

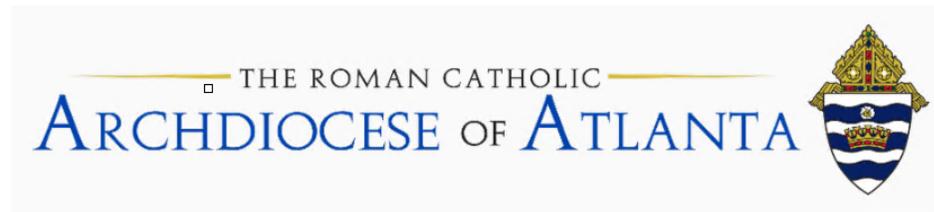


Archdiocese of Atlanta



3 Steps for Changing Your Archdiocesan Password

For security purposes, our network prompts you to change your password every 180 days (i.e. about every 6 months). When a change is due, you should receive an e-mail similar to the one shown below ...



Memo

Date: May 23, 2020

To:

From: IT Department

Subject: [EXPIRE] Archdiocesan Account Password

Your Archdiocesan password will **EXPIRE** in days..

CHANCERY OFFICE BUILDING USERS

- Click here to download the instructions - [Password Reset Instructions](#)

REMOTE USER INSTRUCTIONS:

- Refer to page 3 of these instructions - [Webmail Instructions](#)

FOR MOBILE USERS:

- If you receive your Archdiocesan email on your iPhone, Android phone, iPad, or any other mobile device you **MUST** put your device into airplane mode before completing the above steps. After logging into your computer with the new password, replace the password on your mobile devices one-by-one.



The steps on the following pages will guide you through updating your password ...



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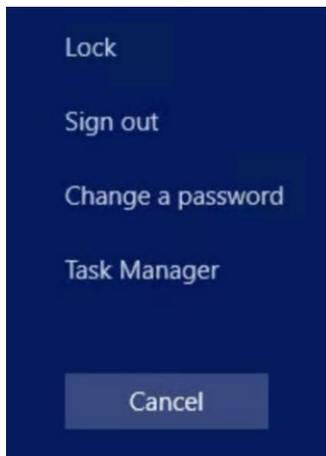
Important:

If you have a smartphone currently setup to access your AOA e-mailbox, you **MUST** place it in "Airplane Mode" (i.e. offline) BEFORE continuing with these directions! As your phone is probably programmed to automatically connect to the e-mail server every few minutes, failing to place it offline will quickly lockout your account as it will be attempting to connect with your current/old password.



Updating the smartphone's e-mail password will be addressed later in these directions.

1. If you're logged into your computer, press Ctrl-Alt-Del on your keyboard



2. Select 'Change a password'





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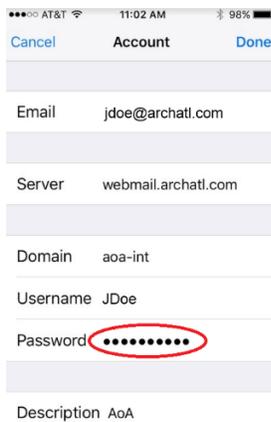


¹ IMPORTANT: Each of the following criteria must be met when creating a new password under AoA policy guidelines:

- The minimum password length is **10 (ten)** characters.
- The password must contain a minimum of 1 (one) **number character**
- The password must contain a minimum of 1 (one) **lower case letter**
- The password must contain a minimum of 1 (one) **upper case letter**
- The password must contain a minimum of 1 (one) **special character** (i.e. ! @ # \$ % & ~ etc.)

EXAMPLES: 1stSundayMa\$\$ -or- EyeM@Seven11 -or- BravesWin4-0!

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3. Lastly, proceed to the *Settings* area of your smartphone and update the password being used to your new password ...



Note: This should be performed ASAP so as to not cause your account to be locked out of the system.

For technical support, please contact the IT Helpdesk:

<https://support.archatl.com/>