

Skype for Business

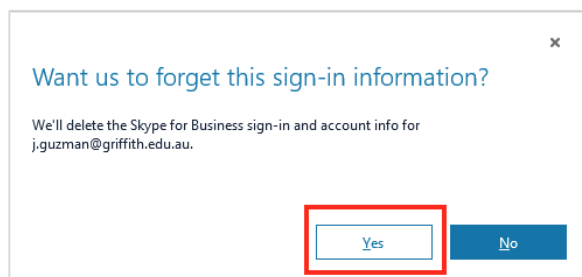
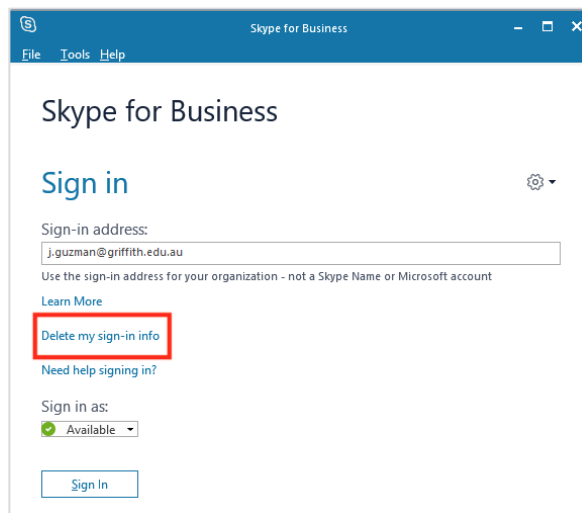
How to reset your password to match Single sign-on password

To prevent Skype for Business from locking your Single sign-on account you also need to reset your Skype for Business password when changing your Griffith Single sign-on password.

This is because Skype for Business continues to automatically log in using your old password which will cause you to be locked out of Griffith Single sign-on accounts including WIFI. This issue will be resolved when the new version of Skype for Business is released.

Steps to reset your Skype password - Windows

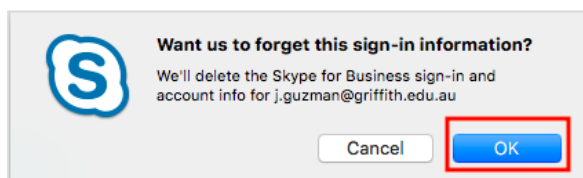
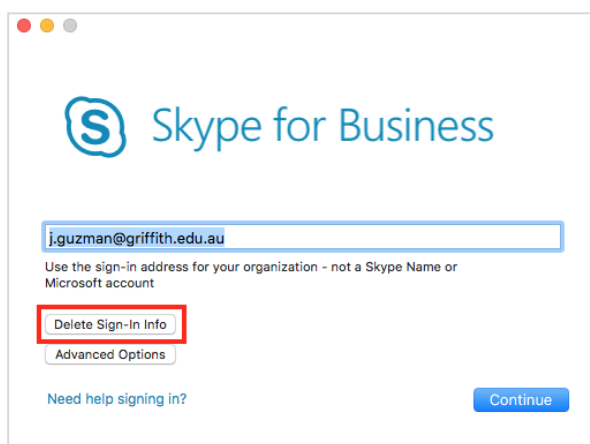
1. Open **Skype for Business**
2. If Skype for Business is trying to connect with no success > click **Cancel Sign-in**
> click **File** > select **Delete my sign-in info** > click **Yes**



3. To unlock your account contact the [IT Service Centre](#) (07) 3735 5555 (Brisbane campuses) or (07) 5552 5555 (Gold Coast campus)
4. Once your account has been unlocked > open Skype for Business > log in with your email > click **Sign In** > enter your new password
5. Click **Save my password** to retain login settings.

Steps to reset your Skype password – Mac

1. Open **Skype for Business**
2. If Skype for Business is trying to connect with no success > click **Cancel** > Click **Delete Sign-in info** > click **OK**



3. To unlock your account contact the [IT Service Centre](#) (07) 3735 5555 (Brisbane campuses) or (07) 5552 5555 (Gold Coast campus)
4. Once your account has been unlocked > open Skype for Business > log in with your email > click **Continue** > enter your new password
5. Click **Keep me signed in** to retain login settings.

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