

## Changing your County user account password while teleworking

These instructions only apply to County users who:

- Are connecting remotely to the County network
- Need to change the password on their Dakota County user account
- Know their **current** password
- Are familiar with, and are properly set up to use, [multifactor authentication \(MFA\)](#)

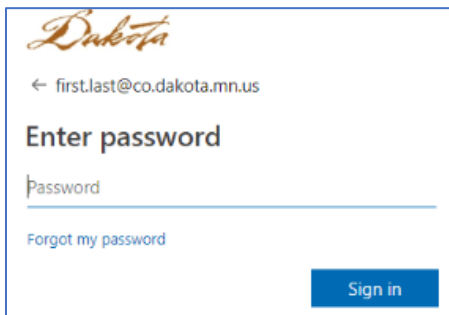
This entire process may take 15 – 30 minutes.

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

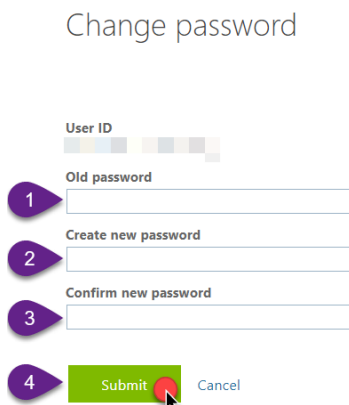
### INSTRUCTIONS

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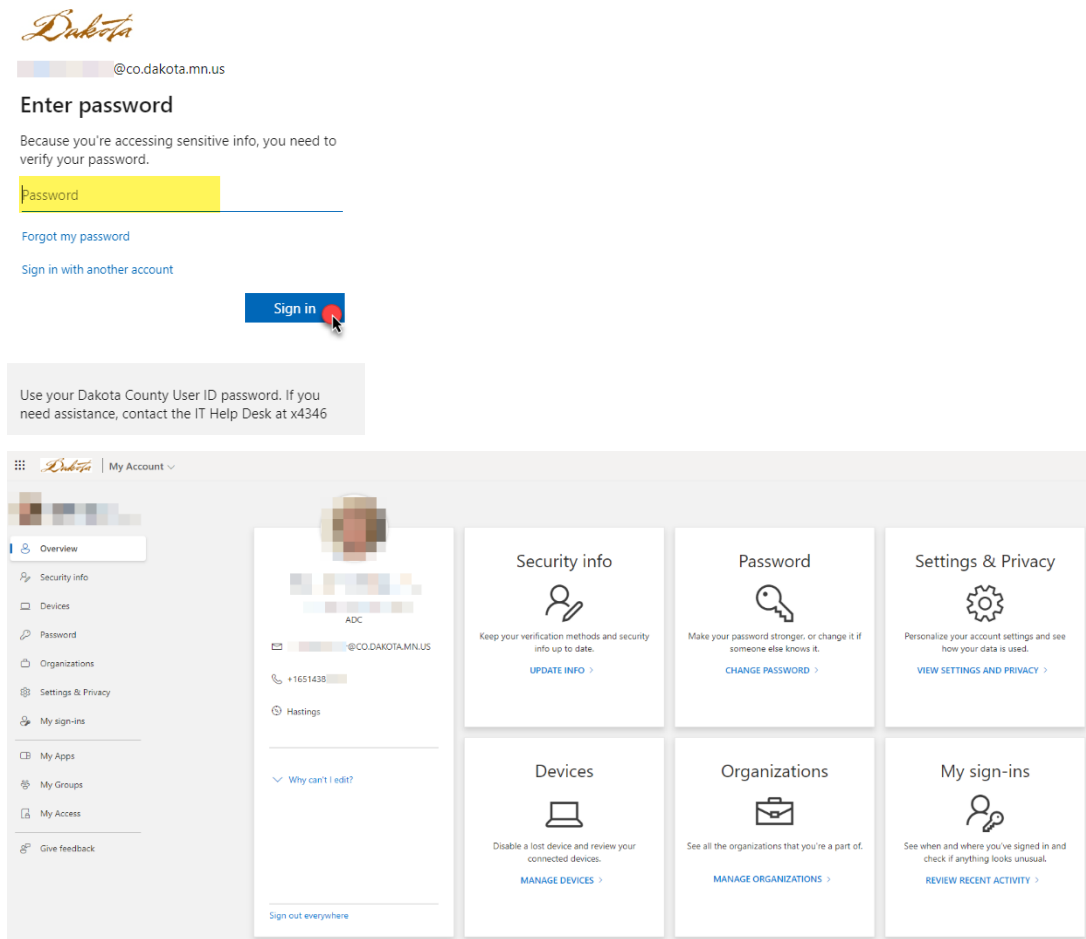
1. **CONNECT to the County network remotely.** You can do this by using:
  - A **COUNTY LAPTOP** connecting over the [DAKOTA COUNTY VPN](#) (virtual private network)
  - A **COUNTY LAPTOP or HOME COMPUTER**, the [DAKOTA COUNTY VPN](#), and a **REMOTE COUNTY DESKTOP**
  - A **COUNTY VIRTUAL DESKTOP (VDI)**
2. **Navigate to the Microsoft Change Password Site from your County laptop, remote desktop or virtual desktop:** <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>.
3. **Enter your Dakota County log-in (in the format of first.last@co.dakota.mn.us), password, and click 'Sign in'.**



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



- 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 4 until your new password is acceptable per county standards.

5. **LOCK your computer while still connected to VPN/remote session/virtual desktop.** On your County laptop, remote County desktop, or virtual County desktop, click on the Windows start menu, click on your name or profile picture, and choose **Lock**. If you're using a County laptop to remotely connect to a remote County desktop, lock the remote desktop *first* and *then* lock your County laptop.
6. **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** disconnect from County VPN
  - **DO NOT** access County email or calendars from your mobile device

7. **UNLOCK your computer.** Log back in to your County laptop, remote desktop, or virtual desktop using your new password. Ignore any prompts that appear on your screen asking for your credentials.
8. **RESTART your County laptop, remote desktop or virtual desktop.**
  - a. If you're using a **COUNTY LAPTOP** to connect over **VPN**:
    - i. Click on the Windows start menu
    - ii. Choose the power button at the bottom
    - iii. Choose "Restart"
  - b. If you're using a **COUNTY LAPTOP or HOME COMPUTER, VPN, and REMOTE COUNTY DESKTOP**:
    - i. On the REMOTE computer, click on the Windows start menu
    - ii. Choose the power button at the bottom
    - iii. Choose "Restart"
    - iv. On the COUNTY LAPTOP, do the same three steps above
    - v. LOG OFF your Cisco VPN connection
  - c. If you're using a **virtual County desktop (VDI)**:
    - i. On your VIRTUAL computer, click on the Windows start menu
    - ii. Choose the power button at the bottom
    - iii. Choose "Sign Out"
9. **RECONNECT to your computer and remote connection.** Follow the usual steps to log in to your County laptop, VPN, remote County desktop or virtual County desktop using your new password.
10. **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](mailto:helpdesk@co.dakota.mn.us)) or by phone at (651) 438-4346.**