EOHHS-Information Technology

Executive Office of Health and Human Services
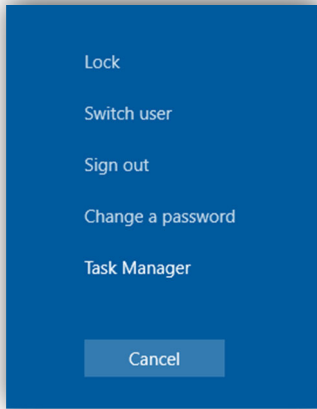
User Guide Library Series

Teleworking:
Updating Windows Password

| 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
	
	     o Change Password: Notification without VPN
	
	     o Change Password: VPN Notification
	
	     o Change Password: OWA Notification
	
	 • Addressing Expired Passwords

Changing Upcoming Expiring Passwords:

Change Password: Notification without VPN

Step 1:	Without being logged onto VPN, an expiration notification is displayed.
Step 2:	Press the keys: **CTRL-ALT-DEL** Click **Change a Password** Users will be redirected to the O365 portal webpage.

Step 3:	In the **User Profile** or **settings,** click **Change Password.**
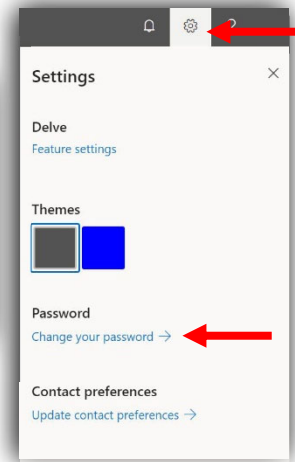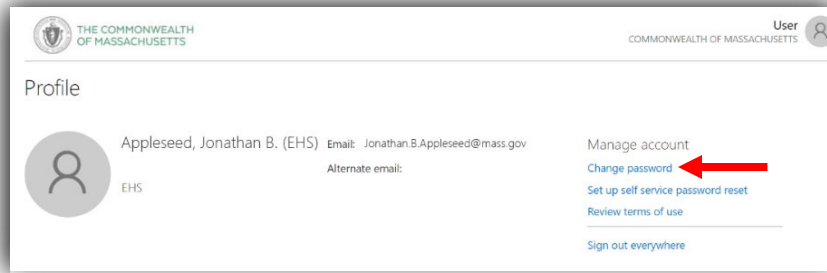
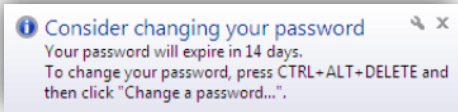| **Step 4:**	Complete the **change password** form. Click the green **submit** button.

Step 5:	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.

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. Click **Sign in to: EHS.**

Change a password

EHS\jsmith

Old password

New password

Confirm password →

Sign in to: EHS

How do I sign in to another domain?

Cancel

Step 4:	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.

Change Password: OWA Notification

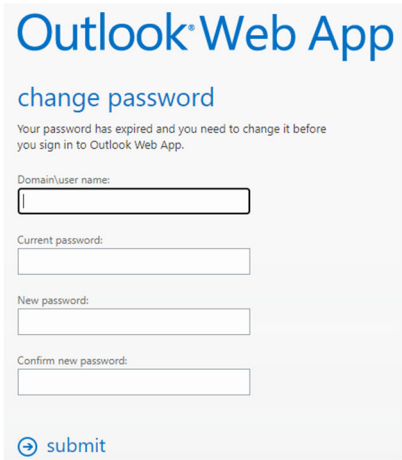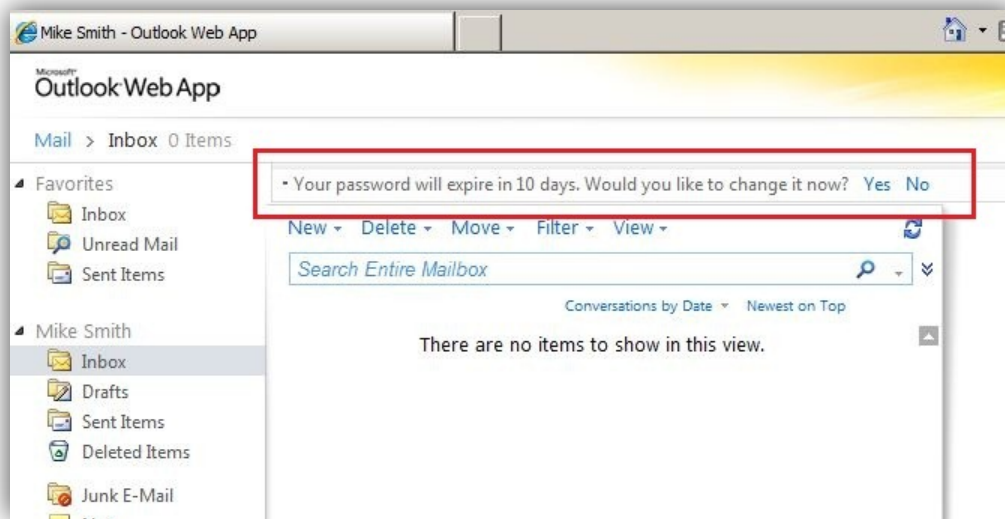|	
Step 1:	After logging onto Outlook Web Access (OWA), an expiration notification is displayed.
Step 2:	Complete the **change password** form. Click the orange **Submit** button.
Step 3:	Immediately update passwords on any other devices using state applications and services. Neglecting this step may lock users out of their Windows account as related state apps and state services on other devices push requests to verify the expired password.

Addressing Already Expired Passwords:

Step 1:	In a web browser, log onto Outlook Web Access (OWA): https://email.state.ma.us/owa. **NOTE**: If Steps 1–2 do not work, got to Step 4.
Step 2:	Complete the **change password** form. Click the orange **Submit** button.

Outlook Web App

change password

Your password has expired and you need to change it before you sign in to Outlook Web App.

Domain\user name:

Current password:

New password:

Confirm new password:

→ submit

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* **617-994-5050** **Email**	**Online IT Self-Service Form (CA)**