



Changing Your Password in the Portal

Staff, students, and parents can change their Active Directory password using the portal.

1. If the user's password has expired, then the *Change Password* form will appear after a successful login.

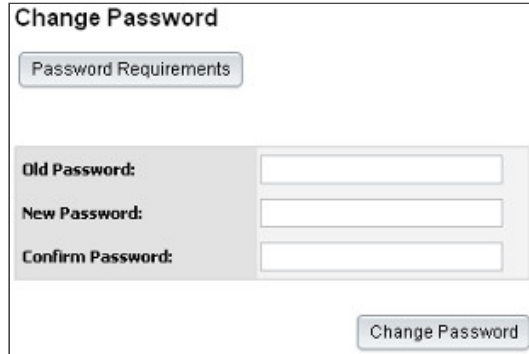


2. If the password has not expired . . .



After logging into the portal, go to the **Account** tab and click on **Change Password**.

3. On the *Change Password* form . . .



The image shows a web form titled "Change Password". At the top left is a button labeled "Password Requirements". Below this are three input fields: "Old Password:", "New Password:", and "Confirm Password:". At the bottom right of the form is a button labeled "Change Password".

For the old password, enter the password you used to log into the portal. The new password cannot contain three or more letters in a row from your first or last name. You cannot reuse old passwords. Passwords must include three out of four of the following requirements:

- o an upper case letter
- o a lower case letter
- o a number
- o a special symbol (For example: !, \$, #, or %)

When finished, press **Change Password**.

4. If you mistype the old password, or if the new password does not meet the complexity requirements, then you will see the error, "The directory service was unable to change the password."



5. A success will bring up a green check mark and the message, "Your password has been changed."



6. After the system accepts your new password, you can close the window by clicking the X in the top right corner.

