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## General LastPass Information

### What features does LastPass have?

LastPass Business and Premium offer the following features:

- Access on all supported devices
- Generate [secure passwords](#)

- (For Business) Securely [share passwords](#) with your coworkers/collaborators
- (For Premium) One-to-many [password sharing](#)
- 1GB encrypted file storage via [Secure Notes](#)
- Check your overall password strength through the [Security Challenge feature](#)
- Desktop application logins (with [LastPass for Windows Desktop](#) and [LastPass App for Mac](#))
- An ad-free [Vault](#) to store and manage your [Sites](#), [Secure Notes](#), and [Form Fill](#) profiles

## What are the differences between LastPass Business, Premium, and Free?

[Click here](#) for an overview of the differences between LastPass Business, Premium, and Free. The following information also summarizes the differences between the three.

### LastPass Business

All Business accounts will be under your @hmc.edu email address and are available to faculty and staff for work-related university usernames and passwords. Business accounts are supported and managed by CIS. For any LastPass Business issues, please contact the helpdesk at [helpdesk@hmc.edu](mailto:helpdesk@hmc.edu).

**Note:** We advise that you do not keep any personal LastPass account passwords in your Business account. Instead, create a Premium account (see below) to keep your personal passwords separate from your work passwords.

### LastPass Premium

HMC offers free LastPass Premium accounts to anyone with an active HMC email address, such as students, alumni, faculty, or staff. LastPass Premium accounts are separate from LastPass Business accounts. You can sign up for your free LastPass Premium account through our [HMC LastPass Premium page](#).

You can use any personal email address (e.g., Gmail, Yahoo) to sign up. To sign up, in the field asking for the *university email address*, please enter your HMC email address in the format *username@hmc.edu*. Enter any personal (**non-HMC**) email address to set up and access your LastPass Premium account in the second field. If you want to upgrade your LastPass Free account to Premium, enter the email address associated with your LastPass Free account.

If you already have a LastPass Free account associated with the email address you use, LastPass will upgrade your Free account to a Premium account at no cost.

If you already purchased a Premium account independently, you will need to [cancel your automatic renewal](#) before adding the free Premium upgrade to your personal LastPass account.

**Note:** We do not manage Premium accounts, so if you have account or login issues, please refer to [LastPass support](#) instead of contacting our helpdesk.

### LastPass Free

LastPass Free accounts are the most basic account offered by LogMeIn. They are available to anyone at any time, regardless of affiliation to HMC. You can [independently sign up for a LastPass Free account](#) through the LastPass website. Unlike Business and Premium accounts, Free accounts have storage and sharing limits and lack advanced features such as emergency contacts and encrypted file storage for important documents.

**Note:** We do not manage Free accounts either, so if you have account or login issues, please refer to [LastPass support](#) instead of contacting our helpdesk.

## As a staff/faculty member, when should I use LastPass Business versus LastPass Premium?

Staff and faculty should use LastPass Business for storing work-related passwords and LastPass Premium for storing personal passwords. The list below illustrates some best-practice examples for when to use what:

- **LastPass Business**
  - HMC password
  - HMC server passwords
  - Passwords for work-related systems in your department (e.g., OnBase, Cognos, CX)
- **LastPass Premium**
  - Bank account login
  - Health insurance login
  - Facebook login
  - LinkedIn login
  - Personal email login

## LastPass is warning me that I have duplicate passwords across multiple sites, but it's the same login synced across various services (i.e., my HMC login). What do I do?

The warning in itself is a valuable feature to inform you when you're using duplicate passwords, but you may legitimately use the same login across multiple sites. If LastPass erroneously gives you this warning, you can click "Disable alert for this site" when the "duplicate password" pop-up appears. You can also [disable password alerts altogether](#). You can also set [Equivalent Domains](#) for when you have one login used across multiple sites or [URL Rules](#) if you have one website that uses various credentials.

## Can I import passwords from a different password manager into LastPass?

Yes, please follow importing instructions from LastPass by [clicking here](#).

