



Information Technology Support Services

Resetting Your Account Password

Version 1.1

9/25/2019

The following is documentation on how to reset your password on both Windows machines and MacBook machines.

Change a Password on a Windows Machine

1. In-Office

- a. Once logged into the computer, and verify that all applications are **closed**.
- b. Press **CTRL+ALT+DELETE**
- c. Click **Change Password**
- d. Enter **Existing Password**, then **New Password** and **Confirm New Password**
- e. Restart the Computer, and Login with your **New Password**

2. Remote Locations

- a. Once logged into the computer, and verify that all applications are **closed**.
- b. Connect to the **VPN**
- c. Press **CTRL+ALT+DELETE**
- d. Click **Change Password**
- e. Enter **Existing Password**, then **New Password** and **Confirm New Password**
- f. Restart the Computer, and Login with your **New Password**

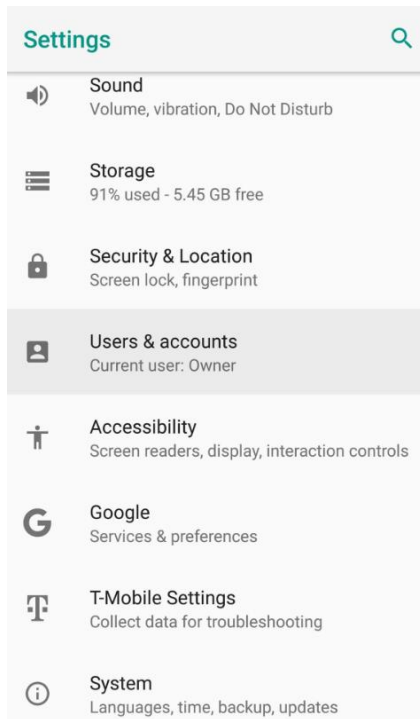
Mobile Phones

3. Android

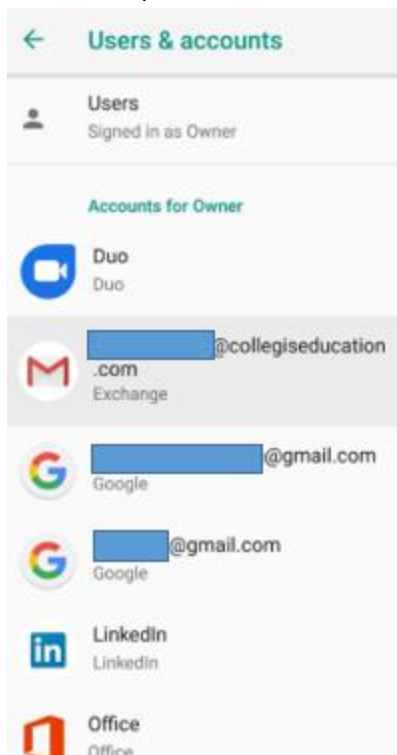
Note: the Android operating system has many different iterations of the default mail client, so your menus may differ slightly

- a. In many cases, you to be prompted to enter your new password when you open your default email client. This process can take up to 30 minutes. Once prompted, enter your **New Password**. If not, follow the steps below.

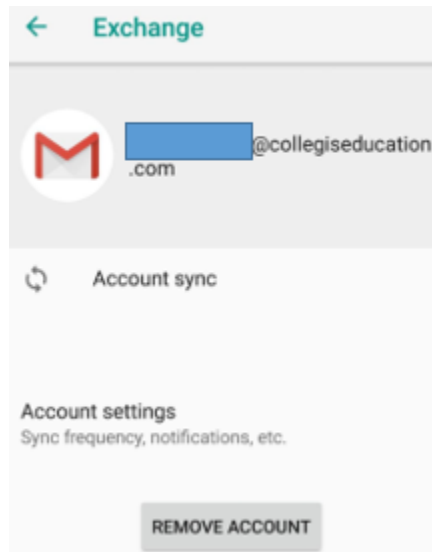
- b. Go to the **Settings** section on your Android phone and select **Accounts or Users/Accounts**.



