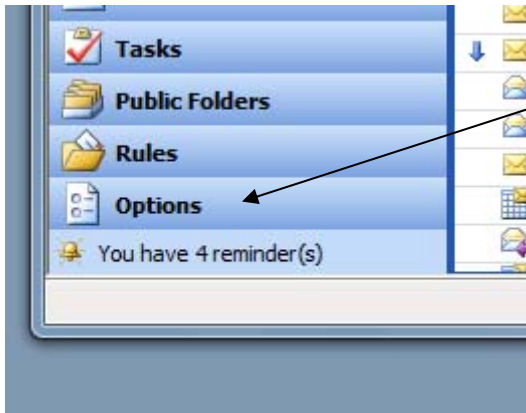


FACULTY/STAFF PASSWORD CHANGE, using Outlook Web Access

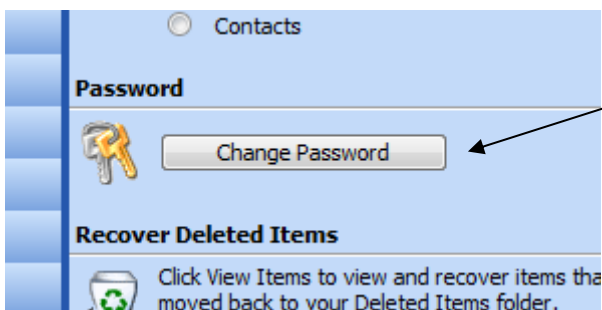
If you wish to change your domain password, or are required to by the system, please follow these steps.

Log into PVCC's web-based email from our website. If you cannot log in because you don't have a current password, contact the PVCC Helpdesk to ask for assistance.

Once you are logged into Outlook Web Access, click the Options button on the lower left of the Window.



On the right pane, scroll down until you find the Password section. Click the Change Password button.



The Internet Service Manager screen displays the password reset screen. You will need:

- The domain (**pvcnet**)
- Your account username (usually based on first initial and last name)
- Your current password

When creating a new password, it must conform to the password security requirement set by the system. To help you pick a suitable new password, consider the following:

- Your password should be at least 8 characters long
- It should contain at least one UPPERCASE letter
- It should contain at least one lowercase letter
- It should contain at least one numeric digit or special symbol
- It cannot match previously used passwords

Please note that the Internet Service Manager screen may have a different configuration than that illustrated below, and may not explicitly ask for "Domain". If this is the case, please see the box to the right for instructions in filling out the "Username" blank.

Fill out all information, including typing your new password twice. Click the OK button (not the Reset button, which resets/clears the form, but not your password) For illustration, we have used bfranklin as the username:

Internet Service Manager

for Internet Information Server 6.0

Domain	<input type="text" value="pvccnet"/>
Account	<input type="text" value="bfranklin"/>
Old password	<input type="password" value="••••••••"/>
New password	<input type="password" value="••••••••"/>
Confirm new password	<input type="password" value="••••••••"/>

OK Cancel Reset

If your computer asks for username instead of Domain and Account, you should enter them in the username line combined and separated with a backslash symbol, such as

pvccnet\bfranklin

If all went well, you should have a "success" message display:

Internet Service Manager

for Internet Information Server 6.0

Password successfully changed.

If there was an issue with changing the password and you get a failure message, you will need to try again. Type carefully, since upper- and lowercase letters are treated differently (so remember to shift properly.) Remember that previous passwords may not be repeated, and that other rules may apply to a password that would cause it to be rejected.

Common mistakes:

Password not at least 8 characters long

Password based too closely to old password

Password based on a dictionary word

Password omits required digits or special characters

If you have followed the recommendations above, and still are having problems, please contact the PVCC Client Services Help Desk at (434) 961-5261 to speak with an attendant.