

Password Management for State of New Hampshire Domain Accounts

Contents

Introduction	1
Password Requirements.....	2
Changing Your Password If It Has Not Expired.....	3
Changing your password via Windows if you are in the office, or working remotely and connected to VPN	3
Additional Step if Working Remotely and Connected to VPN	3
Change Password via OWA.....	4
Changing your password via the Office 365 portal	6
Changing Your Password If It Has Expired.....	8
Changing your password via Outlook Web Access	8
Additional Step if Connecting to VPN After Changing Expired Password.....	8

Introduction

Please see the instructions on the following pages for changing the password for your State of New Hampshire domain account. If after following the available instructions and links, you require additional assistance, please contact the DoIT Central Help Desk at 271-7555.

Password Requirements

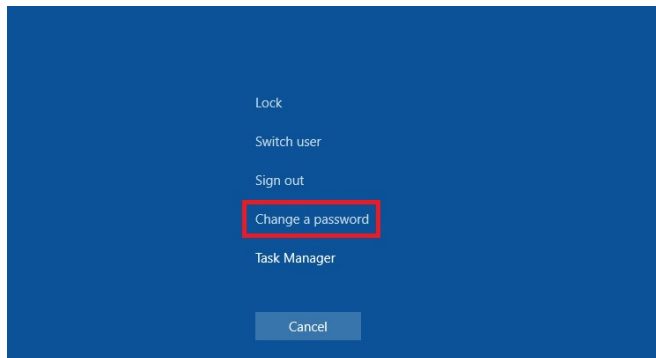
- Authorized User(s) shall not share their login IDs, personal access codes, or passwords with others as noted in the Statewide Computer Use Policy section 6.1.1.
- Non-unique and/or shared user accounts are not permitted.
- A password change will be required at initial login and at least every 90 days thereafter. Password resets also require a password change at first login.
- Accounts not logged into at least every 45 days will be automatically disabled and require authorization to be activated per the User Account Maintenance Policy

<i>Password Criteria</i>	<i>Requirement</i>
Minimum password length	15 characters
Password Format	<p>Passwords must contain three of the following four:</p> <ul style="list-style-type: none">• Uppercase character(s)• Lowercase character(s)• Number(s)• Special character(s) such as @, &, %, ! <p>Passwords must not contain parts of the username.</p> <p>Passwords should not contain dictionary words, keyboard sequences, or any name easily associated with the user such as nickname, family, pets, hobbies, address, etc.</p> <p>Strong password example:</p> <p>PlsT@ket!me2sve</p>
Maximum password age	90 days
Minimum password age	1 day
Enforce password history	24 passwords are remembered
Account Lockout Threshold	3 invalid attempts

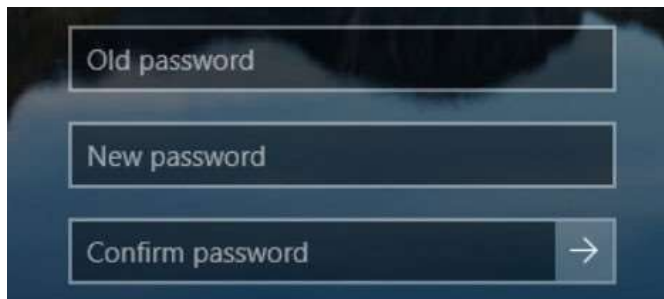
Changing Your Password If It Has Not Expired

Changing your password via Windows if you are in the office, or working remotely and connected to VPN:

1. Press **Control, ALT, and Delete** keys
2. Select **“Change Password”**



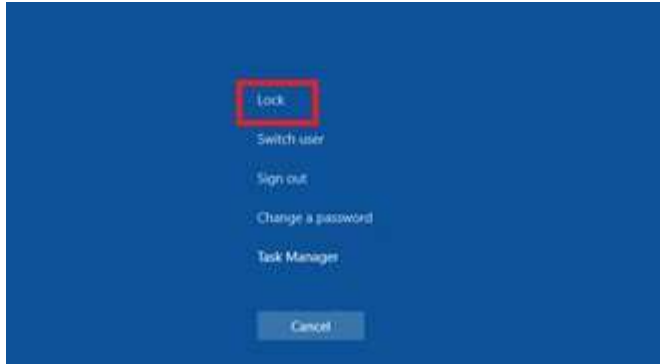
3. Enter your **current password**
4. Enter your **new password** in the remaining two fields



5. Press **“Enter”**
6. You should receive a message that your password has been successfully changed
 - a. If you get a message that instead says the new password does not meet the required criteria (length, complexity, recently used, etc.), please review the password criteria at the beginning of this document and try again.

