

Change Your Network Password

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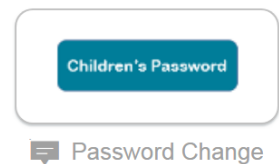
Seattle Children's requires users to change their network password regularly. The process is simple and straightforward when you are at a Seattle Children's site. However, there are some unique challenges when you change your password while at a remote location.

Change your password

You will start receiving messages 14 days before your password expires. It's a good idea to update your password soon after the reminders begin. Simply complete the sections on the reminder prompt when you log in or follow the steps below.

Children's-owned Mac devices: please call the IT Service Desk at 206-987-1111 before changing your password. Everyone else can 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." Enter your credentials again, if prompted.
- In the "Change Password" section, enter your current and new passwords, and select "Change Password."



Your new password will be active, EXCEPT for the situations listed below.

Syncing your new password

Offsite Seattle Children's-owned computers will not fully sync with new passwords until you log into them while connected to the Seattle Children's network.

Depending on your situation, you can do this in the following ways:

- **My Children's-owned laptop or desktop does not have VPN.** Continue to use your old password to unlock your laptop/desktop until you can bring it to a Children's site. Then once onsite, you can log in with your new password and forget your old one.
- **My Children's-owned laptop or desktop has VPN.** Unlock your device with your old password and use it to launch VPN. Lock your computer (Windows key + L). Now you can use your new password to unlock and log on going forward.
- **My Children's-owned device has VPN Windows Logon Integration.** You have the option of logging into the VPN with your new password, directly from the logon screen. NOTE: all SC@Work windows devices have this feature.

Unlock your account

If you enter your password incorrectly too many times and your account locks, go to password.seattlechildrens.org. Select "Need help signing in?" to see all the available options. Select "Unlock account?" and follow the prompts.

You will need to have recovery options set up in your [Okta account](#). See the instructions for setting up Okta, including recovery options, [here](#).