

# Change Your Network Password While Working Remotely

Last updated April 13, 2020

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.

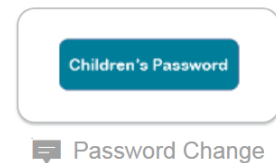
However, there are some unique challenges when it's time to change your password while working remotely.

## 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](https://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.