# Password change instructions for users with a District-Supplied Intel Mac

Before you begin, please make sure you are at one of the school district sites connected to the **SD42-Enterprise (WiFi) only.**

1. Login to the device.
2. Open a browser and navigate to https://myaccount.microsoft.com and sign in with username@mrpm.sd42.ca.
3. Select "Change Password" from the displayed tiles.
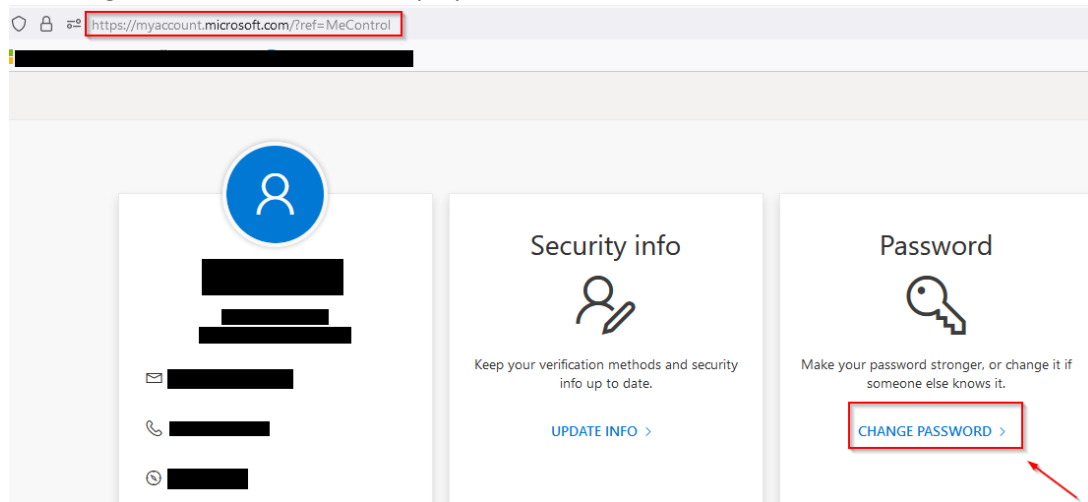
4. Enter your old password and then enter your new password <u>twice</u> and click on submit. You have successfully changed your password.
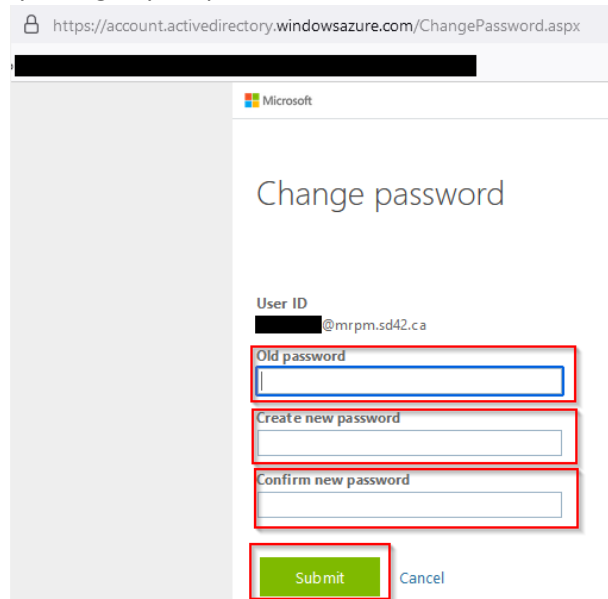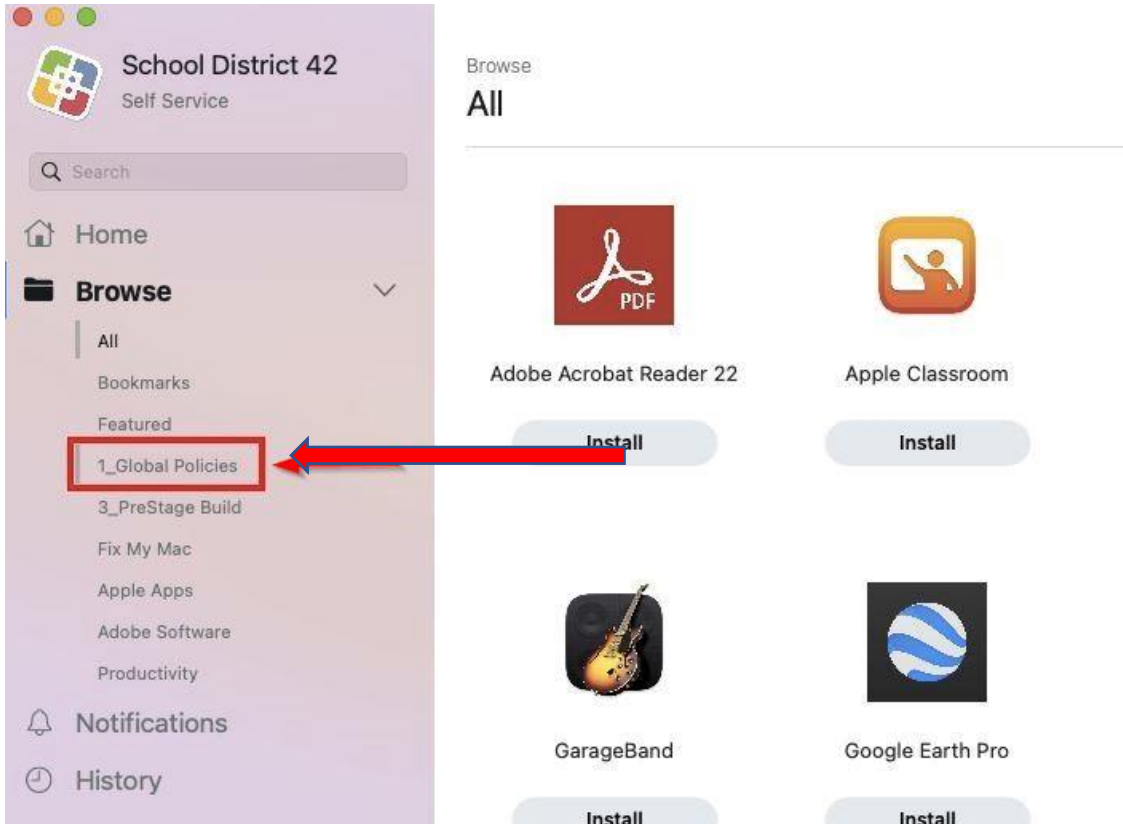

