



## Changing your Password

Unique reference number (To be added by the Quality Management to publication):

**Document Owner: Clare Breen**

**Version: 2.0**

### Table of Contents

Changing your Password .....	1
Purpose of Best Practice Guidance .....	1
Best Practice Guidance Information.....	2
Changing your Password - Instruction Set A (For most users).....	2
Changing your Password - Instruction Set B ... <b>Error! Bookmark not defined.</b>	
Version control table: .....	4
End of document .....	4

## Purpose of Best Practice Guidance

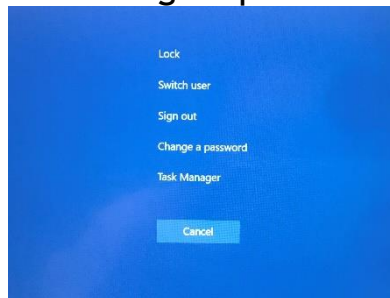
Passwords are an important way to help ensure that Guide Dogs data and systems. All users are responsible for ensuring their passwords are compliant with Guide Dogs Password Policy (Search the Knowledge Hub for Password Policy). Passwords should be changed every 90 days, to minimise risks that they may be compromised. **If you suspect your password has been compromised, it should be changed immediately.**

**Note:** The way you change your password will depend on how your computer has been set up. There are two sets of instructions on how to do change your password. Most users will need to follow the instructions set A, but if this does not match what is happening on your computer, please look to instruction set B. Each instruction set begins with the same step.

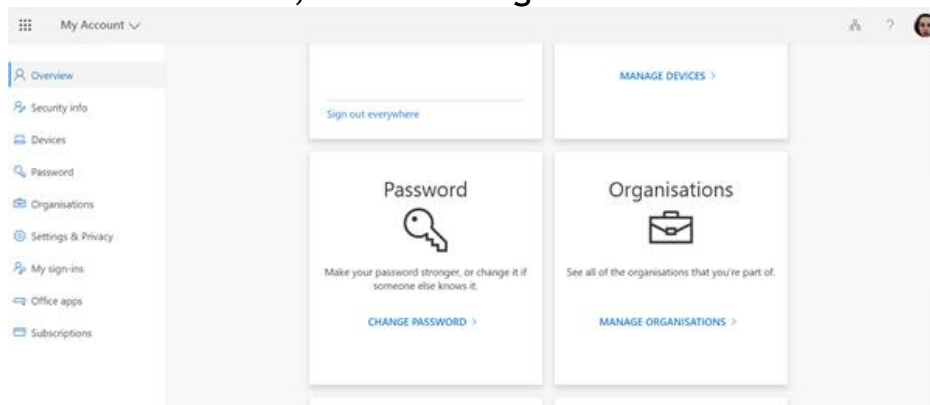
## Best Practice Guidance Information

### Changing your Password

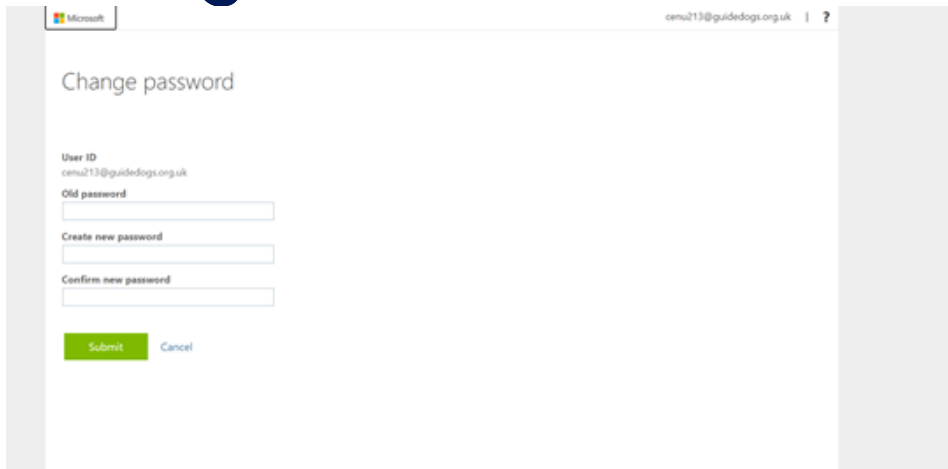
- Press Ctrl+Alt+Del
- Select Change a password



- You will be taken to your Microsoft account page. In the Password section, select Change Password.



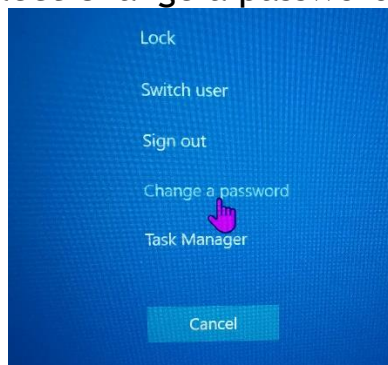
- You will need to enter your old password, your new password and then to confirm your new password. Select Submit or press Enter. **Note:** Please check the Password Policy on the Knowledge Hub for guidance on creating a compliant password.



You will then be taken to your Microsoft profile page. Your password has successfully been changed

If you do not have the options for the steps above, you may follow the instructions below.

- Press Ctrl+Alt+Del
- Select Change a password



- Type in your old password, your new password and confirm your new password as prompted. **Note:** Please check the Password Policy on the Knowledge Hub for guidance on creating a compliant password.
- Press the “Submit” button.
- Once the system has finished changing your password, you will receive an onscreen message “Your password has been changed”. Press the “OK” button.



## Version control table:

The table below contains three rows and four columns. (Only the original approval date and the most recent amendment should be included in the table.)

Date	Version	Status	Details of Change
May 21	1.0	Approved	
Sep 21	2.0	Approved	Removed reference to login username and email

**\*\* Please see below when a document must be reviewed by governance.**

**Safeguarding** - All documents with any reference to safeguarding, recruitment and training, working with clients (Adult and CYP).

**Legal** - All documents with any reference to agreements or contracts, third party partnerships, potential reputational risk, reference to compliance with any statutory or regulatory obligation.

**Health and Safety** - All documents where an activity could cause harm to a member of staff, service user, volunteer or third party or where there is reputational risk.

**Insurance** - A change to the way we deliver our services.

## End of document