



Tips & Tricks Weekly

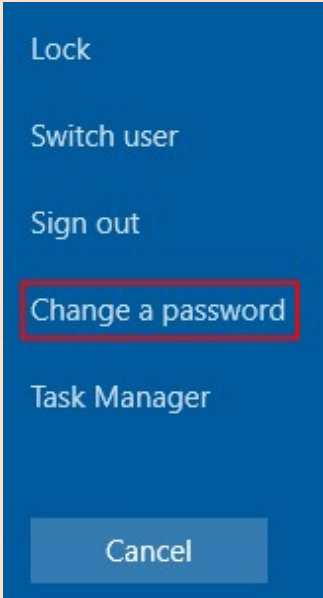


How to Change your password

Most passwords expire roughly every 3 months, and need to be changed.
An expired password can affect your ability to sign into computers, use the WiFi, sync your Outlook emails, access certain applications and more. If you run into issues accessing any of these services, it may be time to update your password, even if you haven't been prompted to do so.

How can I change my password?

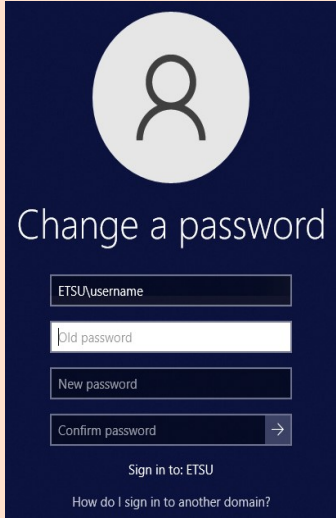
The easiest way to change your password is by logging into a Windows computer. Once you log in, you can access the prompt by using your keyboard. Simply press these three keys all at the same time: **Ctrl + Alt + Delete**



You will now see a menu pop up (see left image), and one of these options is to change your password. Just like above, you need your old password and to type your new password on the next two rows (see right image)

!After changing your password!

Make sure to update your password in the settings for your phone's WiFi connection and on any laptops or tablets you have used your password to connect with. If not, you may end up locking your account constantly until it is updated, even if the Wi-Fi still works otherwise.



What are the password requirements?
Your new password cannot be the same as your old password.
Your password must contain uppercase, lower case, numbers, and special characters.
Your password cannot resemble your old password, or previous 10 used passwords.
Your password must be at least 12 characters long and cannot contain any part of your name.

What if I cannot remember my password or am having trouble changing it?

What if I am locked out of my account?

Most MEAC Employees and ETSU employees can call the ETSU Health Helpdesk to have their password reset or account unlocked. Accounts will automatically unlock after 15 minutes. You will need to change your password again immediately after having it reset for security reasons. You can contact the ETSU Health Helpdesk at **423-282-6122**, then choose option **3**.