

# How to change your Password (Career account).

Mainly used in logging into supported desktops and laptops and generally email.

Two different scenarios when supported machine is OFF campus and ON campus.

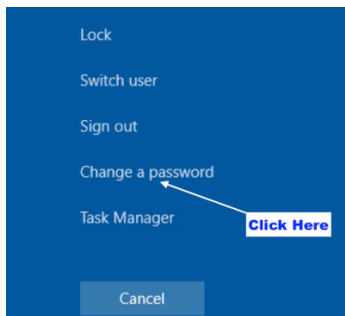
Regardless if using Mac or Windows: When off campus connect to Cisco VPN AnyConnect with your Boilerkey.

## Windows

1. If you are not on campus you must connect to the Purdue VPN first.
  - a. <https://cla.purdue.edu/facultyStaff/it/services/instructions.html#Purduevpn>

2. Press the Ctrl+Alt+Del keys (all three simultaneously).

A new screen as shown below appears:



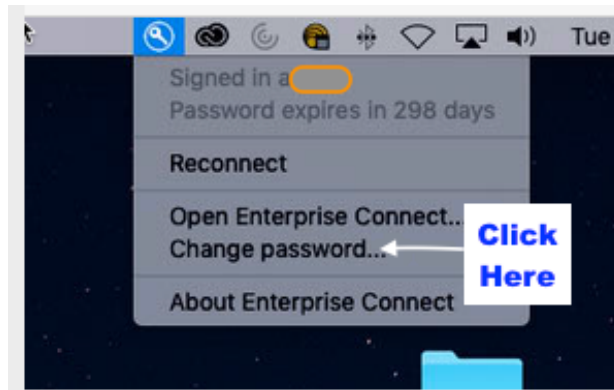
3. Click 'Change a password' to enter your current and new password  
Some rules:
  - a. 8 to 16 characters
  - b. No previously used password within the year
  - c. One number and letter (upper and/or lower) and/or special character (3 conditions at least)
  - d. Username or name in the characters not allowed

Please allow some time for this change to propagate through all Purdue systems. Therefore, stay connected to the VPN for at least 1 hour to ensure syncing is successful.

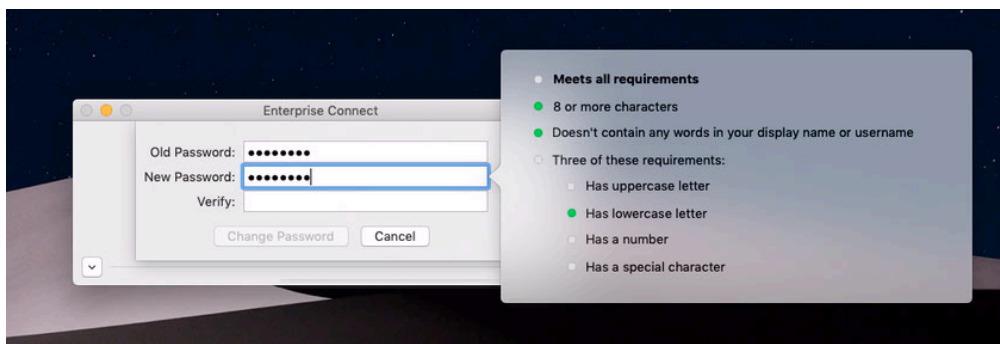
If on campus, our suggestion is to immediately sign out of your machine and sign back in with the new password to make sure the change worked.

## macOS

1. If you are not on campus you must connect to the Purdue VPN first.
  - a. <https://cla.purdue.edu/facultyStaff/it/services/instructions.html#Purduevpn>
2. Click on the EC (Enterprise Connect key) icon and proceed to hit the 'Change password...' line.



3. Shown below is the new box that pops up in the display:



4. Proceed with the Password change. (if this gives an error – go to Q3\* at the end)

### Okay, now answer to some questions:

1. What if I cannot change my password with either machine while off campus?
  - a. Your resources may be limited but not fully as email will continue to work and iTap never sends emails to remind users anymore.
  - b. What to do: Wait till you get back on campus and try again.
2. What if I forgot my password and signed off Outlook and now cannot sign back into Outlook?

- a. The easiest way out is to call CLA IT at 496-6333, if after hours, or on the weekend, you may contact ITaP at 494-4000. You will be asked for personal information to verify who you are before we change it.
  - b. Please note, that will affect all devices that uses that login password.
  - c. If you logged out of your machine and did not change it through the normal password channels, you will have to use your old password to login to your device.
  - d. When you get back to campus, we can sync the login password with your new one that was changed in a different manner.
3. \* I am on a Mac, but changing the password says “Server not available...”, what do I do?
- a. The Enterprise Connect Key may keep popping up.
  - b. Wait till you are back on campus or arrange a time that CLA-IT can remote in and fix the issue.
4. Why can I not change the password on iTap’s web page?
- a. CLA-IT makes it easy for you to change the password without having to go through websites.
  - b. If you get an email or a website prompting you to change your password, then you are vulnerable to a phishing email or scamming site.
  - c. Microsoft is good at this, if you enter the wrong password, Microsoft asks you to change it, only problem is – it is not through Purdue. Don’t change it.

All issues can be emailed to [ithelp@purdue.edu](mailto:ithelp@purdue.edu) or faster recovery by calling 66333.