

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 <u>https://www.changepassword.ford.com</u> (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)



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 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 <u>Password Manager</u>)

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Current Liser Admin, Mobile Chor Lisers Ford JAMF Admin Stone 10 Admin Current Stone 10 Admin Current Stone 10 Admin Current Stone 10 Current Stone 10 Stone	Password Login Items Javier, Nelson (N.) Char Domain Account = Admin	in Items Change Password = Admin,Mobile Admin	
Login Options	If you have Admin, Managed, Mu Managed = Parental Control is of may unckeck it (see below) Contacts Card: O Allow user to administer this com Enable parental controls Open	obile sheck, not required, you open puter Parental Controls	
Click the lock to preve	nt further changes.	(?)	

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:	9
Verify:	
Password hint: (Recommended)	
	Cancel Change Password

- 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)

Tord PASSWC	RD Home	
 Dashboard Change Password 		
Unlock Account	Access and security	
 Set Alternate Email Reset Other Accounts 	Change Password Change your Network/Outlock password(s).	To Define Recovery Emails used for your Account
	Reset Other Accounts Reset your Shared/Generic account(s) password.	

- 3. Wait for about 10 mins make sure that you are still connected to VPN
- While still on VPN > Click on Apple logo (top left) > Lock Screen > Wait for 5 mins > Unlock

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- 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.
- 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"

\frown	The system was unable to unlock your login keychain.
3	If you remember your old password you can update the keychain password. If you do not remember your old password, you can create a new login keychain.
	Would you like to update the password or create a 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 = <u>https://www.itsmschange.ford.com/eschat/chat.jsp#/chat</u>
- EMAIL: <u>TLNA@ford.com</u>
- 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