



ALERT!

Passwords Expire

TUESDAY, OCTOBER 8, 2024

Faculty and Staff Instructions



For uninterrupted access to your Brookdale Email, Office 365, Canvas, Experience, Self-Service, and other Brookdale applications and resources, you **MUST** change your password **before TUESDAY, OCTOBER 8, 2024**.

You will have two weeks to enroll in the Microsoft Self Service Password Management and change your password. **You may change your password anytime on or after Monday, September 23, 2024, through Tuesday, October 8, 2024.** If you do not change your password between these dates, **your password will automatically expire and need to be changed on or after TUESDAY, OCTOBER 8, 2024.**

IMPORTANT: Carefully review the updated instructions below, the process for changing and managing your Brookdale NetID password has been updated.

Below are the steps for updating your NetID password. **Please follow the instructions that reflect your current remote working situation.**

- [Brookdale issued Laptop Working on Campus](#)
- [Working Remotely Using a Personal Device](#)
- [Brookdale Issued Laptop – Off Campus and not Currently Using VPN](#)
- [Brookdale Issued Laptop Using VPN](#)



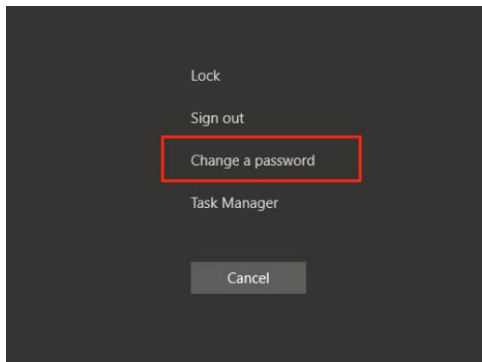
Remember to update your password on all your mobile devices (cell phone, iPad, tablet, etc.) to continue to receive your Brookdale email on these mobile devices.

- <https://www.brookdalecc.edu/oit/support-articles/change-password-mobile/>

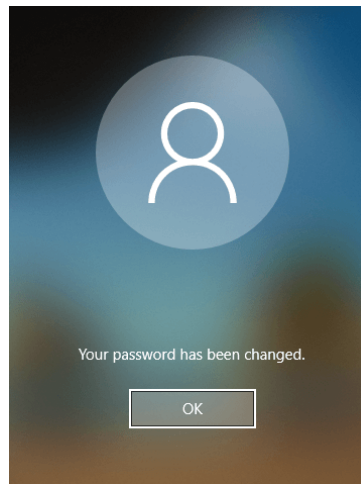
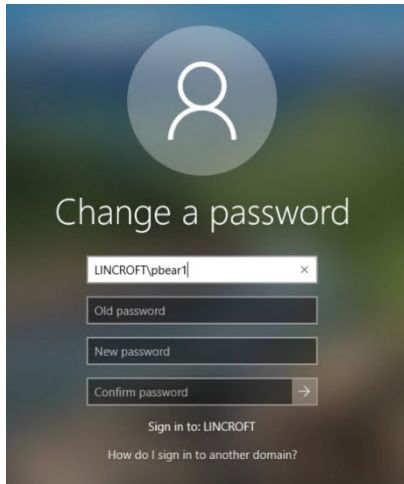
Brookdale issued Laptop Working on Campus

Use the instructions below to change/reset your NetID Password if you are using a Brookdale issued laptop on campus. This method will automatically update your password for your Brookdale issued laptop as well as your NetID password. You will use the new password to log into your Brookdale-issued laptop and to access Brookdale Email, Office 365, Canvas, Brookdale Experience, and Self-Service.

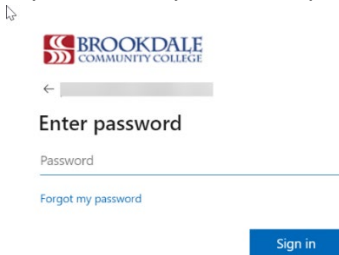
1. Login into your laptop with your current password then press, Ctrl-Alt-Delete keys at the same time.
2. Click **Change a password**



3. Enter your current password and then your new password twice



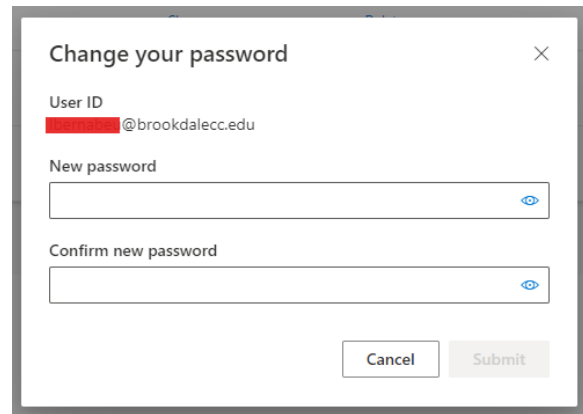
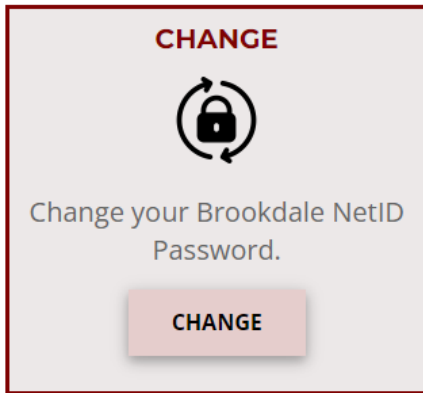
4. Outlook will prompt you to enter your new password, be sure to hit the check box to remember my credentials. If you do not, you will be prompted to enter your password each time you open Outlook Client.