## How do I set up Master Password recovery options?

You can [set up any/all Master Password recovery options](#) by following the linked instructions on LastPass's support page.

## How do I permit offline access to my LastPass Vault?

You can [enable offline access](#) by following the instructions on LastPass's support page.

**Note:** You must not hide stored passwords from view in your LastPass Vault for offline access.

## My Internet browser already has a password manager. Why should I use LastPass?

While Internet browser password managers are convenient, they aren't as focused on security as LastPass. Here are some reasons we believe using LastPass is better:

- **Strong, local encryption:** LastPass uses AES-256 bit encryption with PBKDF2 SHA-256 and salted hashes, an advanced form of encryption that deters brute force attacks. In other words, it prevents hackers from using complex tools to crack someone's password. LastPass has a zero-knowledge policy, which means they don't store passwords, just encrypt them. Even LastPass developers are not able to view their users' passwords. LastPass has an article that explains how they did not experience a compromise in users' LastPass vault data [when they get hacked](#). LastPass also has an article that [explains how it is safe to use](#).

- **Cross-platform support:** You can use LastPass on your desktop, Internet browser, and phone. It is much more accessible, and you can rest assured that your passwords are securely encrypted no matter which device you're using.
- **Password generator:** While not exclusive to LastPass, LastPass has an easy-to-use password generator that creates strong, random passwords. While you should use the password generator from the browser extension, website, or mobile app, you can also [use it online](#).
- **Excellent documentation:** LastPass' [help documentation](#) is extensive yet easy to understand. While it may not answer all your questions, we recommend exploring the documentation if you have any general questions about LastPass.
- **Store non-password items:** Beyond password management, you can use LastPass to securely store files, notes, payment information, and addresses. With LastPass Business, you gain access to 1GB of secure file storage.
- **Security Challenge:** The [Security Challenge](#) is an excellent way to view your duplicate or weak passwords at a glance.
- **Commitment to security:** LastPass has a track record of responsiveness to security researchers who discover vulnerabilities in their software. For example, they were quick to [respond to a bug](#) found by a Google security researcher. They encourage security researchers to [report flaws in their software](#) to maintain the security of LastPass.

## My Internet browser's password manager is asking to save passwords at the same time LastPass is asking me to save passwords. What should I do?

Suppose you plan to use LastPass as your primary password manager. In that case, we recommend you disable your browser from offering to save passwords to prevent your passwords from being saved across multiple password managers. In most cases, you cannot disable the Internet browser's password manager feature itself. For instructions on how to disable your browser's password manager, please refer to the steps below.

- Chrome
  - Click the **Chrome menu** in the toolbar and choose **Settings**.
  - Click **Passwords**.
  - Turn off **Offer to save passwords**.
- Firefox
  - Click the **Firefox menu** in the toolbar and choose **Options**.
  - Click **Privacy & Security**.
  - Uncheck the box next to Ask to save logins and passwords for websites.
- Safari
  - Click the Safari menu and choose **Preferences**.
  - Click the **AutoFill** icon.
  - Turn off all the AutoFill settings: "Using info from my contacts," "User names and passwords," "Credit cards," and "Other forms."
- Microsoft Edge
  - Click the **Settings and more** menu and choose **Settings**.
  - Scroll to the bottom and click **View advanced settings**.
  - Scroll to the **Privacy and services** section and turn off **Offer to save passwords**.
- Opera
  - Click on the red O at the top left of the browser
  - Go to **Settings**
  - Scroll down to **Advanced**
  - Click on **Passwords**
  - Turn off the **Offer to save passwords** option

**Please note (for Business users):** After you disable your browser's password manager, you may wish to export any work passwords saved in your browser and [import them into your LastPass LastPass Vault](#). That way, you will have all your work passwords in one password manager versus multiple ones. After importing your work passwords into LastPass, you can delete the stored passwords from your browser's password manager. You can do the same process for personal passwords, although you should make sure to keep those passwords in a personal LastPass account, not a Business account.