5. **Wait 5 minutes for it to sync before proceeding to the next steps.**
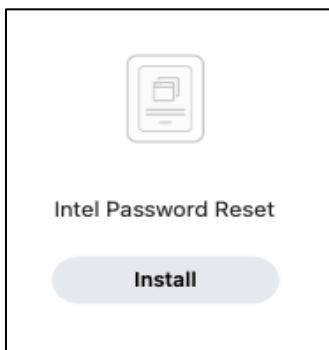
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6. Open Self-Service, it should be in your Dock. If it is not you can find it in the Applications folder.
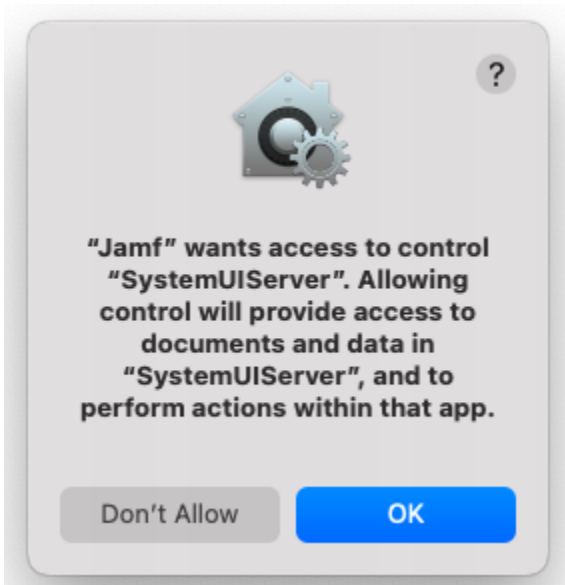

7. On the left Pane select **1_Global_Policies**.

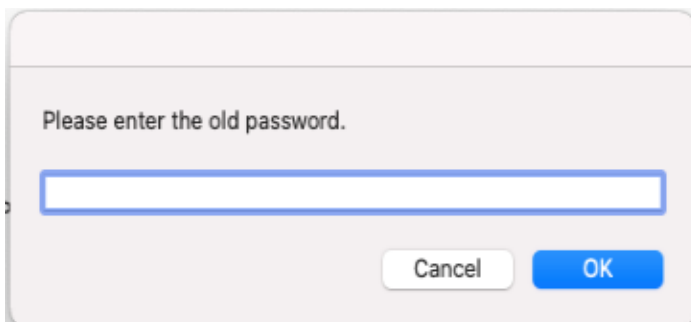8. Click on Install Mac Password Reset.

9. Popup will open. Press OK.

> **Change FileVault password**
>
> This program synchronizes the SD42 password and the FileVault password.
> Only proceed if the Filevault password does not match the current SD42 password.
>
> Cancel   OK

10. Another popup will ask for permission. Press OK

> "Jamf" wants access to control "SystemUIServer". Allowing control will provide access to documents and data in "SystemUIServer", and to perform actions within that app.
>
> Don't Allow   OK

11. A dialog box will open, enter your old password then select "ok".

> Please enter the old password.
>
> [   ]
>
> Cancel   OK

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12. Next, in the dialog box enter your new password, then select "ok".

Please enter the current New password.