[Working Remotely Using a Personal Device](#)

Use the instructions below to change your NetID Password if you are working remotely on a personal laptop, computer, or tablet:

1. Go to the Brookdale website at www.brookdalecc.edu
2. Click the **MyBrookdale** link to access the QuickLaunch navigation.
3. Click the **NetID icon**.
4. Click "Change."
5. Follow the onscreen instructions to change your password.



[Brookdale Issued Laptop – Off Campus and Not Currently Using VPN](#)

Use the instructions below to change your NetID Password if you are not currently using VPN but are using a Brookdale-issued laptop:

IMPORTANT: After you change your password using NetID, you will still need to use your old password to log into your laptop but will use the new password to access Brookdale Email, Office 365, Canvas, Self-Service and Brookdale Experience, until you are back on campus and connected to the Brookdale Network.

1. Go to the Brookdale website [at www.brookdalecc.edu](http://www.brookdalecc.edu)
2. Click the **MyBrookdale** link to access the QuickLaunch navigation.
3. Click the **NetID icon**.
4. Click "Change."
5. Follow the onscreen instructions to change your password.
6. Outlook will prompt you to enter your new password, be sure to hit the check box to remember my credentials. If you do not, you will be prompted to enter your password each time you open Outlook Client.



Enter password

Password

[Forgot my password](#)

Sign in

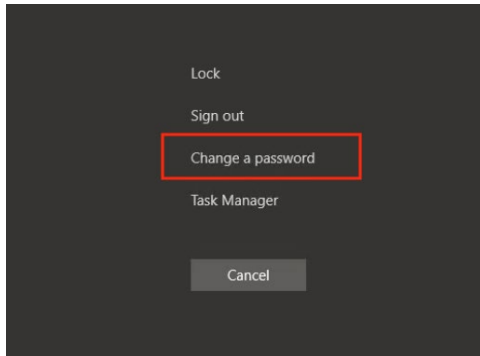
[Brookdale Issued Laptop Using VPN](#)

Use the instructions below to change NetID Password if you are using VPN (i.e., Global Protect). This method will automatically update your password for your Brookdale issued laptop as well as your NetID password. You will use the

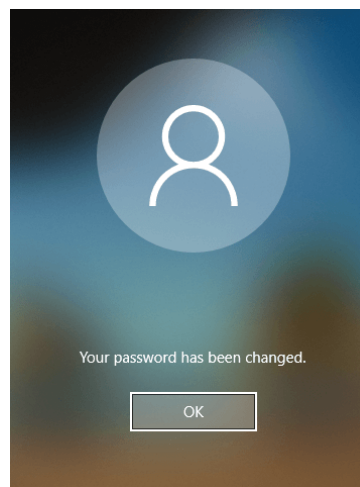
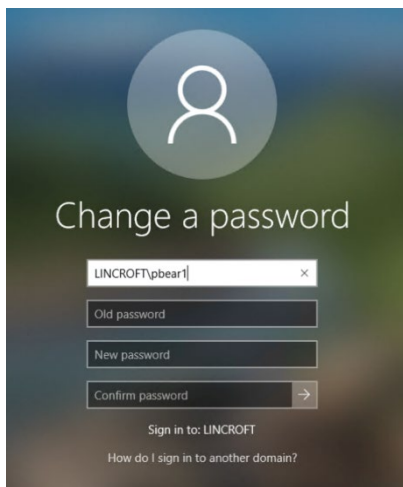
IMPORTANT NOTE: When you change your password and your laptop is **not on-campus and connected** to the Brookdale network, your laptop will continue to use your old password. When you return to campus and your laptop is connected to the Brookdale Network, please reboot your laptop to sync your NetID password.

new password to log into your Brookdale-issued laptop and to access Brookdale Email, Office 365, Canvas, Brookdale Experience, and Self-Service.

1. Connect your Brookdale-issued laptop via VPN.
2. After connected press, Ctrl-Alt-Delete keys at the same time.
3. Click **Change a password**



4. Enter your current password and then your new password twice



5. Outlook will prompt you to enter your new password, be sure to hit the check box to remember my credentials. If you do not, you will be prompted to enter your password each time you open Outlook Client.



Enter password

Password

[Forgot my password](#)

Sign in

For additional support, contact the Help Desk at helpdesk@brookdalecc.edu or call 732-224-2829.