## LastPass Premium Information

### **I'm a faculty/staff member. Can I claim a Premium account alongside my Business account?**

Yes, you can enjoy the benefits of Premium by using the [Harvey Mudd LastPass Premium page](#). We highly recommend you claim your eligibility using an HMC email for signing up for Premium, **but sign up with a personal, non-HMC email (e.g., Gmail, Yahoo) for your personal LastPass account.**

We highly encourage you to use a personal LastPass account and link it to your Business account so you can keep your work-related and personal password information separate. If necessary, you manually move your credentials between LastPass Vaults as well.

### **Will I have to renew my LastPass Premium subscription every year?**

If you claimed a Premium license through the [Harvey Mudd LastPass Premium page](#), You will receive an automated email on the day your Premium subscription expires. The email contains a link that you can activate which will grant you another year of LastPass Premium.

If the link expires, please re-enter your information into the [Harvey Mudd LastPass Premium page](#) and you should be able to claim another year of Premium.

### **I already have a Premium subscription for my personal LastPass account, and the HMC LastPass Premium page is not letting me claim my account. What do I do?**

If you've already purchased a Premium account independently, you will need to [cancel your automatic renewal](#) before you can add the free Premium upgrade to your personal LastPass account.

### **(For Premium Users) Help! I forgot my Master Password! What should I do?**

Neither CIS nor LastPass has access to your Master Password and cannot retrieve it for you. We highly recommend that you set up and configure [all account recovery options](#) so that you can regain access to your LastPass Vault if you ever forget your Master Password.

Suppose you cannot remember your Master Password and cannot recover it using all recovery options. In that case, unfortunately, you must reset your account to create a new Master Password. You will have a new LastPass account using the same email address without any passwords you saved before. [Please click here](#) for instructions on resetting your account.

## LastPass Business Information

### Why is LastPass asking me to link a personal LastPass account?

You can optionally link a personal LastPass account to your LastPass Business account. When you link your personal account (e.g., @gmail.com) to your Business account (@hmc.edu), LastPass treats it as a shared folder within your Business account's Vault. That way, you can access both Vaults in one place while your accounts remain separate. We recommend you link your accounts so that your non-work logins (social media, banking, etc.) don't get mixed with your HMC and other work-related logins. For more information on how to link your accounts, please refer to [this documentation](#).

**Note:** *Linking a personal account is optional.*

### Do I have to use Duo two-factor authentication before logging in?

To ensure the safety of your LastPass LastPass Vault, LastPass requires Duo two-factor authentication.

When you claim your account and sign in for the first time, LastPass will ask you to enter your "Duo Security" username. Please enter your @hmc email address (e.g., [username@hmc.edu](#)). LastPass may pre-fill your Duo Security username for you.

### (For Business Users) Help! I forgot my Master Password! What should I do?

We highly recommend that you set up and configure [all account recovery options](#) so that you can regain access to your LastPass Vault if you forget your Master Password.

If you cannot recover your LastPass Business Master Password using the self-service recovery options, contact the [CIS Help Desk](#) to request a Master Password reset. **You must have recently logged into your LastPass Vault using the LastPass browser extension for this option to be available.**

If we cannot reset your Master Password, unfortunately, CIS will have to manually reset your account, which results in you losing all of your stored passwords and starting with an empty LastPass Vault.

### What happens to my LastPass Business account when I leave HMC?

Your account will be disabled, and you will not be able to log in to your Business account. **We advise that you do not keep any personal LastPass account passwords in your Business account.**

### What if I don't want a LastPass Business account?

We do not require staff or faculty to use a LastPass Business account. You can opt-in whenever you would like. **However, CIS recommends the use of any password manager as part of improving existing password practices.** Therefore, if you don't want to use a LastPass Business account, we urge you to consider a comparable option. Please refer to our [guide on password managers](#) for other recommendations.

### How do I link or unlink my LastPass Premium/Free Account?

LastPass provides instructions on [how to link/unlink your personal LastPass \(Premium/Free\) account to your LastPass Business account](#).



