

# Performing a password change in OWA

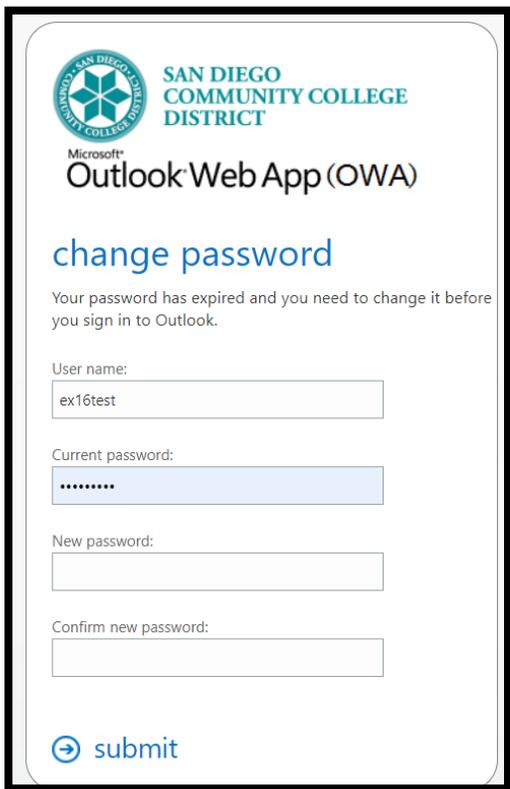
The instructions provided below are for changing the SDCCD email/network password via Outlook Web Access (OWA).

**NOTE:** Any mobile device that is SDCCD Exchange (email) connected will also require a password update after changing your password per the instructions below.

1.) If a password change is required on your account, you will see this message when logging into OWA:

**NOTE:** Your new password must comply with the current SDCCD complexity requirements:

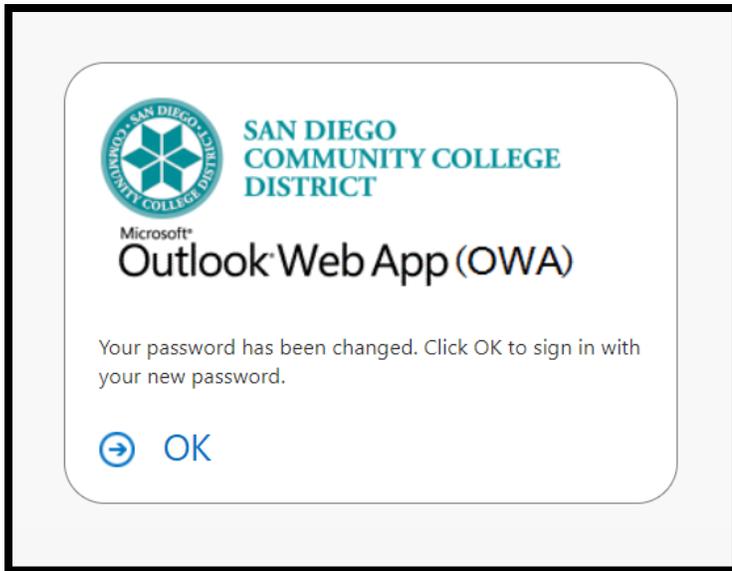
- a. Minimum of 10 characters
- b. 3 of the 4 following criteria:
  - i. Upper case letters
  - ii. Lower case letters
  - iii. Integers (0-9)
  - iv. Special characters – use the characters at the top of your number line at the top of the keyboard



The screenshot shows the OWA password change page. At the top left is the San Diego Community College District logo. To its right, the text reads "SAN DIEGO COMMUNITY COLLEGE DISTRICT". Below the logo is the Microsoft logo and "Outlook Web App (OWA)". The main heading is "change password" in blue. Below this is a message: "Your password has expired and you need to change it before you sign in to Outlook." There are four input fields: "User name:" with the text "ex16test", "Current password:" with masked characters, "New password:", and "Confirm new password:". At the bottom left is a blue "submit" button with a right-pointing arrow icon.

2.) Enter your current password, the new password, and confirm password. Click “submit”.

3.) Once the password is changed, you will see this screen. Click "OK".

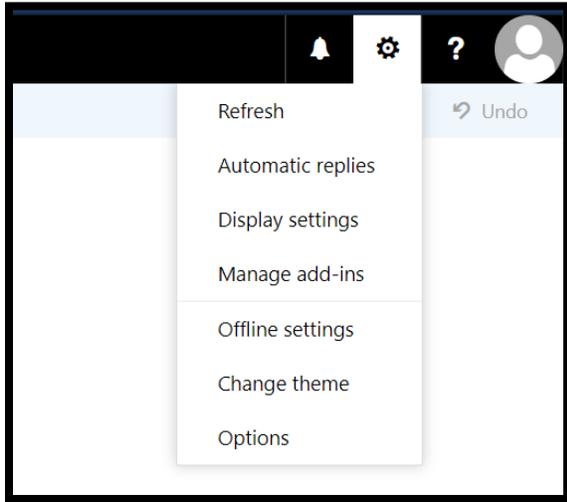


4.) OWA will then bring you back to the normal login screen. Login with your new password.

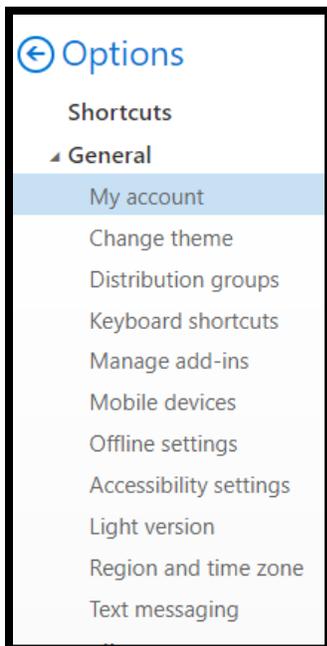


## Performing a manual password change in OWA

- 1.) Connect to <https://mail.sdccd.edu>
- 2.) In the upper right-hand corner click on the gear and select Options



- 3.) Once in Options click General, then My account:



4.) At the bottom right of the My account screen, click on “Change your password”.

My account

ex16

Initials

Last name  
test

Display name \*  
ex16 test

Email address  
ex16test@sdccd.edu

Work phone

Fax

Home phone

City

State/Province

Zip/Postal Code

Country/Region

Office

Change your password

**NOTE:** Your new password must comply with the current SDCCD complexity requirements:

- a. Minimum of 10 characters
- b. 3 of the 4 following criteria:
  - i. Upper case letters
  - ii. Lower case letters
  - iii. Integers (0-9)
  - iv. Special characters – use the characters at the top of your number line at the top of the keyboard

5.) Enter the old password, the new password, and confirm the new password. Then click “Save” on the top left of the dialogue box.

✓ Save   ✕ Discard

### Change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your username and password and sign in again.  
You'll be notified when your password has been changed successfully.

Email address:      ex16test@sdccd.edu

Current password:     

New password:     

Confirm new password:

5.) OWA will then bring you back to the normal login screen. Login with your new password



If you encounter issues changing your password or require further assistance, please contact the SDCCD HelpDesk at [ithelp@sdccd.edu](mailto:ithelp@sdccd.edu), or by calling 619-388-7000