

Changing your County user account password while in the office

These instructions only apply to County users who:

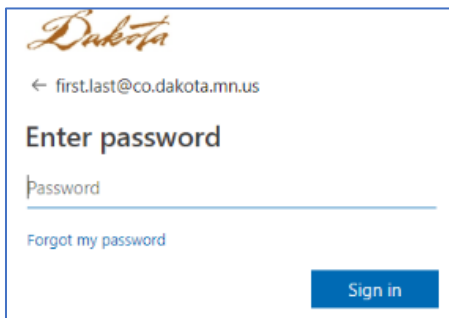
- Are using a County computer that's connected to the County network while inside a County facility
- Need to change the password on their Dakota County user account
- Know their **current** password

This entire process may take 15 – 30 minutes.

* * * **YOU MAY NEED TO PRINT THESE INSTRUCTIONS OUT BEFORE YOU BEGIN** * * *

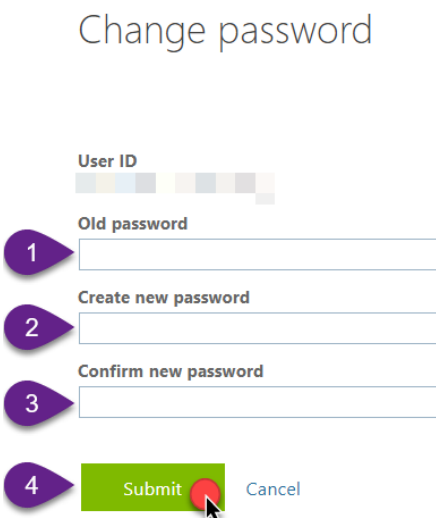
INSTRUCTIONS

1. **Open a web browser and navigate to the Microsoft Change Password Site** from your County laptop, remote desktop or virtual desktop: <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>.
2. **Enter your Dakota County log-in (in the format of first.last@co.dakota.mn.us), password, and click 'Sign in'.**



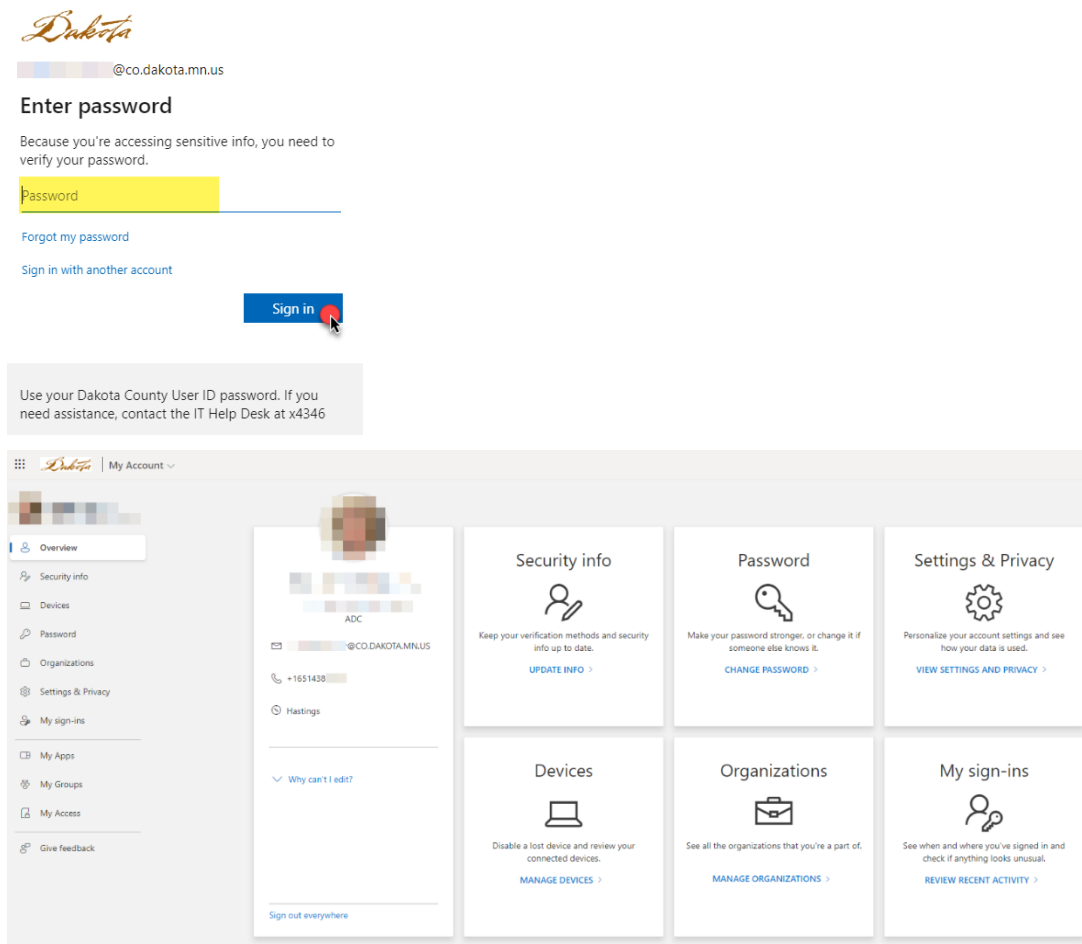
The screenshot shows the Microsoft Change Password site login page. At the top left is the 'Dakota' logo in a script font. Below it is a back arrow and the email address 'first.last@co.dakota.mn.us'. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a link that says 'Forgot my password'. At the bottom right is a blue button labeled 'Sign in'.

3. **Once logged in successfully, you can update your password (follow the steps on the screen).** For your reference, click here for [Password Rules & Guidelines](#).



The screenshot shows the 'Change password' form. The title is 'Change password'. Below the title is a 'User ID' field with a blurred input area. There are three numbered steps: 1. 'Old password' with an input field; 2. 'Create new password' with an input field; 3. 'Confirm new password' with an input field. At the bottom, there is a green 'Submit' button and a 'Cancel' link. A mouse cursor is pointing at the 'Submit' button.

- a. **If your password change was successful**, you will be prompted to verify your new password. Once you sign-in and complete this step, you will be taken to your *Microsoft Account* page. This browser window can be closed.



- b. **If your new password is rejected**, repeat step 3 until your new password is acceptable per county standards.

4. **LOCK your computer.** Click on the Windows start menu, click on your name or profile picture, and choose **Lock**.
5. **WAIT 10-15 MINUTES!** This allows your password to synchronize across the network. **During this time:**
 - **DO NOT try to log in ANYWHERE with your Dakota County User ID**
 - **DO NOT access County email or calendars from your mobile device**
6. **UNLOCK your computer.** Log back in to your computer using your new password. Ignore any prompts that appear on your screen asking for your credentials.
7. **RESTART your computer.**
 - a. Click on the Windows start menu
 - b. Choose the power button at the bottom
 - c. Choose "Restart"

8. **LOG BACK IN to your computer using your new password.**
9. **IMMEDIATELY UPDATE other applications or devices with your new password.** Most applications on County computers will automatically know your new password. However, applications such as OneDrive, OneNote, Zoom, and Skype mobile will need to be updated manually. If you don't complete this within 30 minutes you may lock out your account or cause ongoing authentication problems.

For instructions on the most common applications where you should update your County user account password, refer to the [County User Account site on DCWorks](#) or the [Dakota County external website](#). If you've updated your password everywhere you can yet still get prompted to enter your password unexpectedly—or your account gets locked out for no reason—some application, device or website may be attempting to automatically connect using your old password.

If you run into any problems or have any related questions, feel free to contact the IT Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.