

## General Info

These instructions are **ONLY** for changing your password when working at a company location.

**At least once per week: ensure you are connecting to the company network via Checkpoint VPN.** This ensures that your machine checks in with the network to keep all accounts and company updates current and you will receive the warnings when your password is about to expire.

**IMPORTANT:** Use these directions **ONLY** if your password has **NOT FULLY EXPIRED**. If your password has fully expired, you will need to contact the Service Desk for assistance: 877-286-3200.

**How do I know if my password has expired?** Try connecting to VPN following the **Connect to VPN** steps below. If your password has expired, you will be unable to log in.

If you see a pop-up to change your password – **do NOT change it on the web site**. This will cause your passwords to be out of sync. **Follow the specific directions below.**

If you have already changed your password at the web site and now your passwords are not synchronized, you must call the Service Desk (877-286-3200) and a member of the IT Staff will assist you.

## Details/Steps

1. **Connect to Ethernet using your adapter.**

**You cannot change your password connected to the company Wi-Fi - you must plug in using an Ethernet cable.**

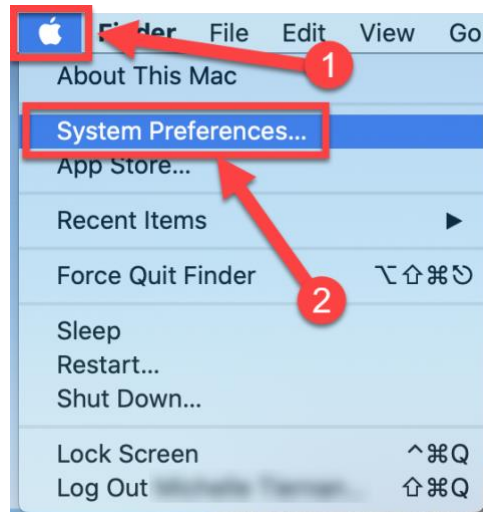
Locate the ethernet cable at your desk (note: the color may not necessarily be blue):



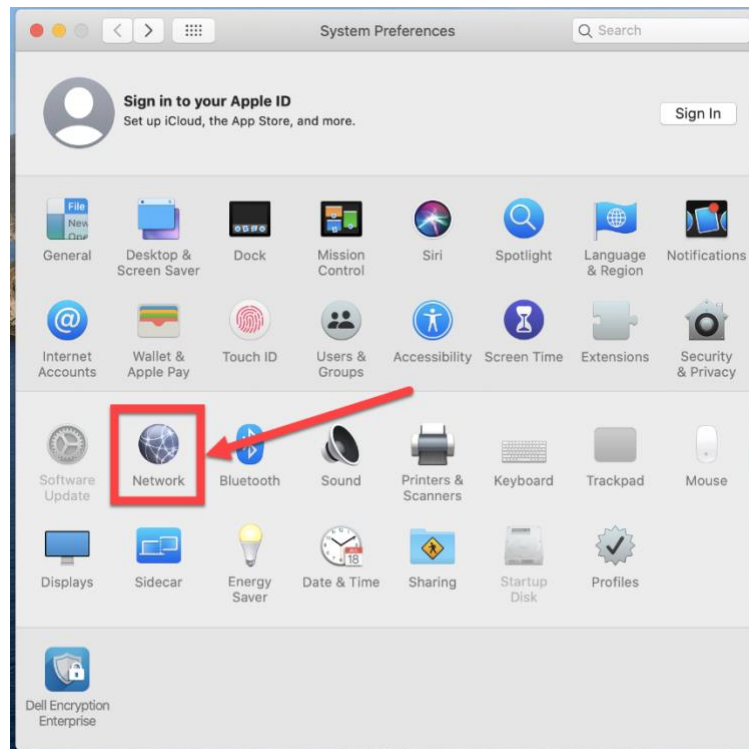
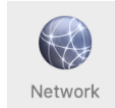
Plug it in to your USB to Ethernet adapter. It will look similar to the one below. Plug the USB-C end into your Mac, then plug the Ethernet cable into the ethernet port:



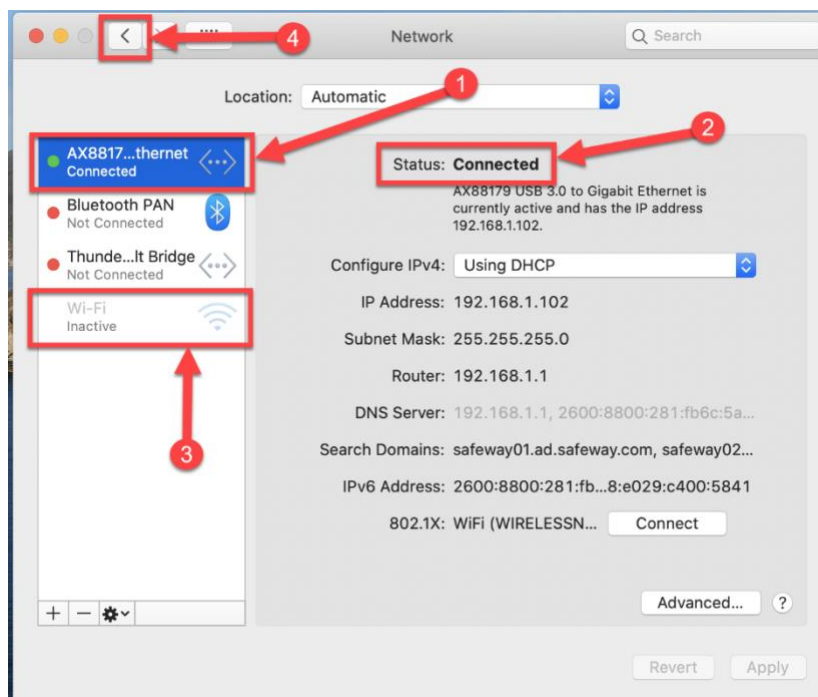
2. **Verify that the Mac is connected to Ethernet and not Wi-Fi:**
  - a. Click on **Apple Menu**, then click on **System Preferences**:



- b. Open **Network** :



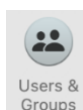
- c. Click on the **Ethernet** in the left column, then verify on the right **Status: Connected** (#1 and #2 below):



- d. Verify that Wi-Fi shows Inactive (#3 above).
- e. Click the **left arrow** at the top of the screen (#4 above) to go back to the **System Preferences**.

