



How to Change 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: 09/31/2021

To: John Doe

From: IT Department

Subject: [EXPIRE] Archdiocesan Account Password

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

[CLICK HERE](#) TO DOWNLOAD THE INSTRUCTIONS

Should you have any questions or require additional assistance, please submit a ticket to the Office of Information Technology's help desk at <http://help.archatl.com>

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

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 are physically working from your office PC, see step **A** below.

If you are logged into your office PC remotely or are connected to the network at the office using a remoted desktop client to a terminal server, please go directly to step **B** below.

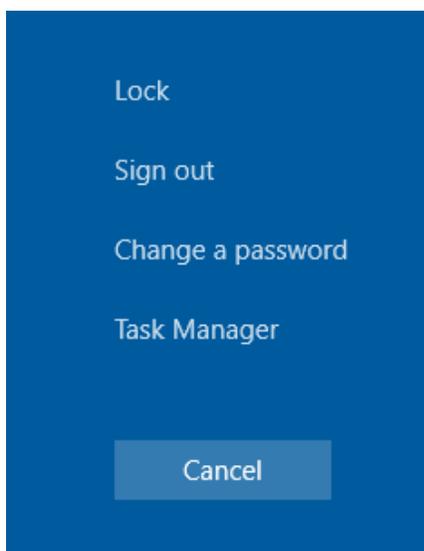
A: Enter the key combination of Ctrl-Alt-Del (Control Alt Delete)

B: Enter the key combination of Ctrl-Alt-End (Control Alt End)

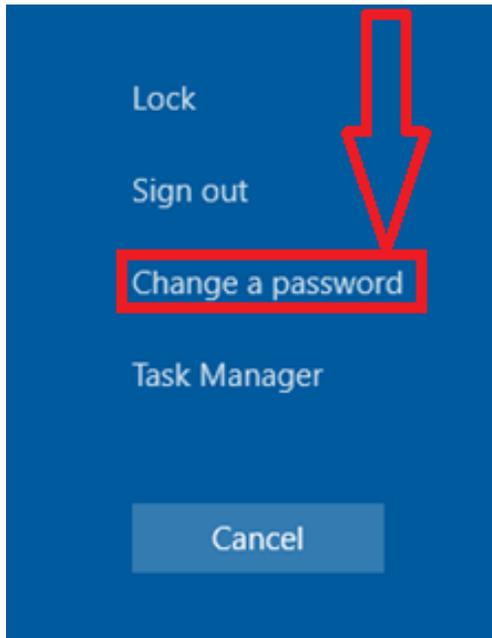
Note: If you are using an Apple device such as a MacBook, the key combination may be a little different. Please see the following link for additional details:

<https://blog.zuthof.nl/2021/02/23/change-ad-password-on-macos-via-remote-desktop/>

2. You should see a screen similar to the illustration below



3. Click on "Change a password"



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.)

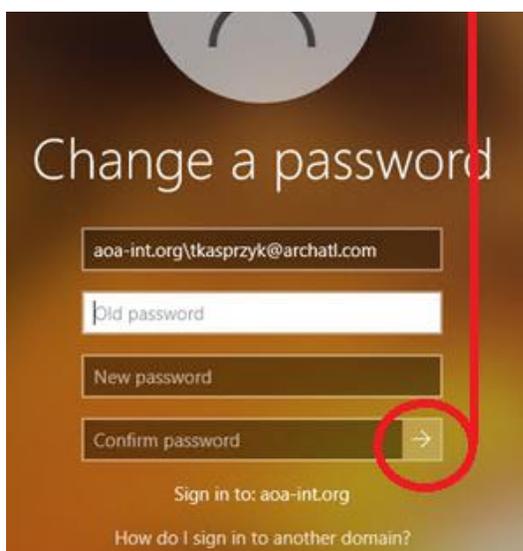
EXAMPLES: 1stSundayMa\$\$ -or- EyeM@Seven11 -or- BravesWin4-0!

4. You will be prompted to (1) Input your current password and then (2) your newly chosen password and then (3) again input your newly chosen password (to confirm).

Be sure to use the Tab key or mouse to move from one field to another.



5. When finished, click on the “➔” to complete the password change process





IMPORTANT:

If you do NOT have a device such as a smartphone or tablet configured to access your arch-based e-mail account, these steps are now complete.

If you use a smartphone or tablet or other device to access your arch-based e-mail account, be aware that these devices are constantly polling the system for new e-mail and in doing so, are using a password (i.e. your now “old” password) to access your account. Within a very short amount of time, these attempts made to automatically connect to your account using the old password will lock your account out of the system. To avoid this from happening, be sure to follow the step below ASAP.

-
6. Proceed to the *Settings* area of your smartphone and update the password being used to your new password ...

For technical support, please contact the IT Helpdesk:

<http://help.archatl.com/>