[   ]

Cancel   OK
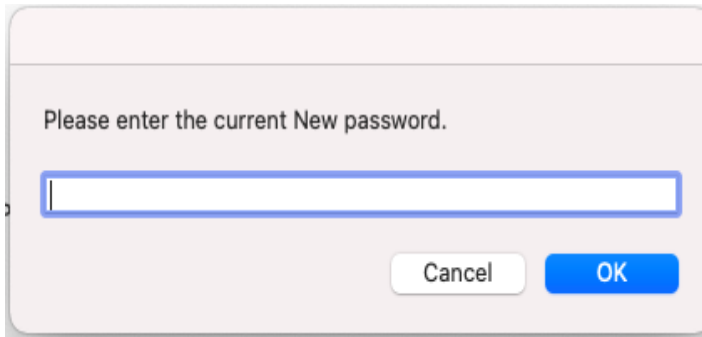
13. Re-enter your new password again.

Please enter the current New password again.

[   ]

Cancel   OK
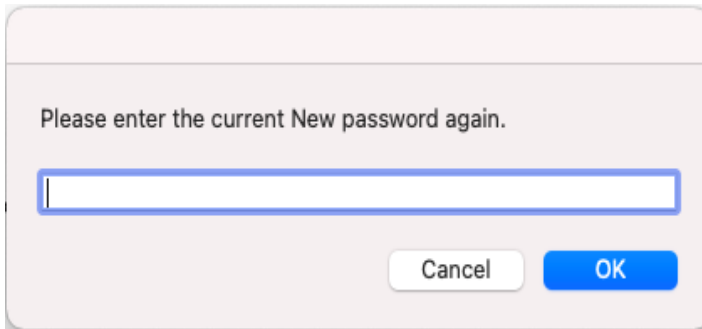
14. A message will let you know if it was successful, if you get an error please contact the helpdesk.

Successful Change

Your password has been changed successfully.

OK
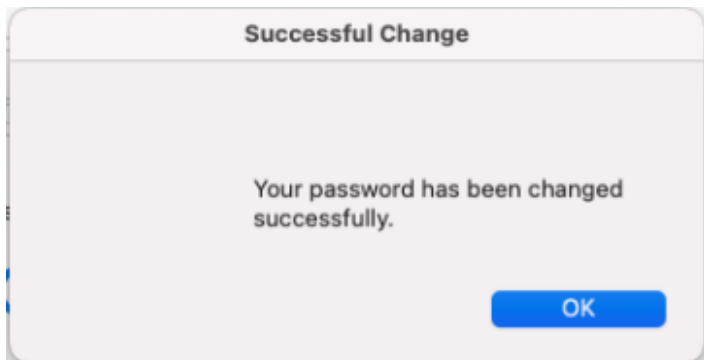
15. After a successful password change, please restart your Mac. Logging out and back in is **not** sufficient, make sure to perform a full reboot.

16. At login use your new password.

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17. When Keychain prompts you to update your Keychain click on "update keychain password".

18. You will need to use your old password to unlock the keychain for updating. This will be the last time you should need the old password.


19. The final step is to test printing.
   a) Open a document and print it. The authentication dialog box should pop up.
   b) The password field may already be filled out, but you will need to clear it and enter your new password. Check the box to save the password to the keychain. If the keychain asks for your password remember it's your new one.
   c) You will have to repeat these steps the first time you print to each printer you have installed.

   *If you are not prompted for a password after trying to print an item, click on the printer from your dock to open your print queue.

Then click on the circular arrow to open the prompt to enter your new password. Be sure to check the box that says remember the password so that you only need to fill it in once
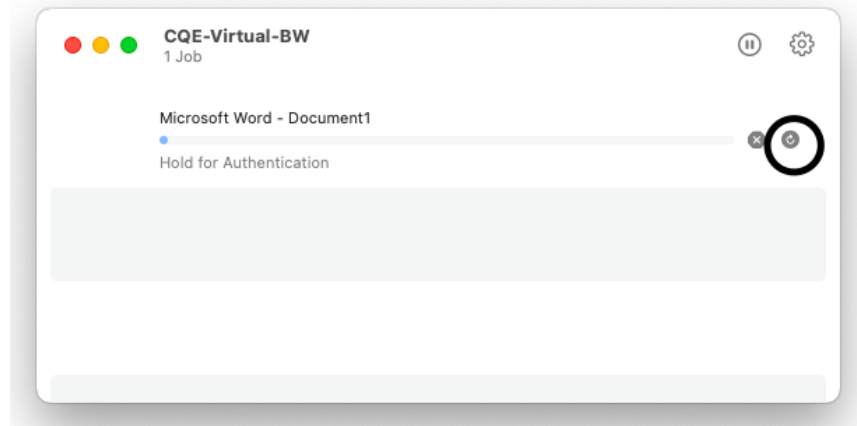
d) If you encounter any errors or can't print, please call the IT Helpdesk or open a ticket. https://helpdesk.sd42.ca

Note: After changing your password you will be prompted to put in your new password in these applications and possibly others.

- Outlook
- OneDrive
- Word, Excel, PowerPoint