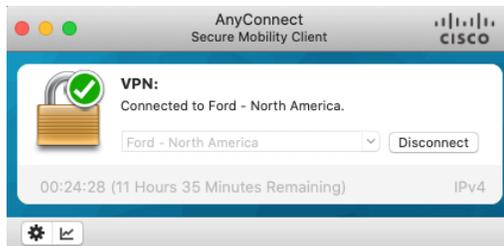




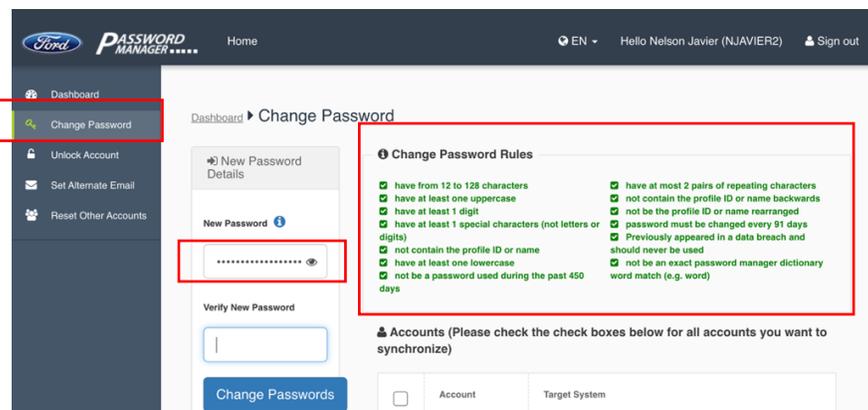
## MacOS – How to change password for Mac

### Option 1: PREFERRED

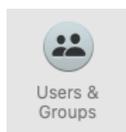
1. Login to your computer
2. Connect to Cisco AnyConnect VPN with your SecurID RSA token or Office Ethernet



3. Before you change your password in System Preferences
  - a. Launch your Browser
  - b. Go to <https://www.changepassword.ford.com> (You are not changing your password here but just to check if your password follows the “Change Password Rules”)
    - i. Click on Change Password > Type in your new password > Press Tab key to verify if your password follows the Change Password Rules.



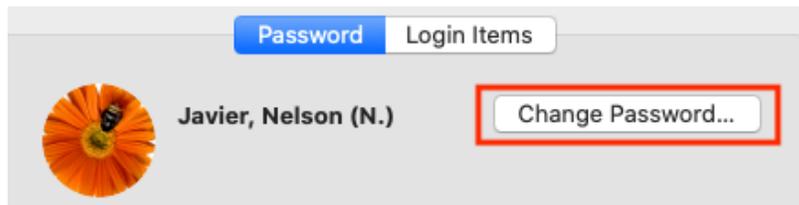
4. Go to System Preferences > Users & Groups (System Preferences can be open by searching in the Spotlight (“magnifying glass” icon located at the top right of your desktop window))



5. In **Users & Groups** > highlight your CDSID (make sure it is spelled out the same as your Outlook display name; otherwise, it might be a local account, and if it is a local account then you have to change it manually after you change your password in the [Password Manager](#))



6. **Click Change password button**



7. **Prompt for Old Password**
8. **Type the New password**
9. **Re-type** the new password in **“Verify”**
10. **Click Change Password**

Old password:

New password:

Verify:

Password hint:   
(Recommended)

11. If you don't get a "server unavailable" prompts, then the password change was successful.
  - a. If a prompt "server unavailable". Verify that you are connected to VPN and try again.

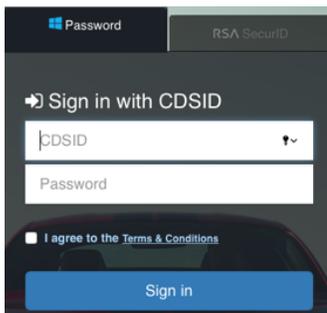
If it still doesn't work and tried it a few times, it is possible that your computer might have dropped off from the Domain and may need to re-join your computer.  
You may try also the Options 2 below by going to <https://www.changepassword.com> to change password.

12. After successful password change > **Go to Option #2 > #6 below**

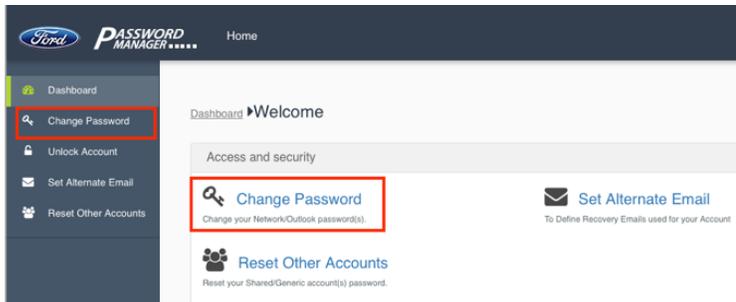
### Option 2:

If you are going to change the password via <https://www.changepassword.ford.com> or if you already changed it via Password Manager > make sure that you are connected via VPN or via Office Ethernet

1. Login to the website, <https://www.changepassword.ford.com>

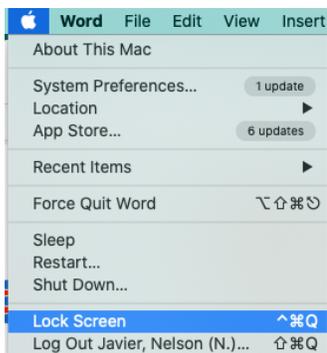


2. Change your password link (sidebar or Change password link)



3. **Wait** for about **10 mins** make sure that you are still connected to VPN

4. While still on VPN > **Click** on Apple logo (top left) > Lock Screen > Wait for 5 mins > Unlock



5. Go ahead and log back in to unlock with the new password > wait for another 10 mins
6. Log out from VPN
7. Click on Apple logo > Restart
8. Log back in with the new password, if it still not able to login with new password do # 1 thru 5 again and reboot.
9. After successful login it should prompt you to **update keychain** > enter your old successful password with your Mac Computer, **if you don't know the old password, choose "create new keychain"**



10. If able to get to desktop, then you successfully change the password.
11. IF THIS OPTION didn't work > Login in as tstone10/password = Contact TL for password > Logout (Top left Apple logo > Log out as tstone10 > prompts for username/password > your cdsid and password (last successful password) > Submit a Helpdesk Ticket to sync password

#### **IF YOU NEED IMMEDIATE ASSISTANCE:**

- **CALL:** 1-888-317-4957 and have your ticket dispatch to Global Mac Tech Lounge or
- **CHAT** with Ford Tech = <https://www.itsmschange.ford.com/eschat/chat.jsp#/chat>
- **EMAIL:** [TLNA@ford.com](mailto:TLNA@ford.com)
- **WEBEX TEAMS:** <https://www.webexteams.ford.com/space?r=q7e7>
- **SLACK:** GFL Users- #SVL-Helpdesk
- **SLACK:** General Users - #macos-help

#### **Global IT PHONE NUMBERS:**

<https://azureford.sharepoint.com/sites/UnifiedSupport/Pages/IT-Service-Desk-Phone-Numbers.aspx>