Quick Guide to Changing Your Email/Network Password.

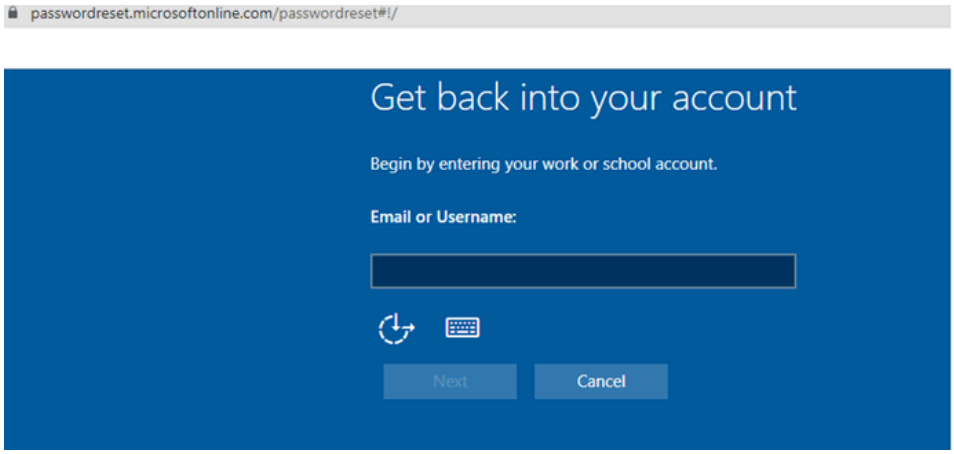
Go to passwordreset.microsoftonline.com on any device and/or browser, sign in with your full email account with @cms.k12.nc.us. Follow the prompts to get your password changed.

- Passwords must be thirteen (13) or more characters.
- Include Uppercase and Lowercase letters, Numbers, and Special Characters.
- Must be different from the last 10 passwords and can only change password once every 24 hours.

Following is a detailed description of 2 different ways to change your password. This is for Email/Network/Lawson, NOT Google or NCEdCloud.

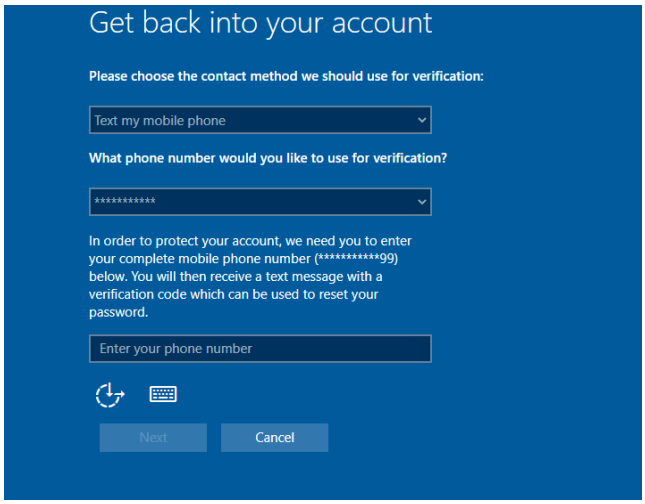
#1

Go to passwordreset.microsoftonline.com on any device and/or browser, sign in with your full username (email account with @cms.k12.nc.us) and select next.



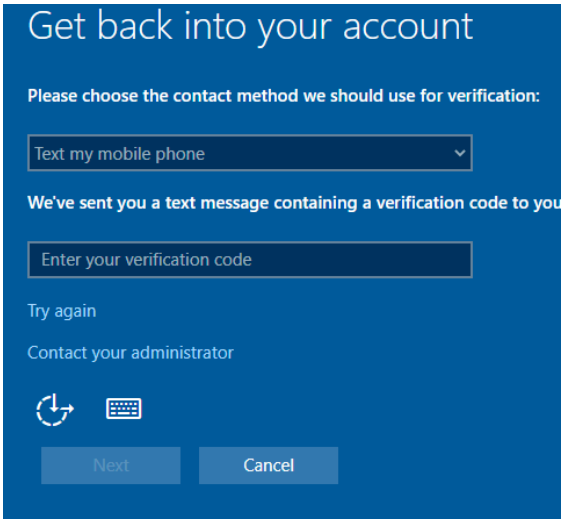
Sometimes you are prompted with a CAPTCHA to resolve.

1. Then you will be prompted to choose your MFA option.

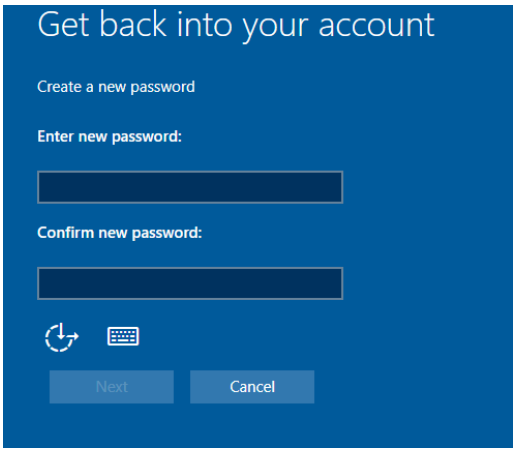


2. Select which option to send the verification code to.

3. Enter the complete mobile phone number, no spaces or dashes.



4. Select **Next**.
5. Microsoft will send a verification code to the phone number you selected.
6. Paste or type the code you received and select **Next**.



NOTE: See below for Password Requirements

7. Type your new password.
8. Type your new password again to confirm.
9. Select next and you should be notified if successful or not.

NOTE:

Remember to close all your email instances before you change your password i.e. browser, cell phone, tablet and reboot your computer(s) after your password change.

Password Requirements

- Passwords must be thirteen (13) or more characters.
- Password complexity must include:
  - Uppercase letters
  - Lowercase letters
  - Digits (0-9)
  - Special Characters (for example !,$,#,%)
- Changed every 120 days.
- Different from the last 10 passwords used.
- Users can only change the password once a day.

Password best practices:

- Do not share passwords with other people.
- Do not write the password down on a sticky note and place it on or around your computer.
- Do not use the same password for your CMS email account for other accounts.
- Remember, employees can and should change their own passwords, no need to call the Help desk to do this.
- Contact your school/office technical support person for assistance.
- It may take 15-30 minutes for a password change to completely replicate across the network.

Password Lockouts

When users are on the CMS network they have ten (10) tries to enter the correct password before the system locks them out.

When users are working remotely, they have five (5) tries to enter the correct password before the system locks them out.

Password lockouts may take at least 30 minutes to reset.

VPN (SonicWall - At Home Employees)

When trying to connect to the VPN (SonicWall Connect Tunnel), you may be notified that your password has expired and to enter your new password. If this happens, go to the Internet and browse to the website: passwordreset.microsoftonline.com and follow the prompts to change your password. (See above for detailed instructions.)

After changing your password successfully, continue to get connected to the VPN. After connecting, to sync your new password to your device, do the following: CTRL-ALT-DEL and Lock. Then, CTRL-ALT-DEL and Unlock using your new password.