohio State (name.#) password to access Pharmacy domain resources. It is also recommended that you log off your computer prior to the password sync if you are able.

What should I do if I am logged in while the password sync happens?
• Save what you are working on, log off your computer, then log back in using your Ohio State (name.#) password to verify that your password is working correctly.

What do I do if I forgot my Ohio State username and/or password?
• Visit my.osu.edu to obtain your username and password. You may also call the OCIO Helpdesk at 614-688-HELP (4357) or email help@osu.edu.

Will this impact access to my university (@osu.edu) or OSUMC (@osumc.edu) email?
• No. You will continue accessing email as you currently do.

Will this impact my Pharmacy remote access (Remote Desktop, VPN, or NetExtender)?
• Yes. You will need to use your Ohio State (name.#) password for Pharmacy remote access after your password is synced.

Will this impact my access to university systems like Carmen, PeopleSoft, eLeave, eRequest, eReports, Your Plan for Health, etc.?
• No. You will continue to access these systems as you currently do.

Who should I contact if I have questions?
• Please contact the Pharmacy IT Helpdesk at cop-problem@osu.edu.