Additional Step if Working Remotely and Connected to VPN

1. Press **Control, ALT, and Delete** keys
2. Select **“Lock”**



3. Press the “Enter” key
4. Enter your **new password**
5. Press the “Enter” key to unlock the computer

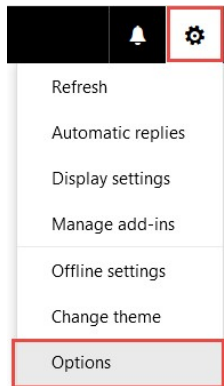
Change Password via OWA

Please note – this method cannot be used for users whose mailbox has been moved to Office 365. Please see subsequent section for changing your password via the Office 365 portal if your mailbox has been moved to Office 365, and your password has not yet expired.

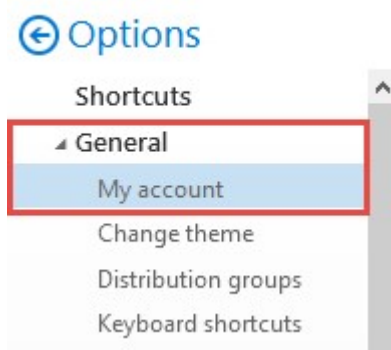
1. In an internet browser, navigate to Outlook Web Access (OWA) site using the appropriate address for your agency

<u>Agency</u>	<u>OWA Address</u>
Granite/DHHS/DOT/NHLC	https://owa.nh.gov/owa
DOC	https://owa.nhdoc.nh.gov/owa
DOJ	https://owa.doj.nh.gov/owa
DOS	https://owa.dos.nh.gov/owa

2. In the username field, enter your **email address** (e.g., firstname.mi.lastname@doit.nh.gov)
3. Enter your **current password** and click the “**sign in**” button.
4. Once logged in select the **gear icon** to open the settings menu, then select “**Options**”

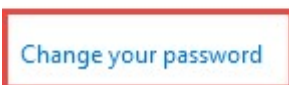


5. On the left-hand navigation menu, expand the “**General**” section, and then select “**My account**”



6. Scroll down until you see a link titled “**Change your password**”, and click on it.

Office



7. In the windowpane that appears, enter your current password in the first field, and your new password in the remaining twofields.

Current password:

New password:

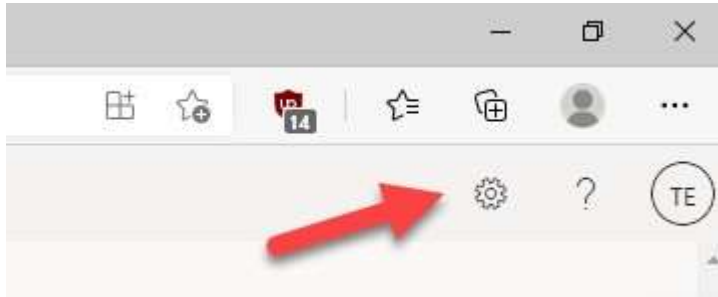
Confirm new password:

8. Click “**Save**” at the top of the windowpane to commit the change.

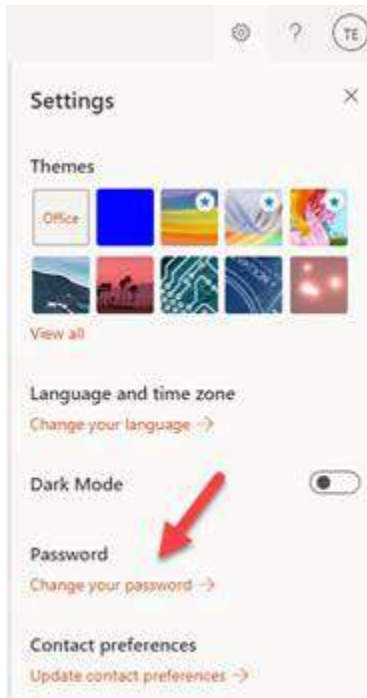


Changing your password via the Office 365 portal

1. In an internet browser, navigate to <https://portal.office.com> and with your **username** and **current password**
2. In the upper-right corner of the webpage, click the **gear icon**.



