NetID Password Change Process
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Change Version

Version 1.0 – 4/21/2016 - Approved by AVP of Technology Infrastructure/CTO/CISO
Introduction
This document has been provided to you by the University System and Security Department. It outlines the best practices of changing your FDU NetID/Desktop password (formerly your Webmail password).

Password Change Overview
Under our new University policy, your FDU NetID password is required to change every 90 days. Your Windows laptop or desktop will automatically warn you 5 days before your password expires. It is extremely important that your laptop or desktop is connected to the FDU network prior to resetting your password. The following sections will walk you through how to change your FDU NetID/Desktop password (formerly your Webmail password) on the each of following devices:

1. Sophos Enabled Laptop OR Desktop
2. Email client (Outlook, Thunderbird, MacMail, etc.) - if applicable
3. Mobile Devices
   a. Apple mobile device - if applicable
   b. Android mobile device - if applicable
   c. Mobile email client (Cell Phone, iPad, Tablet) – if applicable

1. Sophos Enabled Laptop or Desktop (required for all users)

   a. On FDU issued laptops, the password can be changed by pressing the Ctrl+Alt+Del button combination from any screen and selecting “Change a Password”.

   i. In the “Old password” box, you will enter your current password. Below this you will enter your new password twice, once in the “New password” box and then in the “Confirm new password” box. You can either click on the arrow next to “Confirm new password” or press enter on your keyboard.

   ![Change a password...](image)

   ii. The password change must be done from your laptop while logged into the network. Do not complete this step while off-line.
b. Updating your FDU-Secure Wireless Connection Password

If you are connected to the “FDU-Secure”, you will be disconnected after you change your NetID password. While still logged into the laptop, go to system tray located in lower right side of your desktop adjacent to the clock and calendar. Left click on Wifi Icon, go to “FDU-Secure”, and click “Disconnect”. Next, select “FDU-Secure” and click on “Connect”. You will be prompted to enter your FDU NetID and password.

2. Email Client for Outlook, Thunderbird, MacMail (only if you use one of these clients)

When you launch your Email client, it will prompt you to enter your new password. You can select the check box to “save password”. If you select this option, you will not have to enter your password each time you launch your Email client. This process will repeat itself each time you change your password.

3. Mobile Devices (Only if you use one of these devices)

When you change your NetID password, you will not be able to receive emails on any of your ancillary devices until you update your on both your wireless connection and your email client.

❖ Apple Mobile Device

On an Iphone/Ipad, go to Settings>Wifi>Select “FDU-Secure” and then click “Forget This Network”. Once “FDU-Secure” is scanned, select it and enter your new password. Once you “join” FDU-Secure, it will ask to trust the Certificate associated with it. Please click on “Trust”.

❖ Apple Mobile Email Client

After you have updated your NetID password on your Apple mobile device for “FDU-Secure”, go to “Settings”>“Mail, Contacts, Calendars”> and find your account name (which could be “FDU”, “Exchange”, your e-mail address, or something similar). On the next screen, under “Exchange”, click on “Account”. Then enter your new password in the “Password” field on this page. Then click “Done”.

❖ Android Mobile Device

On an Android device, go to Settings>WiFi, select “FDU-Secure” and click on “Forget”. The device will scan for wireless networks. Click on “FDU-Secure” and for “Identity”, put in your FDU NetID. Next scroll down to “Password” and enter your new password.

❖ Android Mobile Email Client

Click on “Email” then go to More>Settings. In the Setting screen, select your FDU NetID. Find and select “Exchange Server Settings” and enter new password. Choose Done at bottom of screen.