

# EOHHS-Information Technology Executive Office of Health and Human Services

# **User Guide Library Series**



Teleworking: Updating Windows Password



As	of	6,	/15	/20
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Summary:	The following instructions describes the various ways a to update a Windows login password when used with a teleworking laptop.		
Content:	Changing Upcoming Expiring Passwords		
	<ul> <li><u>Change Password: Notification without VPN</u></li> </ul>		
	<ul> <li><u>Change Password: VPN Notification</u></li> </ul>		
	<ul> <li><u>Change Password: OWA Notification</u></li> </ul>		
	<u>Addressing Expired Passwords</u>		

#### Changing Upcoming Expiring Passwords:

## Change Password: Notification without VPN

Step 1:	Without being logged onto VPN, an e	xpiration notification is displayed.
Step 2:	Press the keys: CTRL-ALT-DEL	
	Click Change a Password	Lock
	Users will be redirected to	Switch user
	the O365 portal webpage.	Sign out
		Change a password
		Task Manager
		Cancel



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Step 3:	In the User Profile or settings, click Change F	Password.	
	Profile Appleseed, Jonathan B. (EHS) Email: Jonathan B.Appleseed@mass.gov Alternate email: EHS	User O COMMONWEALTH OF MASSACHUSETTS	Settings × Delve Feature settings Themes Password Change your password → Contact preferences Update contact preferences →
Step 4:	Complete the <b>change password</b> form. Click the green <b>submit</b> button.	Deservements  Change password  User ID  Anathan.B.Appleseed@mass.gov  Od password  Ceate new password	
Step 5:	Immediately update passwords on any other Neglecting this step may lock users out of the state services on other devices push request	devices using state app eir Windows account as s to verify the expired p	blications and services. Trelated state apps and assword.



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## Change Password: VPN Notification

Step 1:	After logging onto VPN, an expiration notification is displayed.		
	Windows 7	Windows 10	
	Consider changing your password Your password will expire in 14 days. To change your password, press CTRL+ALT+DELETE and then click "Change a password".	Consider changing your password Your password will expire tomorrow. To change your password, press CTRL +ALT+DELETE and then click "Change a password". Windows logon reminder	
Step 2:	Press the keys: CTRL-ALT-DEL		
	Click Change a password.	Lock Switch user	
		Sign out Change a password	
		Task Manager	
		Cancel	
Step 3	Complete the		
	Change a password form.	8	
	Ch		
		New password	
		How do I sign in to another domain? Cancel	
Step 4:	Immediately update passwords on any o	ther devices using state applications and services.	
	Neglecting this step may lock users out or state services on other devices push requ	f their Windows account as related state apps and Juests to verify the expired password.	



#### Change Password: OWA Notification

	Mike Smith - Outlook Web App			🙆 • 🖻
	Outlook Web App			
	Mail > Inbox 0 Items			_
	<ul> <li>Favorites</li> <li>Inbox</li> <li>Unread Mail</li> <li>Sent Items</li> </ul>	Your password	will expire in 10 days. Would you like to change it now? Yes No	
		New + Delete	• Move • Filter • View •	
		Search Entire	Search Entire Mailbox P + *	
	<ul> <li>Mike Smith</li> <li>Inbox</li> <li>Drafts</li> <li>Sent Items</li> <li>Deleted Items</li> </ul>		There are no items to show in this view.	
n 2·	Complete the			
Υ 2.	change password forn Click the orange Subm	n. <b>iit</b> button.	Outlook Web App change password Vour password has expired and you need to change it before you sign in to Outlook Web App.	
Υ <del>-</del> .	complete the change password forn Click the orange Subm	n. <b>iit</b> button.	Outlook WebApp	
<b>7</b>	complete the change password forn Click the orange Subm	n. <b>iit</b> button.	Outlook Web App	



## Addressing Already Expired Passwords:

Step 1:	In a web browser, log onto Outlook Web Access (OWA): <a href="https://email.state.ma.us/owa">https://email.state.ma.us/owa</a> . NOTE: If Steps 1–2 do not work, got to Step 4.		
Step 2:	Complete the change password form. Click the orange Submit button.		
Step 3:	Immediately update passwords on any other devices using state applications and services. Neglecting this step may lock users out of their Windows account as related state apps and state services on other devices push requests to verify the expired password.		
Step 4:	If Steps 1–2 do not work, contact: (*** EOHHS-IT Service and Support Center (SSC) Proudly Servicing EOHHS (************************************		