



# ALERT!

## Passwords Expire

### Tuesday, February 20, 2024

#### Faculty and Staff Instructions



For uninterrupted access to your Brookdale Email, Office 365, Canvas, Web Advisor Self-Service, and other Brookdale applications and resources, you **MUST** change/reset your password by **Tuesday, February 20, 2024**.

You will have two weeks to change/reset your NetID password. **You may change/reset your NetID password anytime on or after Monday, February 5, 2024, through Tuesday, February 20, 2024.** If you do not change your password between these dates, **your password will automatically expire and need to be changed/reset on or after Tuesday, February 20, 2024.**

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](#)

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



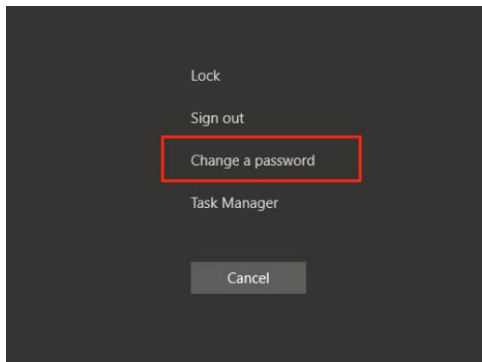
Remember to update your password on all your mobile devices (cell phone, iPad, tablet, etc.) to continue to receive your Brookdale email on these mobile devices.

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

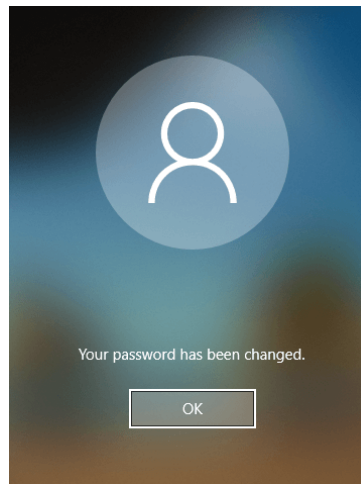
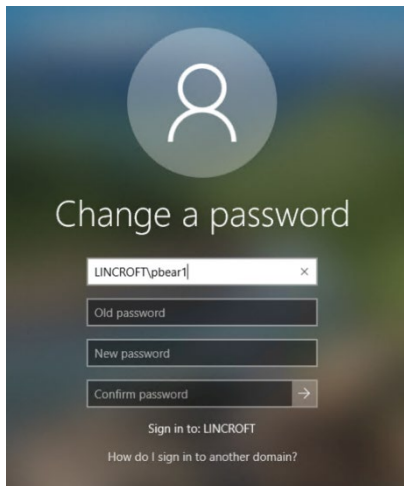
### Brookdale issued Laptop Working on Campus

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, and WebAdvisor Self-Service.

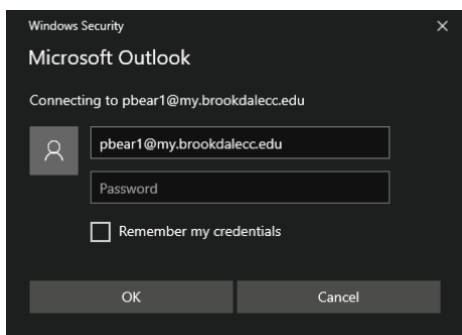
1. Login into your laptop with your current password then press, Ctrl-Alt-Delete keys at the same time .
2. Click **Change a password**



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/reset your NetID Password if you are working remotely on a personal laptop, computer, or tablet:

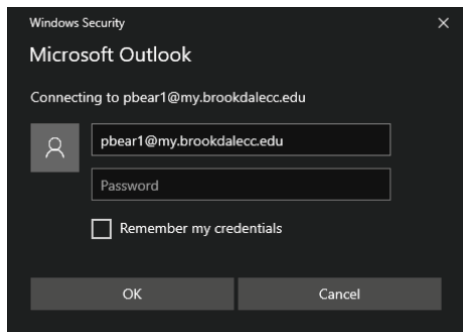
1. Go to the Brookdale website at [www.brookdalecc.edu](http://www.brookdalecc.edu)
2. Click the **MyBrookdale** link to access the QuickLaunch navigation.
3. Click the **NetID icon**.
4. Click "Change/Reset your password."
5. Follow the onscreen instructions to change/reset your password.

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

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, 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/Reset your password.”
5. Follow the onscreen instructions to change/reset 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.



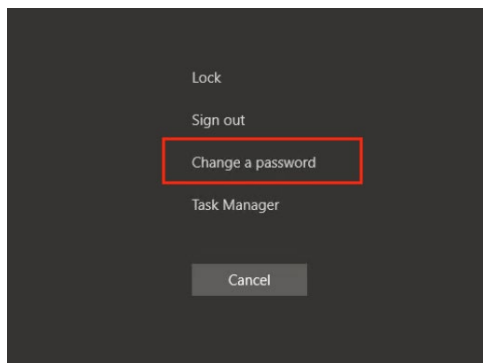
**IMPORTANT NOTE:** When you reset your password and your laptop is not on-campus and connected to the Brookdale network, your laptop will continue to use your old password. When you return to campus and your laptop is connected to the Brookdale Network, please reboot your laptop to sync your NetID password.

## [Brookdale Issued Laptop Using VPN](#)

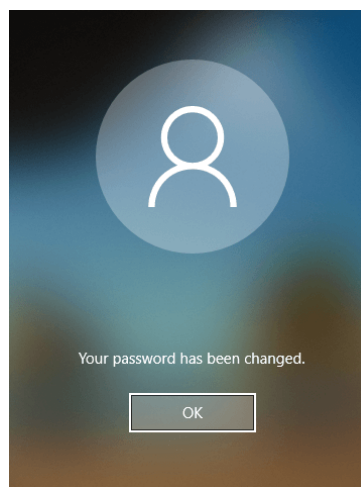
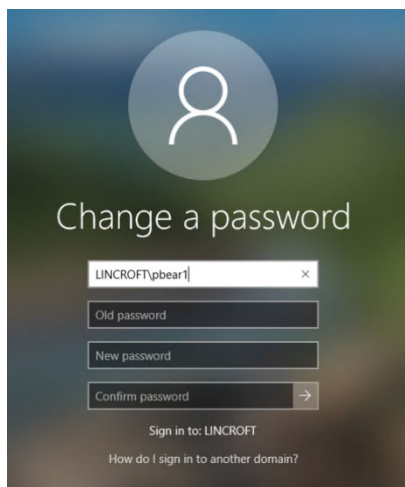
Use the instructions below to change/reset your NetID Password if you are using VPN (i.e., Global Protect). This method will automatically update your password for your Brookdale issued laptop as well as your NetID password. You will use the new password to log into your Brookdale-issued laptop and to access Brookdale Email, Office 365, Canvas, and WebAdvisor Self-Service.

1. Connect your Brookdale-issued laptop via VPN.
2. After connected press, Ctrl-Alt-Delete keys at the same time.

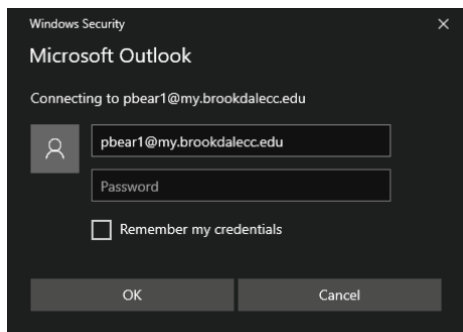
3. Click **Change a password**



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.



For additional support, contact the Help Desk at [helpdesk@brookdalecc.edu](mailto:helpdesk@brookdalecc.edu) or call 732-224-2829.