

Password Change Steps for SCOE Employees

IMPORTANT—If you have a handheld mobile device that synchronizes with your SCOE email, calendar or contacts, you **MUST** follow the steps on this page for **ALL** handheld mobile devices **BEFORE** changing your password as described on the next page. If you don't do this, the mobile device will lock out your account by repeatedly trying your old password. This does not apply to SCOE notebooks. The examples below are for an Apple iOS device. Check your user guide for other mobile device types.

If you do not synchronize with a handheld mobile device, skip to the next page.

Step 1 - Turn Airplane mode ON

Settings > Airplane Mode

Step 2 - Update the SCOE account settings on your mobile device(s) with your new password

Settings > Mail, Contacts, Calendars

Under "Accounts" select your SCOE xchange account

Tap your email address

Enter your **NEW** password and tap "Done"

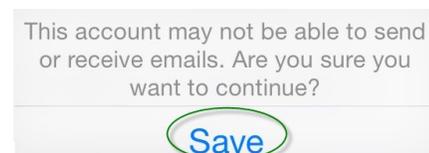
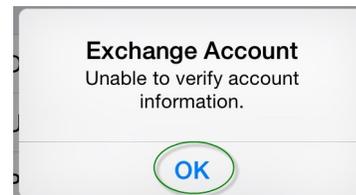
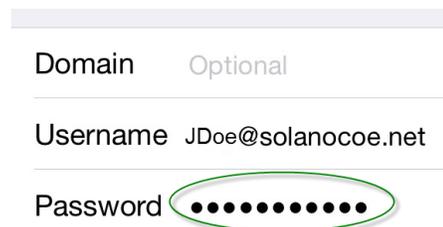
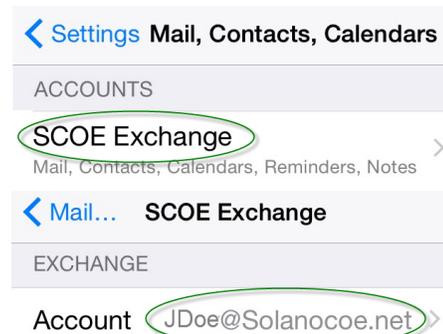
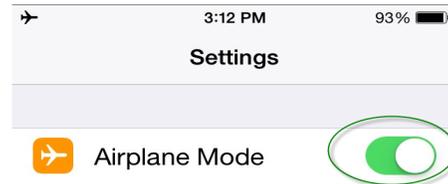
- Password must be at least 8 characters long.
- Password must contain at least:
 - one lower case letter, and
 - one upper case letter, and
 - one special character
(` ~ ! @ # \$ % ^ & * () _ - + = { } [] \ | : ; " ' < > , . ? /)
 - numbers are fine, but not required. They do not count as a "special character"

WRITE DOWN your new password legibly and exactly so you can use it in the steps shown on the next page

Ignore account verification warning and tap OK

Tap "Done," Ignore the warning and tap "Save"

Leave Airplane mode ON until you complete the password change steps on the next page



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Method 1 (preferred) – Use your SCOE computer at a SCOE campus. If you have more than one SCOE computer, first log out of all but one of them. Press the Ctrl-Alt-Del keys simultaneously on your keyboard, then select “Change a password...”

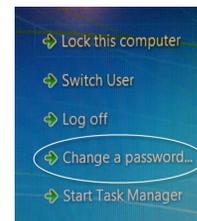
Enter your **OLD** password in the “Old password” box, and then enter and confirm your **NEW** password.

Password must be at least 8 characters long.

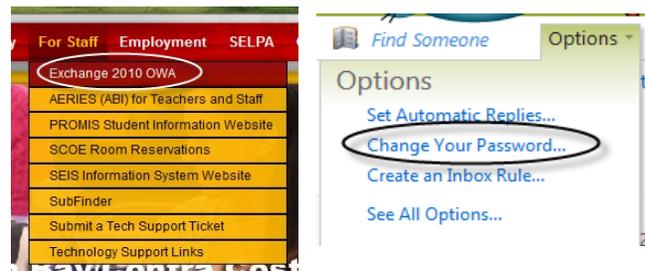
- Password must contain at least:
 - one lower case letter
 - one upper case letter, and
 - one special character
(` ~ ! @ # \$ % ^ & * () _ - + = { } [] \ | : ; ' " < > , . ? /)
 - numbers are fine, but not required. They do not count as a “special character”

Click OK or the arrow icon

Log out and back in again to confirm password is set correctly

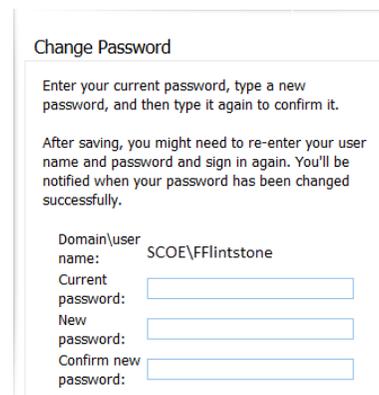


Method 2 (for employees who do not have a SCOE-owned computer directly connected to the SCOE network) - Use Outlook Web Access. Login to the OWA website from the SCOE homepage and change your password from the “Options” menu (upper right corner).



Enter your **OLD** password in the “Current password” box, and then enter and confirm your **NEW** password. It must meet the requirements shown above.

Close your browser completely. Then log back in to confirm that your password is set correctly.



(Handheld Mobile Device Users only—continued from Page 1)

Turn Airplane mode OFF

Settings > Airplane Mode

If you get login errors, Turn Airplane Mode back on and repeat steps from previous page to correct your password entry.