## **I'm a faculty/staff member. I already use a personal LastPass account with a non-@hmc.edu email address for storing work passwords. What should I do with my Business invite?**

Your @hmc.edu email will receive an invitation to activate a new LastPass Business account. **Please note that this account will be completely separate from your personal LastPass account, even if your personal account uses an @g.hmc.edu email address.**

It's up to you if you want to use your Business account, and if not, you can ignore your activation email and continue to use your pre-existing account. However, suppose you transition to using your Business account as your work password manager. In that case, we recommend you stop storing work passwords in your personal LastPass account and migrate any work passwords to your Business account.

If you'd like to continue using both accounts, you can link your personal account to your new Business account and manually transfer over any work-related passwords. Please [click here](#) for more information on linking your personal LastPass account.

We cannot migrate your stored work passwords from your personal LastPass account to your Business account for you. Still, LastPass has documentation on [exporting passwords](#) and documentation on [importing passwords](#).

## **I'm a faculty/staff member. I already created a personal LastPass account using my @hmc.edu email address. What will happen when I receive my Business invitation?**

You will receive an activation email asking you to convert your pre-existing @hmc.edu LastPass account into a Business account. [Please click here](#) for more information.

## **What is the Families as a Benefit plan? How do I claim it?**

Families as a Benefit allows you to share five Premium licenses with your family or close ones and manage a [Family dashboard](#) for shared passwords at no cost to you. You can read more about this benefit from [this LastPass article](#).

To claim the Families as a Benefit plan, please follow these steps:

1. You must be signed in to your **LastPass Business** account to claim the benefit. From the LastPass browser extension, click **Open My Vault**. Or, you can log in to your LastPass Business account in your [web browser](#).
2. On the left menu, click **Account Benefits**.
3. Follow the instructions for claiming your **Families as a Benefit** plan.
  - Your Families as a Benefit can be managed through your personal LastPass account, which may not be under your [@hmc.edu](#) address. If you do not have a personal account, LastPass will walk you through creating one before claiming your Families as a Benefit plan.
4. After claiming your Families benefit, sign sign into the account that has the Families as a Benefit plan enabled.
5. In your account dashboard, click **Manage Family** in the left menu to access your Family Manager Dashboard.
6. In the Family Manager Dashboard, click **Add Family Member** on the upper-right to invite someone to your LastPass Family.

7. Anyone you invite to your LastPass Family must activate their plan through an email invitation. They may find it easier to do this on a desktop or laptop computer.
8. Once everyone has set up their account, you may refer to the [Get Started as a LastPass Families User](#) guide.

You can only access the Family Manager Dashboard by logging in directly to your personal LastPass account. However, if you [link your personal LastPass account to your LastPass Business account](#), you can view any shared Family folders as a subfolder in your Business account's Vault.

