

How To Update Your Concordia Password While You're Off Campus

Overview

These steps are written as a guide for updating your Concordia password from a university-owned computer located off campus. If you are updating your password while on the Concordia network (not over VPN), please see this article: <https://www.concordia.ca/cunews/main/stories/2020/09/17/its-time-to-update-your-university-password.html?c=/news/archive>.

If you have any questions or run into any difficulty with these steps, please contact the IITS Service Desk (help@concordia.ca | +1 (514) 848-2424 x7613).

Steps for Updating Your Concordia Password

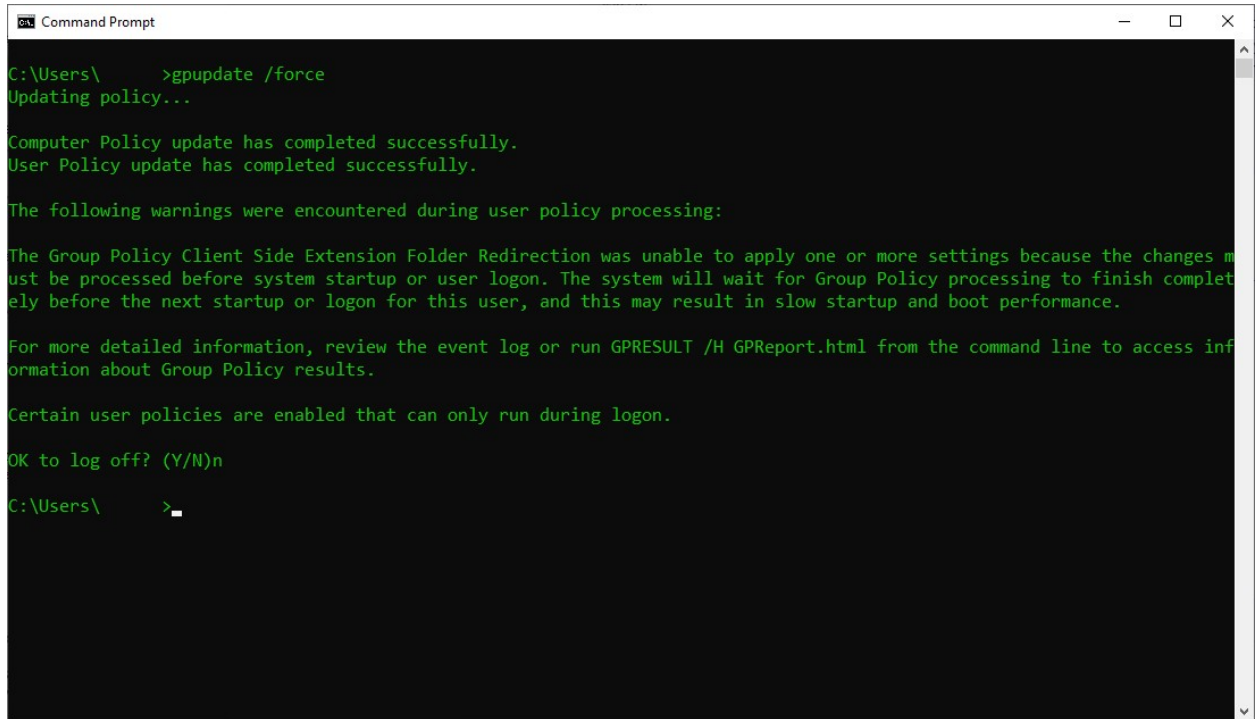
- 1) Log onto the MyConcordia Portal (<https://myconcordia.ca>)
 - a. Reset your password by browsing to: Accounts and Settings > Computer Accounts & Passwords > *your netname*
- 2) Once you've completed the password change, log off and log back into the Portal using your new password
- 3) Connect your computer to the Concordia VPN. If you're already connected, please disconnect and reconnect your VPN connection using your new password
- 4) NOTE: Do not log off/reboot/shutdown your computer until completing these steps
- 5) Lock your screen (**Win+L**) and then unlock it using your new password
- 6) Next, log into any single sign-on programs that you may use with your new password and verify that you're able to connect. For example: Outlook, Zoom, Teams, Moodle, Cspace, Adobe Pro, YuJa, Jabber, etc.
- 7) Remember to update your password on your mobile devices: email, Teams, Zoom, O365 apps
- 8) Be aware, when you're back on campus, you'll need to update the password on your computers and/or mobile devices for the ConcordiaUniversity WiFi connection.

Additional Steps – this is mandatory if you do not connect to VPN on a regular basis

Make sure you're still connected on VPN

Open Command Prompt (Start > type CMD then choose Open) and enter the following command:
gpupdate /force

- Press Enter and wait for the policy update to finish.
- When asked to log off, select: No (N)
- Close the Command Prompt window



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Command Prompt
C:\Users\ >gpupdate /force
Updating policy...

Computer Policy update has completed successfully.
User Policy update has completed successfully.

The following warnings were encountered during user policy processing:

The Group Policy Client Side Extension Folder Redirection was unable to apply one or more settings because the changes must be processed before system startup or user logon. The system will wait for Group Policy processing to finish completely before the next startup or logon for this user, and this may result in slow startup and boot performance.

For more detailed information, review the event log or run GPRESULT /H GPREport.html from the command line to access information about Group Policy results.

Certain user policies are enabled that can only run during logon.

OK to log off? (Y/N)n

C:\Users\ >
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- Restart your computer as soon as possible