

FSU College of Medicine - LastPass FAQs

- **What's the value of using LastPass?**

LastPass securely stores all your passwords and automatically logs you into your online accounts. It can even complete online forms such as your address, phone number, email addresses and other information. Other benefits include:

- ❖ *Uncrackable passwords*
- ❖ *Saving time with autofill (logins without any typing!)*
- ❖ *No more forgotten passwords*
- ❖ *Secure corporate and personal data with strong passwords*

- **How will I get access to LastPass?**

Get started by visiting www.LastPass.com/fsumed to start the signup process. You will receive an email from LastPass with instructions on how to create an account and complete the setup process.

- **What if I already use LastPass?**

Great! We recommend you keep using your personal LastPass account. Registering provides an upgrade to a free Premium LastPass Personal account, which gives you access to:

- ❖ *The LastPass Mobile App*
- ❖ *Desktop Application Passwords*
- ❖ *Share website passwords with others (Advanced Users)*

- **Can I use LastPass on mobile?**

Yes, with the Premium and Enterprise versions of LastPass you can install the LastPass app on your mobile devices to help manage mobile logins. LastPass supports every major smartphone and tablet, including Android, iOS, BlackBerry, and Windows Mobile devices. More information is also available here:

https://lastpass.com/support.php?cmd=getfeaturefaq&feature=feataure_20

- **Does OIT see the data in my personal LastPass account?**

No, OIT can't see information in your personal LastPass account, even if that account is "linked" to your Enterprise account.

- **What is an Enterprise LastPass account?**

Enterprise accounts are available for anyone associated with the College of Medicine.

Enterprise Accounts are normally for more advanced users with special use cases and the need for more features. OIT will help setup an Enterprise Account for any person or group who needs them. Enterprise accounts give OIT the ability to ensure good security practices for accounts, recovery options for failures, and to enable enterprise sharing features. If you're interested, in an Enterprise Account for yourself or your group, please submit a [Help Desk Request](#).

- **What happens if I get compromised?**

LastPass proactively performs daily checks to see if your LastPass account email addresses are on any compromised list for other web services.

If a match is found, an email notification is sent to the LastPass user, notifying them of the domain that was breached and the potential risk.

Users can then run the [LastPass Security Challenge](#) to verify if the password for the breached site is used elsewhere.

LastPass then recommends updating the password for the affected account, and any other accounts using that password, using LastPass to generate a new, strong password.

For more info: <https://helpdesk.lastpass.com/?s=compromised>

- **What happens if I forget my master password?**

If you go to log in and cannot remember your Master Password, click on [this link](#) to enter your email and have your password hint sent to you. The information that LastPass will email you is only what you entered as your password hint when you registered your Master Password.

Neither LastPass nor your company has access to your Master Password and therefore cannot send you more than your password hint, so you may need to initiate the [Account Recovery](#) process (<https://lastpass.com/support.php?cmd=showfaq&id=375>).