



ALERT!

Passwords Expire

MONDAY, OCTOBER 11, 2021

Faculty and Staff Instructions



For uninterrupted access to your Brookdale Email, Office 365, Canvas, WebAdvisor Self Service, and other Brookdale applications and resources, you **MUST** change/reset your password **before MONDAY, OCTOBER 11, 2021**.

You will have 14 days to change/reset your NetID password. You may change/reset your NetID password anytime on or after **Monday, September 27, 2021, through Sunday, October 10, 2021**. If you do not change your password between these dates, **your password will automatically expire and need to be changed/reset on or MONDAY, OCTOBER 11, 2021**.

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

- [Working Remotely Using A Personal Device](#)
- [Brookdale Issued Laptop – Not Currently Using VPN or Remote Desktop](#)
- [Brookdale Issued Laptop Using VPN or Remote Desktop](#)

NOTE: You must enter your Brookdale 7-digit ID or your social security number to change/reset your password.



Remember to update your password on all of 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/>

Working Remotely Using A Personal Device

Use the instructions below to change/reset 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/Reset your password"
5. Follow the onscreen instructions to change/reset your password

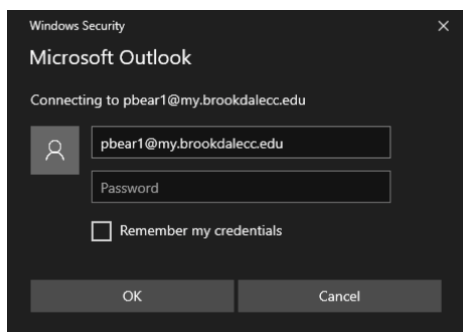
Please allow up to 15 minutes for the password change to take effect before attempting to access any applications from the MyBrookdale link.

Brookdale Issued Laptop – Not Currently Using VPN or Remote Desktop

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

IMPORTANT: After you change/reset 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, and WebAdvisor Self Service.

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/Reset your password”
5. Follow the onscreen instructions to change/reset your password. Please allow up to 15 minutes for the password change to take effect before attempting to access any applications from the MyBrookdale link
6. Outlook will prompt you to enter your new password, be sure to hit the check box for remember my credentials. If you do not, you will be prompted to enter your password each time you open Outlook Client.

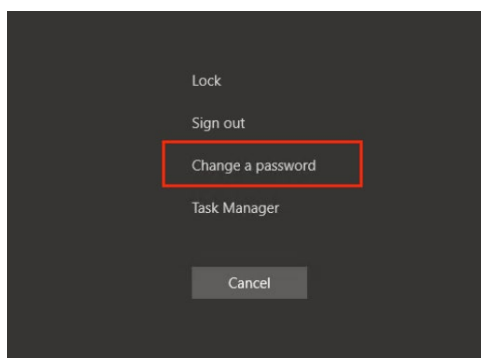


NOTE: When you reset your password and your laptop is not on-campus and connected to the Brookdale network, your laptop will continue to use your old password. When you return to campus and your laptop is connected to the Brookdale Network, your laptop password and NetID password will be synced again.

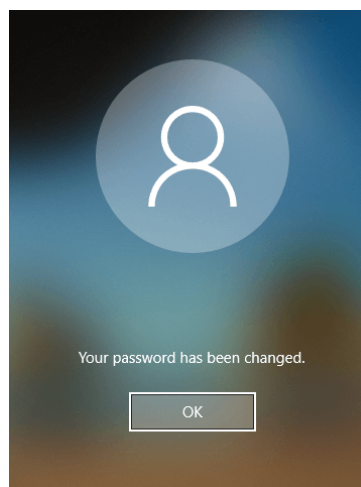
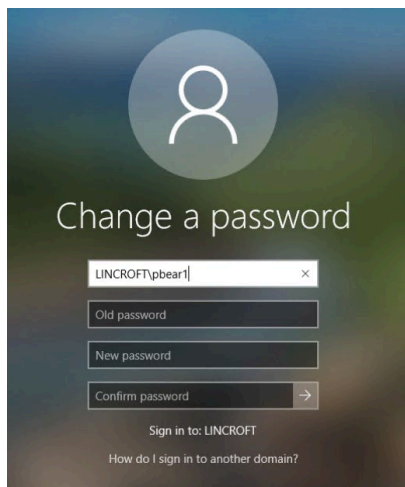
Using VPN or Remote Desktop

Use the instructions below to change/reset your NetID Password if you are using VPN (i.e. either Cisco AnyConnect or PaloAlto GlobalProtect) and/or Remote Desktop. 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, and WebAdvisor Self Service.

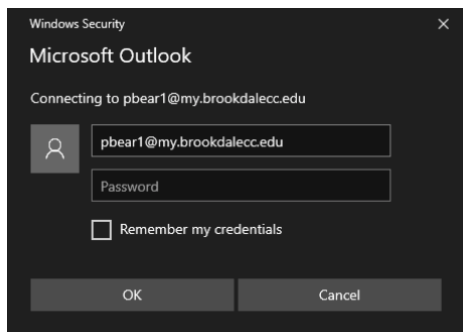
1. Connect your Brookdale issued laptop via VPN (i.e., Cisco or Global Connect)
2. After connected press, Ctrl-Alt-Delete at the same time
3. Click **Change a password**



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 for remember my credentials. If you do not, you will be prompted to enter your password each time you open Outlook Client.



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