

INFORMATION TECHNOLOGY SERVICES
INSTRUCTIONS FOR CHANGING YOUR Active Directory, Email & MyCCP PASSWORD

NOTE: Changing Your Active Directory Password Changes all Three Passwords

PASSWORD RULES

- A valid Password **MUST**:
 - be a minimum of 8 characters with a maximum length of 128 characters.
 - not contain the user's account name or parts of the user's full name that exceed two consecutive characters
 - contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - Lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

VERY IMPORTANT
PASSWORDS EXPIRE EVERY 45 DAYS – EXPIRATION NOTIFICATIONS ARE SENT FROM ITS (5) DAYS PRIOR TO EXPIRATION.
PREVIOUS PASSWORDS MAY NOT BE USED FOR (8) CONSECUTIVE PRIOR CHANGES

CHANGE PASSWORD USING YOUR WORKSTATION (ON CAMPUS)

Windows 7

- Turn on your computer if it's not already turned on.
- Type your username and current password. If your password has expired you'll see this error message "The user's account has expired". Next you will need to call 4ITSupport desk at extension 6000 and have one of the analyst reset the password to a temporary password.
- Once they have reset the password you will need to reboot the computer. If you rebooted your computer before the temporary password was reset then you'll have to reboot it again after the password is reset.
- Once the computer is back up type your username and the temporary password. You'll then see this message "The user's password must be changed before logging on the first time". Click OK.
- Enter in your new password by following the password rules. If you did not follow the password rules you will see this message "Unable to update the password. The value provided for the new password does not meet the length complexity, or history requirements of the domain". Click OK.
- You will need to re-enter the temporary password and your new password. These are the fields that you will see on the screen.
 - Username field
 - Temporary password field
 - New password field
 - Confirm new password field
- Press Enter or Click the →
- You will then see the screen "Changing Password". Wait for the system to change the password.
- Next you will see the message "Your password has been changed".
- Click OK
- Wait for the "Welcome" screen to disappear and you will be at your desktop.

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Windows XP

Login into your workstation with your current password. Press these keys simultaneously: Ctrl, Alt, Delete.

Click on the Change Password Tab (bottom left) Type your current password in the Old Password box. Type your new password in the New Password box.

Type your new password in the Confirm New Password box.

Click OK

Change Successful

If the change was successful, you will receive a message indicating that your password has been successfully changed.

Change Unsuccessful – Try these Steps: Type in the current password again to ensure that you have entered it following the new password rules.

Make sure you have entered the same password in both fields.

Change Still Unsuccessful

Contact 4ITSupport at ext 6000 Option1, Option1

Password Reset Portal

Change Password Using the PASSWORD SELF SERVICE PORTAL

Go to the password reset web page at <https://passwordreset.ccp.edu>, and click on the *Sign In* link in the upper right hand corner of the page.

You may be asked to enter your username and current password, otherwise, Type in your username and click Submit.

Note: If off-campus the username must be entered as follows: ad\username

Click the identity tab (left).

Click on the Password Change link on the left hand side of the screen.

Answer a minimum of one (1) Security question and click Submit. Contact 4ITSupport if you need assistance.

Type your new password in the Password box following the Password Rules.

Type your new password in the Password (confirm) box and click Submit.

Expired Password:

If your password has expired, you will need to contact the 4ITSupport Team to have a temporary password created.

4ITSupport: 215 496 6000 Monday – Friday 8:00 AM – 6:30 PM Saturday 8:30 – 4:30 PM except May – August

College closed on Friday. No weekend support.