

**GENERAL:**

This SOP describes all necessary steps to update Domain Passwords

**DEFINITION:**

Domain Passwords need to be changed after initial login and will also expire every 90 days and need to be updated. Domain Passwords must have the following criteria in order to take effect:

- Minimum 8 characters
- Maximum 11 characters
- 1 Uppercase Letter (A-Z)
- 1 lowercase letter (a-z)
- 1 number (1-9 or 0)
- 1 special Character ( i.e. !@#\$% )

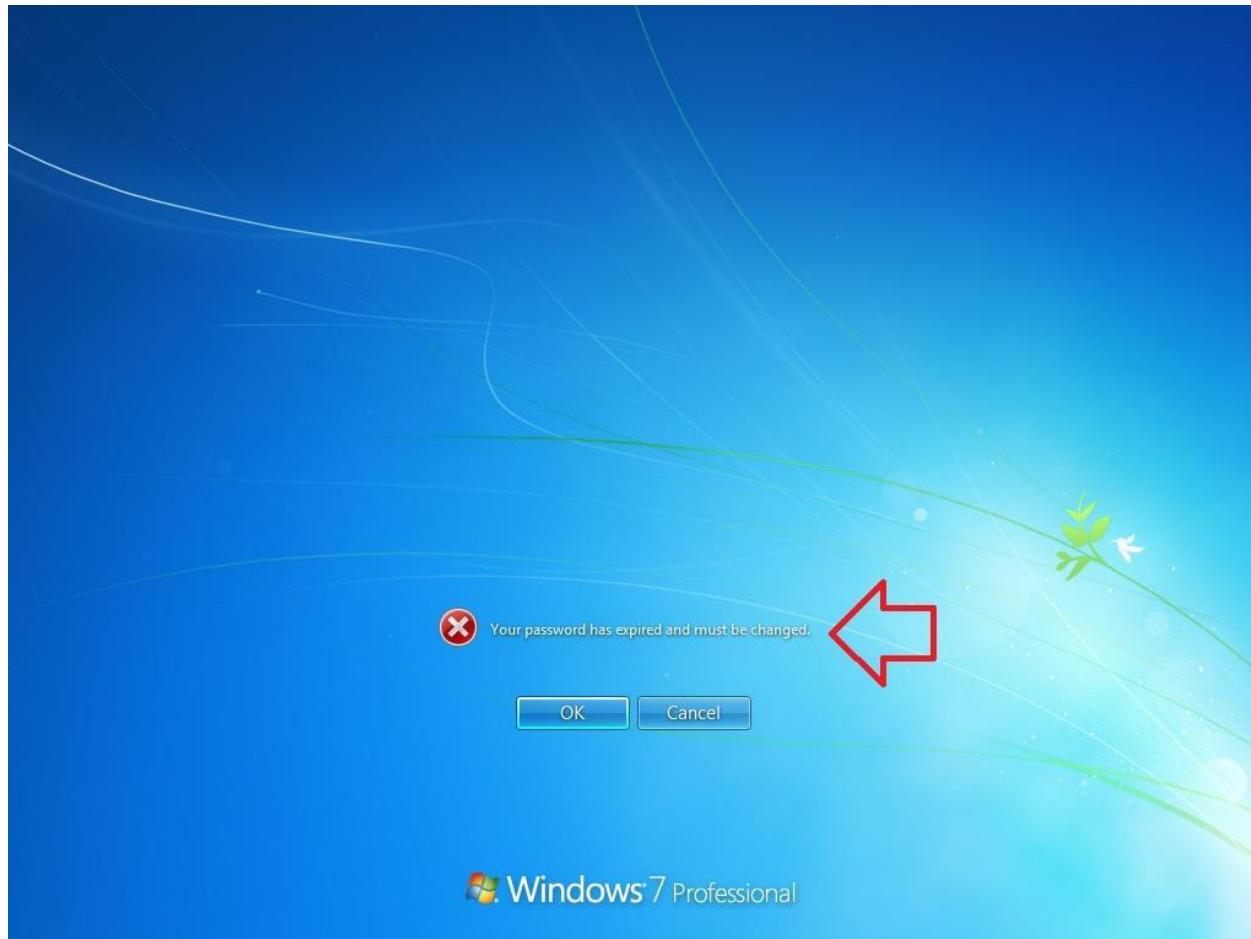
**RESPONSIBILITY:**

Each employee is responsible to follow this SOP. Leadership and IT staff will assist with this protocol. This SOP should be executed during initial login and after expiration. PC will prompt you to change when it is time and user will not have to remember when it is due.

**DESCRIBED TASK:****Login to Local PC**

1. The first step is to make sure the PC is powered on and is at the “Press CTRL + ALT + DELETE to log on” screen. If it is not on this screen please reboot the PC or if already logged into Windows, click start then log off.
2. Press CTRL + ALT + DELETE. This will either take you the select user / login screen or a disclaimer. After you read the disclaimer please click OK. If the next screen was the select user screen please select Other User.

3. In the username field type in your username (i.e. firstname.lastname) and in the password field type your current password (i.e. Welcome123!). You will then get the message that states “Your password has expired and must be changed.”. Click OK and this will take you to the change password screen.



4. Once on the change password screen your username field will already be populated. The second field will say Old password inside of it. In here type in your current password. The third field will say New password. In here type in your new password (keep in mind this must follow the format as laid out in the **DEFINITION field above**). The fourth and last field will say Confirm password. Type your new password in here again



5. After typing in your new password in the bottom field either press the enter key or click the arrow next to the bottom field. If all criteria are met you will then see a screen that says changing password and you will be logged in with your new password. If you had any errors, you will be told what it is and sent back to the change password screen to try again.



## SOP – Change Domain Password

### Information:

**IT Help Desk Support Number:** **850-308-7860**

**Office Locations:** Mary Esther (Adcomm1), Navarre (Adcomm2), Orlando (Adcomm3), CDP (Cape)

### Current authorized IT Technicians:

Ben Eicher – Mary Esther  
Robert Wiggins – Mary Esther  
Norman Anover – Navarre  
Anthony Cannella – Mary Esther  
Daniel Welch – Mary Esther  
Dave Comunale – Orlando  
Justin Dakel – Orlando  
Nick Beaven – Orlando  
Tatyana Gooch – Navarre  
Tracey Odegaard – Navarre  
Eric Stegner – Merritt Island  
Patrick Newsom – Merritt Island  
Jay Todd – Merritt Island

**Open a Support Ticket:** [itsupport@adcomm.com](mailto:itsupport@adcomm.com)

**ADCOMM IT Support Center:** <https://adcommitsupport.happyfox.com>

(Online, to lookup your ticket information once you have validated and signed in)