### **My LastPass Families plan says it expired. How do I reclaim the benefit?**

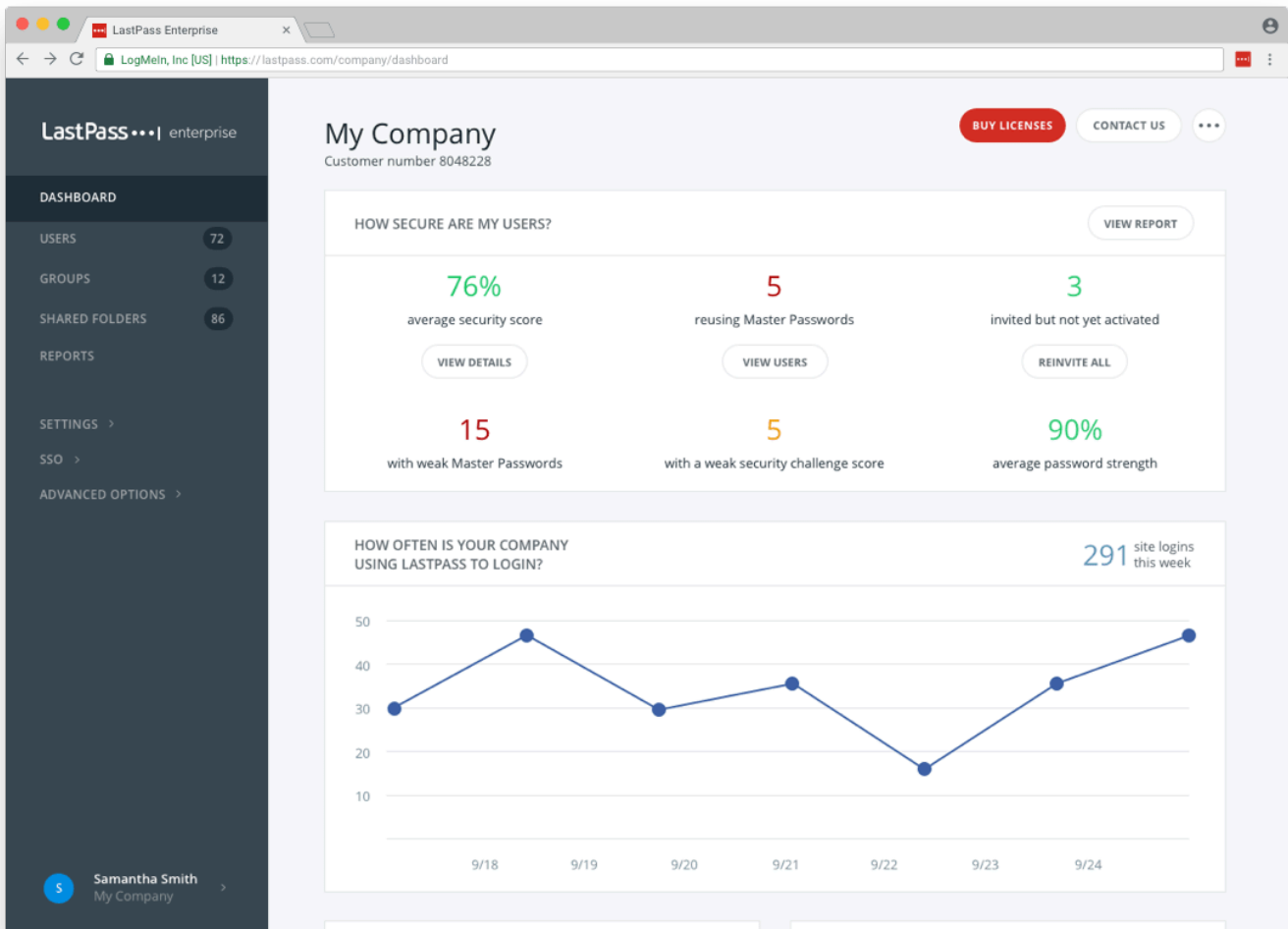
1. You must be signed in to your **LastPass Business** account to reclaim the benefit. From the LastPass browser extension, click **Open My Vault**. Or, you can log in to your LastPass Business account in your [web browser](#).
2. Log in to your LastPass Business account.
3. Click **Account Benefits** on the left-hand side.
4. Select **Activate LastPass Families for Free**
5. If you want to associate your Families benefit with a different LastPass account, select **Use different account with Families** and enter the LastPass account you'd like to use.
6. Follow the instructions to claim your Families as a Benefit plan. If you still have issues, please contact the CIS Help Desk.

### **Can CIS LastPass admins view the passwords saved in my LastPass Vault?**

No, CIS cannot access, view, or share the data stored in your LastPass Vault. LastPass has a [zero-knowledge policy](#), meaning even the LastPass team cannot access the passwords in your LastPass Vault.

For transparency, LastPass provides reports on our users' [security scores](#) and password strengths, the former being a calculation of the overall strength of your stored site passwords. Again, these do not grant us access to view your passwords. The intention is that it provides insights into the password strengths of our staff and faculty.





*Note: This is not a screenshot of HMC's LastPass admin dashboard.*

## Need help?

Please contact the CIS Help Desk for further assistance.

- **In-person:** First floor Sprague help desk
- **Email:** [helpdesk@hmc.edu](mailto:helpdesk@hmc.edu)
- **Chat:** [Online chat](#)
- **Phone:** 909.607.7777