Change Your Network Password
While Working Remotely

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Seattle Children’s requires users to change their network password on a regular basis. The process is simple and straightforward when you are working at a Seattle Children’s site. However, there are some unique challenges when it’s time to change your password while working remotely.

Your password is going to expire

You will start receiving this message 14 days before your password expires. It’s a good idea to update your password soon after the reminders begin.

Seattle Children’s-owned Mac devices: please call the IT Service Desk at 206-987-1111 before changing your password. Everyone else, follow the steps below.

- Go to seattlechildrens.okta.com
- Log on using your Seattle Children’s email address and current password.
- Select the “Children’s Password” tile.
- Select “Edit Profile” and enter your credentials again, if prompted.
- In the “Change Password” section, enter your current and new passwords, and select “Change Password”.

Once you complete these steps, your new password will be active, EXCEPT for the below situations.

Don’t forget your old password

All the systems won’t fully sync with your new password until you log in at a Seattle Children’s site. This means different things, depending on the device you are using while working remotely.

- I have a Seattle Children’s-owned laptop or desktop (Windows or Mac). Continue to use your old password to unlock your laptop/desktop. Use your new password for everything else. Once you return to a Seattle Children’s site, the systems will sync with your laptop/desktop and you will only need to use your new password. If you forget your old password, call the IT Service Desk.

- I have a personal device (Windows or Mac). You are not impacted by working remotely. Your new password is active and you do not need to remember your old password.