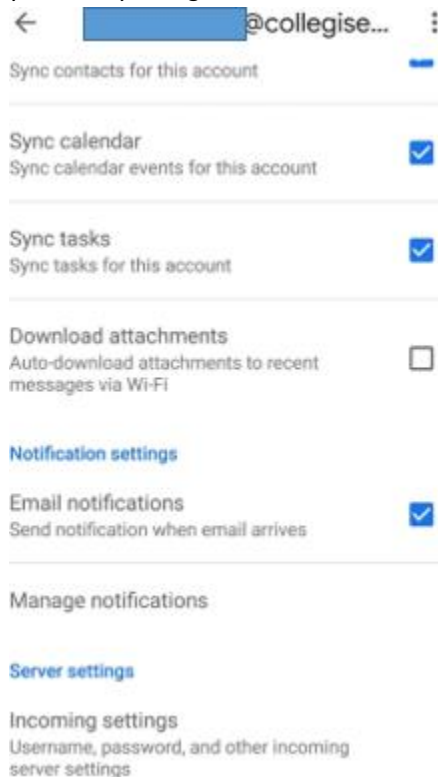
- c. Next, select your email account that is listed



- d. Once the settings for your email account show up, and select **Settings or Account Settings**.

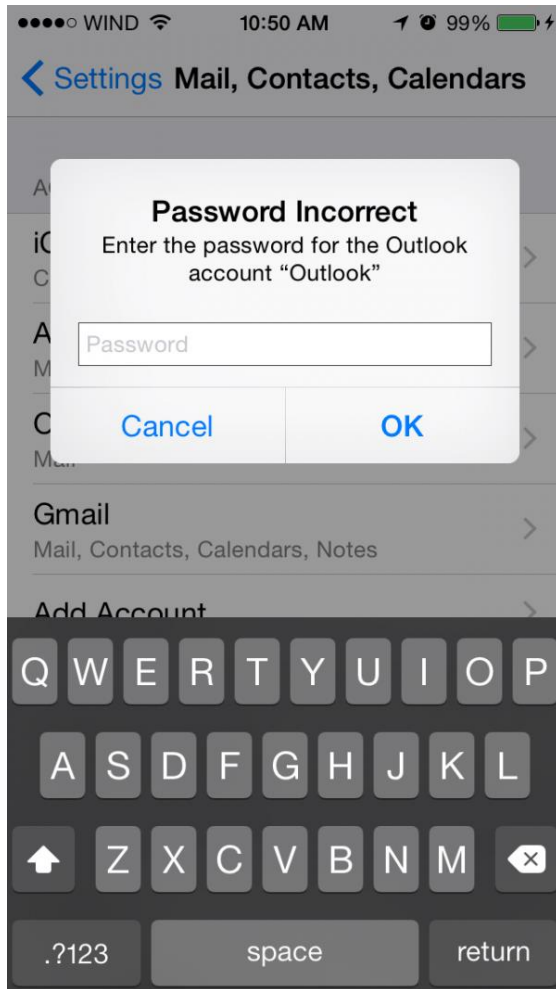


- e. Select **Incoming Settings or Server Settings** at the bottom of the menu to update your password to your newly changed



4. iPhone/iPad

- a. On the iOS devices, you need to wait for an pop-up (pushes from a server I think) that asks you to fill in your new password. When your device syncs with the email server, you will see a prompt like the following:

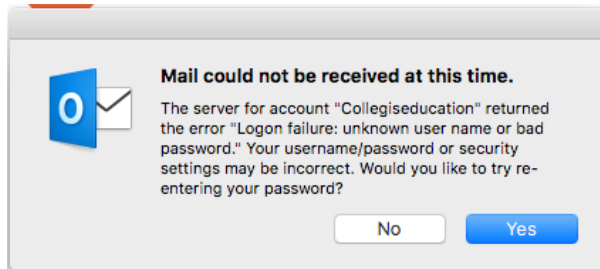


Proactively Resetting your Mac Password

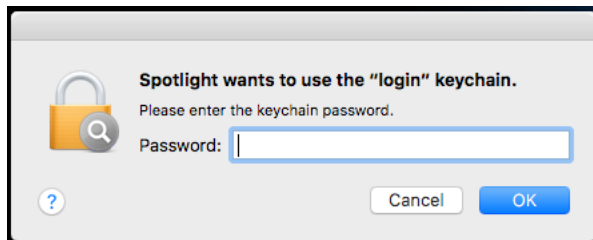
It is important to note that the process for resetting the password on a Mac is lengthier. Because of this you will need to allow an open 15 minutes of time to properly perform this process.