3. Click on the link titled “**Change your password**”



4. Enter your **old password** in the first field, and a **new password** in the remaining two fields.

change password

User ID

ems.test5@doit.nh.gov

Old password

Create new password

Confirm new password

submit

cancel

5. Click the “**submit**” button to commit the change.

Changing Your Password If It Has Expired

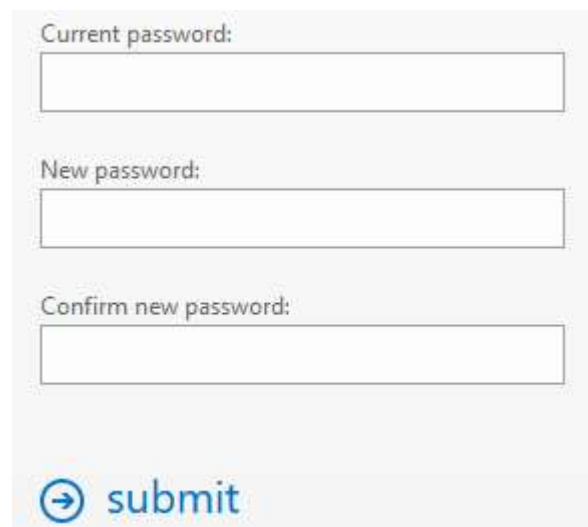
Changing your password via Outlook Web Access

Please note – this method can be used regardless of whether your mailbox has been moved to Office 365. If your mailbox has been moved, you will be brought to a page displaying a link to Outlook on the Web (OWA for Office 365) instead of your inbox after changing your password.

1. In an internet browser, navigate to Outlook Web Access (OWA) site using the appropriate address for your agency

<u>Agency</u>	<u>OWA URL</u>
Granite/DHHS/DOT/NHLC	https://owa.nh.gov/owa
DOC	https://owa.nhdoc.nh.gov/owa
DOJ	https://owa.doj.nh.gov/owa
DOS	https://owa.dos.nh.gov/owa


2. In the username field, enter your email address (e.g., firstname.mi.lastname@doit.nh.gov)
3. Enter your current password and click the “**sign in**” button.
4. You will be directed to a page saying your password is expired and must be changed. Enter your current (expired) password in the first field, followed by a new password in the remaining two fields



Current password:

New password:

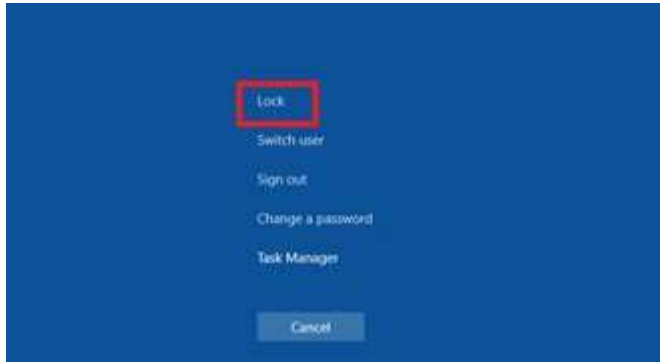
Confirm new password:

 submit

5. Click the “**submit**” button to commit the change.

Additional Step if Connecting to VPN After Changing Expired Password

1. Open Cisco AnyConnect, and login to VPN using your username, and **new password**
 - a. If Cisco AnyConnect says, “request timed out”, close Cisco AnyConnect and reopen
2. Before opening any other applications, press **Control, ALT, and Delete** keys
3. Select “**Lock**”



4. Press the “**Enter**” key
5. Enter your **new password**
6. Press the “**Enter**” key to unlock the computer