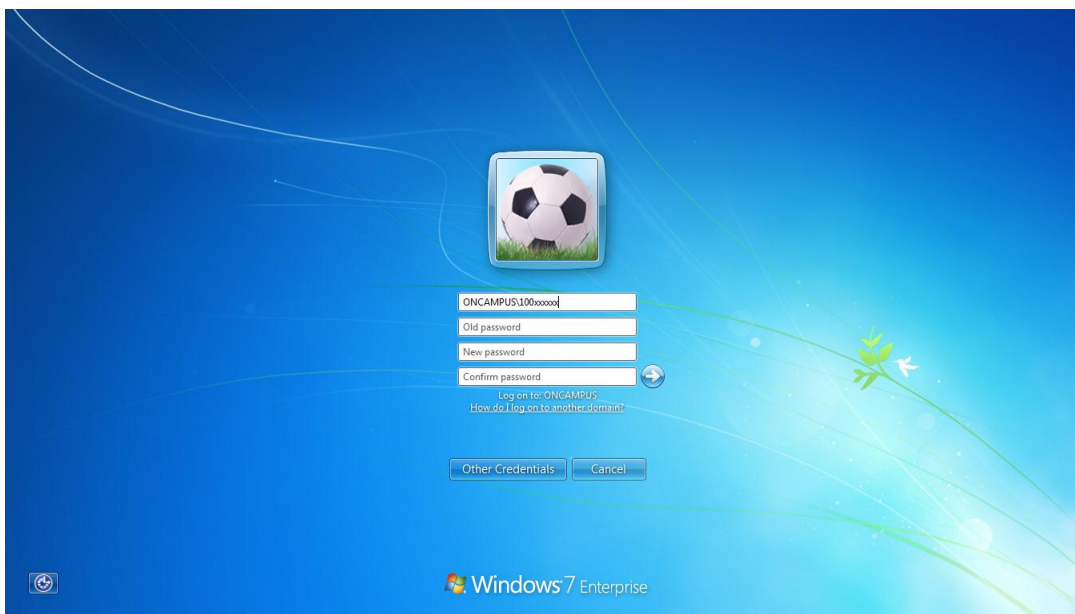


What to do when your Network Account is locked out or your password has expired

Please know that your network password expires every 4 months (Semester) and needs to be changed. IT Services has provided you three easy ways of changing your password.

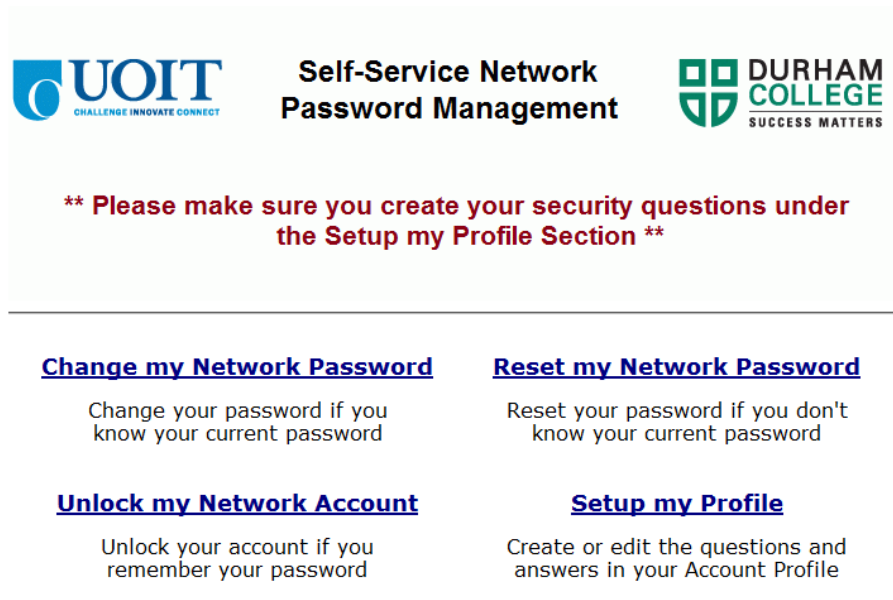
1. As soon as you are being prompted that your password has expired, please log on to one of our desktop computers. Readily available computers are located in room SW100 (Learning Commons), the Library and several computers labs. Please note that this does NOT work on personal laptops.
 - Once you enter your login information the computer will prompt you that your network password has expired and click on OK to proceed.
 - The following screen will appear and you may enter a new password



- When selecting a new password, make sure you choose a new password, minimum 6 characters long and cannot close resemble one the last 3 passwords used before.
- Just click on the arrow to complete the password change.

2. If you already have set up a profile for the MYPASSWORD portal you can quickly unlock your account

- Visit one of the four Self Help Kiosk Stations set up inside room SW100 (Learning Commons) and click on Change Password button.
- Go online and visit the following link: <https://mypassword.dc-uoit.ca/>



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**Self-Service Network
Password Management**

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**** Please make sure you create your security questions under the Setup my Profile Section ****

[Change my Network Password](#)
Change your password if you know your current password

[Reset my Network Password](#)
Reset your password if you don't know your current password

[Unlock my Network Account](#)
Unlock your account if you remember your password

[Setup my Profile](#)
Create or edit the questions and answers in your Account Profile

- You can either click on “[Unlock my Network Account](#)” if your account is just locked out or if you need to reset your password altogether, click on “[Reset my Network Password](#)” or “[Change my Network Password](#)” and follow the online instructions.

3. You can either call the IT Service Desk or visit the one of the IT Service Desk locations.

- By phone you may reach us 905 721 3333 option 1
- In person: room SW100 / Learning Commons (Main Campus), 61 Charles Street or in the Whitby Learning Commons

Would you like to read more information on How-to's and walkthroughs please visit our IT Service Desk Portal at <http://servicedesk.durhamcollege.ca> or <http://servicedesk.uoit.ca> our download our tipsheet <http://servicedesk.durhamcollege.ca/FAQ%20Sheets/ITS%20TIP%20sheet.pdf>