5. In-Office

- a. Once logged into the computer.
- b. Verify that Microsoft Outlook, and Microsoft Lync are running on the machine. If not, please launch these applications.
- c. Click the following Link to change your existing password: [Change Password Link](#)
 - i. Login with your existing username and password
 - ii. Enter **Existing Password**, then **New Password** and **Confirm New Password**
 - iii. Close the Internet Browser
- d. **Step 4: WAIT** to be prompted by Outlook! Please continue to perform normal operations, for up to 10 minutes. Then click **YES**



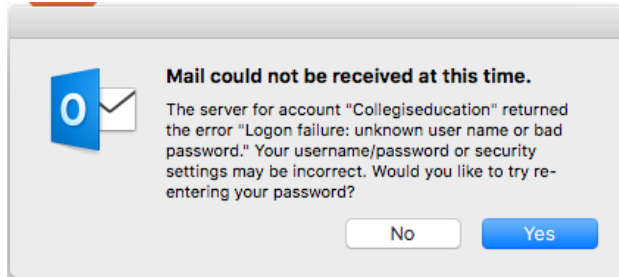
- e. **Step 5:** Enter your **New Password**, and check **Save this password in your keychain**.
- f. **Step 6:** Shortly afterward, Microsoft Lync will also prompt you, and enter your **New Password**
- g. **Step 7:** ***Only After Both Prompts*** Restart the computer
- h. **Step 8:** Login with your **New Password**
- i. **Step 9:** You may be prompted to enter the “login” keychain, and enter your **Old Password**. If not, move to Step 10:



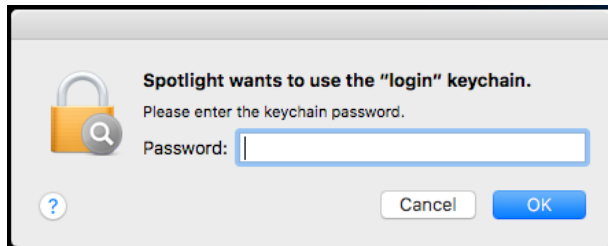
- j. **Step 10:** Open the **Keychain Access** Application (⌘+Space – Type Keychain, Press **Enter**)
- k. **Step 11:** Click **Edit**, then choose **Change password for keychain “Login” ...**
- l. **Step 12:** Enter **Old Password**, then **New Password** and **Confirm New Password**
- m. **Special Note:** You may be prompted one additional time to re-enter your Lync password. This is common, but does not continue on.

6. Remote Locations

- a. Once logged into the computer.
- b. Verify that Microsoft Outlook, and Microsoft Lync are running on the machine. If not, please launch these applications.
- c. Connect to the **VPN**
- d. Click the following Link to change your existing password: [Change Password Link](#)
 - i. Login with your existing username and password
 - ii. Enter **Existing Password**, then **New Password** and **Confirm New Password**
 - iii. Close the Internet Browser
- e. **WAIT** to be prompted by Outlook! Please continue to perform normal operations, for up to 10 minutes. Then click **YES**



- f. Enter your **New Password**, and check **Save this password in your keychain**.
- g. Shortly afterward, Microsoft Lync will also prompt you, and enter your **New Password**
- h. ***Only After Both Prompts*** Restart the computer
- i. **Step 9:** Login with your **New Password**
- j. **Step 10:** You may be prompted to enter the "login" keychain, and enter your **Old Password**. If not, move to Step 10:



- k.
- l. Open the **Keychain Access** Application ($\text{⌘}+\text{Space}$ – Type Keychain, Press **Enter**)
- m. Click **Edit**, then choose **Change password for keychain "Login"...**
- n. Enter **Old Password**, then **New Password** and **Confirm New Password**
- o. **Special Note:** You may be prompted one additional time to re-enter your Skype password. This is common, but does not continue on.