



HOW TO CHANGE YOUR DELGADO EMAIL PASSWORD ONLINE

Important Note: When you change your Delgado email password on your desktop or online please be sure to change it on all other mobile or tablet devices. Instructions for Android, Apple and Windows Mobile devices are available in the [Email FAQ](#) section.

1. [Click here](#) to change your password.
2. Select 'Reset my password.'
3. Enter your username then press 'Continue.' [Click here](#) for instructions on how to locate your username.
4. Answer the security questions then press 'Continue.'
5. Enter your new password to meet the criteria below.
6. Re-enter your new password.

<u>Password Base Criteria</u>	<u>Important Notes</u>
<ol style="list-style-type: none"> 1. Minimum Password Length 12 Characters 2. Password Complexity must contain at least 3 of the 4 categories: <ul style="list-style-type: none"> • English Upper case characters (A-Z) • English Lowercase characters (a-z) • Base Digits (0-9) • Non Alphanumeric Characters (e.g., @, %, #, !) 	<ol style="list-style-type: none"> 1. Previous passwords cannot be used 2. Passwords expire every 105 days

Password Examples

<u>Compliant Password</u>	<u>Non Compliant Password</u>
1. Password = J*p2le}\$>F_?b (Uppercase Letters, Lowercase Letters, Non Alphanumeric characters, Base Digits, Minimum 12 Character Length Met)	1. Password = JDOE12345678 (Uppercase Letters, Base Digits, Minimum 12 Character Length, No Lowercase Letters or Non Alphanumeric Characters)
2. Password = !bKabjtXOZ\$M (Uppercase Letters, Lowercase Letters, Non Alphanumeric characters, Minimum 12 Character Length)	2. Password = !bKAbcd0123 (Uppercase Letters, Lowercase Letters, Base Digits, Non Alphanumeric Characters, Password Length Less than 12)
3. Password = 312acb!efg%54 (Lowercase Letters, Base Digits, Non Alphanumeric characters, Minimum 12 Character Length)	3. Password = 123mardgras (Lowercase Letters, Base Digits, Password Length Less than 12 and No Uppercase Letters or Non Alphanumeric Characters)

If you encounter any problems call the OIT Helpdesk at (504) 671-5500.