

How to...

Update a Griffith computer password after a password change (off-campus)

Introduction

To prevent account access or lockout issues after changing your Griffith Single Sign-on (SSO) password, we recommend updating any devices or applications that have your previous password stored immediately after changing your password.

Step 1: Update computer login password

Note: If you restarted the computer after changing your password, login to the computer with your previous password and connect to an internet connection before completing the below steps.

- 1 Login to the [Griffith VPN](#) with your sNumber and new Griffith Single Sign-on (SSO) password.

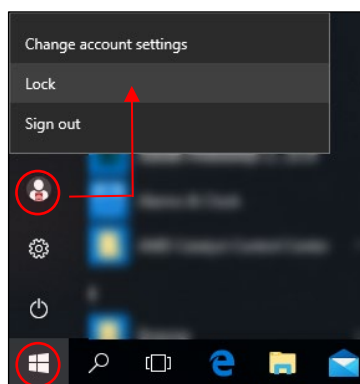
- 2 Lock the computer.

For Windows computers:

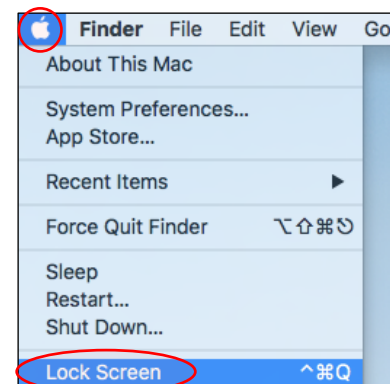
- a) Click on the **Start** menu.
- b) Click on the **User** icon.
- c) Click **Lock**.

For MacOS computers:

- a) Click on the **Apple** icon.
- b) Click **Lock Screen**.



Windows



MacOS

- 3 On the login screen enter your new Griffith Single Sign-on (SSO) password.

- 4 Your computer login password is now updated.

Restart the computer and login with your new Griffith Single Sign-on (SSO) password.

Step 2: Update stored passwords

If your previous Griffith Single Sign-on (SSO) password is stored in any applications, you will need to update each one with your new password.

Common applications include:

- **Office 365:** You will be prompted to enter your new password the next time you open Office 365 apps (e.g. Outlook, Word, PowerPoint, Excel). If you are signed into Office 365 apps on multiple devices with your Griffith account (e.g. mobile, tablet or personal computer), you will need to enter your new Griffith Single Sign-on (SSO) password on each device. Refer to [Office 365: Logging in after you change your Griffith Password](#).

- **Mobile or desktop e-mail apps:** If you have connected your Griffith email account to an email app (e.g. Apple Mail, Gmail), you will need to update the stored password to your new Griffith Single Sign-on (SSO) password.
- **Skype for Business:** Refer to the [How to reset Skype for Business password guide](#) (PDF 274KB).
- **Find-Me-Print keychain (MacOS):** Refer to the [How to update Find-Me-Print keychain guide](#) (PDF 338.4KB).
- **Griffith Password Manager (LastPass):** Visit [LastPass](#) for more information.
- **Web browsers**

For more information contact:

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