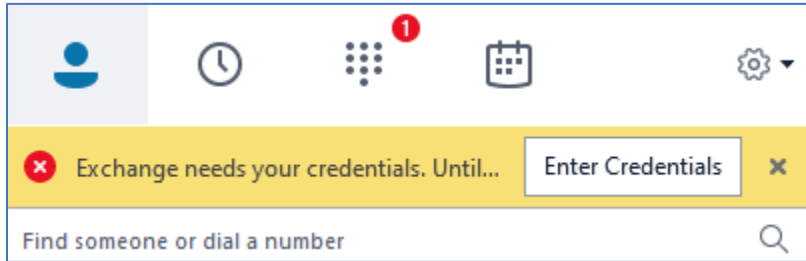# Updating your County account password in Skype on your home computer

These instructions are for County users with Skype for Business installed on their home computer and who have recently changed the password for their Dakota County user account (See County User Accounts).
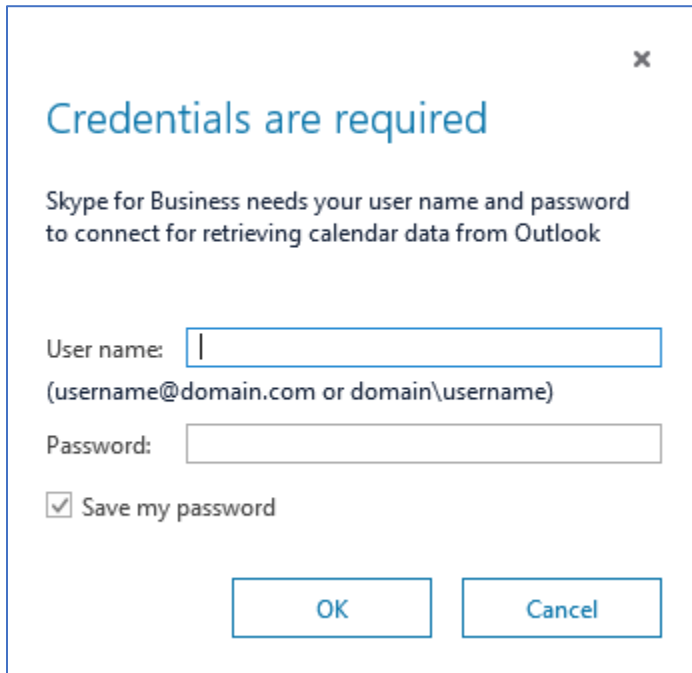
Skype for Business on County computers should update account settings automatically without requiring any action on the part of the user.

## INSTRUCTIONS

1. **Open Skype for Business.** You should immediately see a yellow banner near the top of the Skype app stating that Exchange needs your credentials, as follows:
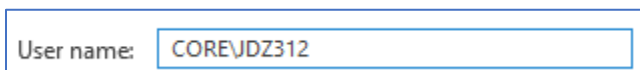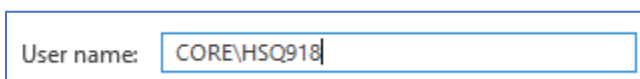


2. Click the **Enter Credentials** button. The **Credentials are required** dialog box should appear as follows:



3. Enter your information in the **Credentials are required** dialog box that appears:

   - In the **User name** field, enter your domain followed by a backslash and your 5-digit Dakota County user ID

      EXAMPLES:

| User name: | DCL\kdp871 |
|---|---|

- In the **Password** field, enter the new password for your Dakota County account
- Make sure the **Save my password** box is checked

4. Click **OK** in the **Credentials are required** dialog box to apply the change. The box should disappear.

**If your password was ACCEPTED,** Skype will resume normal functioning.

**If your password was REJECTED,** the yellow banner prompting for credentials will reappear in the Skype window. Go back to Step 2 to try again.

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