

LastPass Frequently Asked Questions - FAQ

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Overview

LastPass is a cloud-based password manager that allows users to store website credentials, notes, and other data in a secure and convenient manner. Data stored in LastPass can be accessed via the [LastPass website](#), a [browser plugin](#), or the various [LastPass for Mobile applications](#).

The LastPass browser plugin provides security features that include:

- Automatic unique and secure password generation;
- Automatic password entry
- Automatic form filling (such as address data and credit card data, if desired)
- Password strength and age monitoring
- Duplicate password detection.

Many modern web browsers also offer the ability to store passwords and other form data. The key difference between LastPass and the built-in functionality of web browsers is: LastPass stores your data in the cloud in an encrypted format (AES 256-bit encryption with routinely-increased PBKDF2 iterations), and syncs between virtually all browsers and all mobile devices.

Note: Some of the links below will take you to external LastPass support pages.

Signing Up for LastPass

- [Who is eligible for MIT LastPass enterprise?](#)
- [How do I sign up for MIT's LastPass service?](#)
- [What should I do if I already have an MIT email address associated with my LastPass personal account?](#)
- [How do I change my email for my LastPass account?](#)
- [How do I complete Multifactor Authentication for LastPass?](#)
- [How do I link my personal and MIT Enterprise LastPass accounts?](#)
- [I have an old account, how do I start over?](#)
- [How do I migrate data between personal and enterprise accounts?](#)

Managing Your LastPass Account

- [How do I change my master password?](#)
- [I forgot my Master Password or it's not working, how do I recover access to my account?](#)
- [How do I delete and uninstall LastPass?](#)
- [How do I deactivate my LastPass enterprise account?](#)
- [How do I unlink my personal account from the MIT Enterprise server?](#)
- [What happens to my premium service level in my personal LastPass if I unlink from MIT LastPass Enterprise Service?](#)
- [What happens to my LastPass enterprise account when I leave MIT?](#)
- [How do I export my LastPass data?](#)

Using the LastPass Browser Plug-in

- [How do I download and install LastPass?](#)
- [The LastPass Icon does not appear in my browser, how do I enable it?](#)
- [How can I get LastPass to auto logout when I close my browser, or when I am idle?](#)

Using LastPass Mobile

- [How do I download and install LastPass on my mobile device?](#)
- [How do I uninstall LastPass from my mobile device?](#)

Questions

- [What do I need to know about using LastPass at MIT?](#)
- [Is my data in LastPass secure?](#)

- [What can LastPass admins do with my account?](#)
- [Where is my data stored on my computer?](#)
- [How do I see if I have duplicate or weak passwords?](#)

Sharing + Secure Notes

- [Using the Sharing Center](#)
- [How do I share folders?](#)
- [Can I share a LastPass folder with a Moira group?](#)
- [Managing Secure Notes](#)
- [How do I share a Secure Note in a Shared Folder?](#)
- [I deleted a site / secure note / folder by accident - where can I find it?](#)

Help Documentation

- [LastPass User Manual](#)
- [LastPass Online Help Center](#)
- [LastPass Quick Start Guide](#)
- [LastPass Support Forums](#)
- [LastPass Video Tutorials](#)

Getting Help

Contact the [IS&T Service Desk](#) for support assistance.