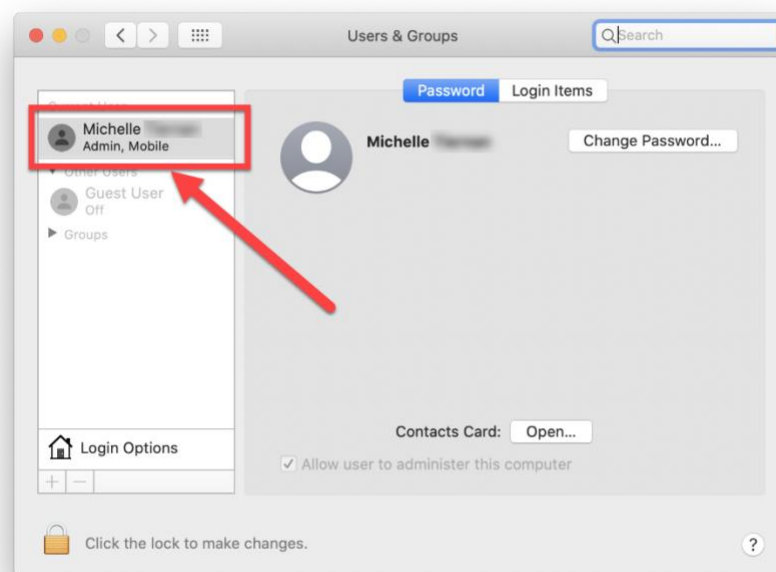
## 4. Change the Password:

- a. Open **Users and Groups** :

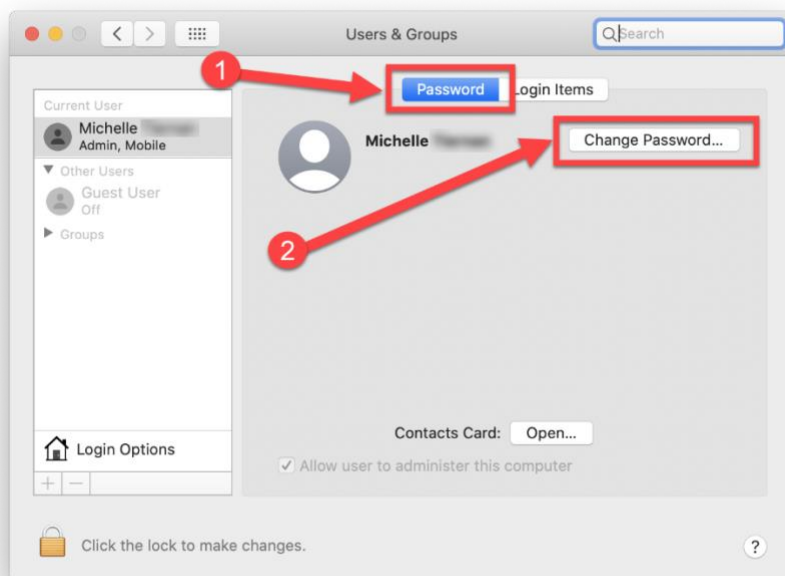




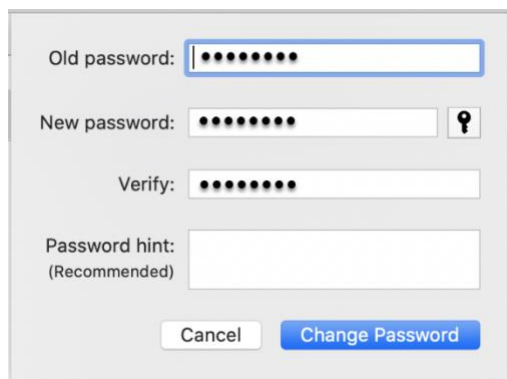
b. In the list at the **left**, click on **your name** to highlight it:



- c. On the **right**, click on the **Password tab**, then click the **Change Password button**:



- d. In the box that appears, type your **current password** into the **Old Password box**.

A screenshot of the macOS 'Change Password' dialog box. It contains four text input fields: 'Old password:', 'New password:', 'Verify:', and 'Password hint: (Recommended)'. The 'Old password:' field is highlighted with a blue border. To the right of the 'New password:' field is a key icon. At the bottom are 'Cancel' and 'Change Password' buttons.

- e. Type a **new password** into the **New Password box** (passwords must be at least 8 characters, with one upper case, one number and one special symbol).
- f. Type the **same new password** from #e above into the **Verify box**
- g. If desired, in the Password Hint box, type in something to remind you of the new password. (Do not type in the actual password!)
- h. Click the **Change Password button**.

**IMPORTANT:** You will not receive any type of message when your password expires. It will expire every 90 days. To ensure that it does not fully expire before you change it, set a recurring reminder in your Calendar for 80 days from now to change it again.

If you need further assistance, please call the Service Desk (1-877-286-3200) and a member of your local IT staff will assist.