Information Technology Support Services

Resetting Your Account Password

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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, then 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**.

![Exchange settings](image)

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

![Incoming settings](image)

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:

![Spotlight wants to use the "login" keychain. Please enter the keychain password.](image)

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. Open the **Keychain Access Application** ([⌘] +Space – Type Keychain, Press **Enter**)

l. Click **Edit**, then choose **Change password for keychain “Login”**...

m. Enter **Old Password**, then **New Password** and **Confirm New Password**

n. **Special Note:** You may be prompted one additional time to re-enter your Skype password. This is common, but does not continue on.