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**SUBJECT:** Help Desk**DATE:** November 5, 2021

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**NAME:** How to Change a Password in Outlook Web Access (OWA)**PAGE:** 1 of 5

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## How to Change a Password in Outlook Web Access (OWA)

If you are a **first-time user or just had the Help Desk reset your password**, follow the steps below to change your OWA password. (*Users that need to update their password can skip to the second part below.*)

1. Log in with your user name and temporary password provided by the Help Desk or new employee email. Your user name will be *ctcd\your first initial and last name*. (Example: *ctcd\jsmith*)  
**Note:** If there is a number at the end of your name in your CTC email address, please include that number when you sign in to OWA. (Example: *ctcd\jsmith2*)



The screenshot shows the Outlook Web Access (OWA) login interface. At the top left is the Outlook logo. Below it, there are two input fields: "Domain\user name:" and "Password:". At the bottom left, there is a "sign in" button with a right-pointing arrow icon.

2. You will be prompted to change your password. Fill out all the fields and select *submit* when you are ready.

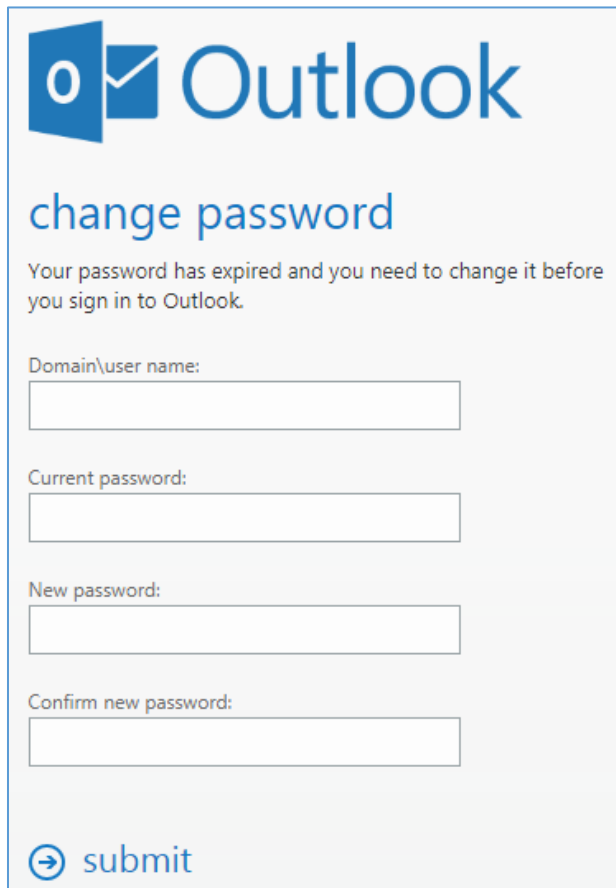
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**SUBJECT:** Help Desk**DATE:** November 5, 2021

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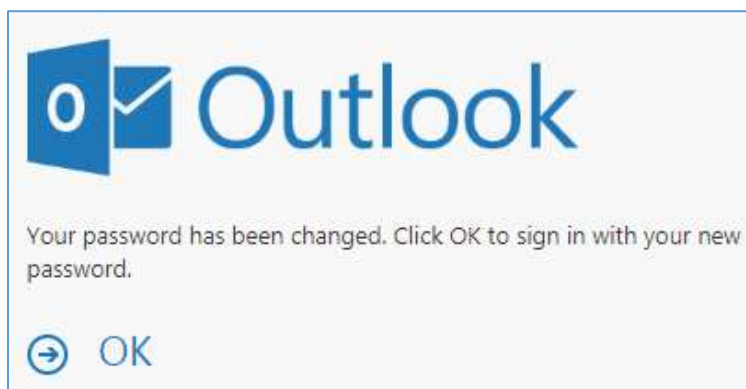
**NAME:** How to Change a Password in Outlook Web Access (OWA)**PAGE:** 2 of 5

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The screenshot shows the Outlook 'change password' dialog box. It features the Outlook logo at the top left, followed by the text 'change password'. Below this, a message states: 'Your password has expired and you need to change it before you sign in to Outlook.' There are four input fields: 'Domain\user name:', 'Current password:', 'New password:', and 'Confirm new password:'. At the bottom left, there is a 'submit' button with a right-pointing arrow icon.

3. A prompt will appear to let you know that your password has been updated. Click *OK* to continue.



The screenshot shows the Outlook 'password changed' dialog box. It features the Outlook logo at the top left, followed by the text 'Your password has been changed. Click OK to sign in with your new password.' At the bottom left, there is an 'OK' button with a right-pointing arrow icon.

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**SUBJECT:** Help Desk**DATE:** November 5, 2021

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**NAME:** How to Change a Password in Outlook Web Access (OWA)**PAGE:** 3 of 5

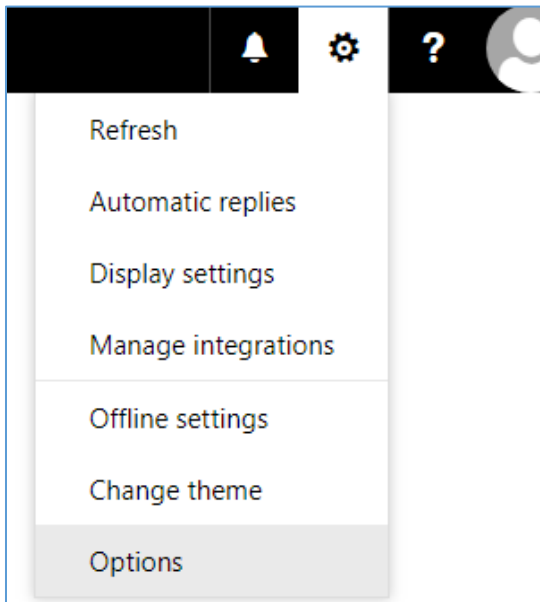
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To change your password at any time, follow the steps below:

1. Sign into OWA with your user name and current password. (Example: `ctcd\jsmith.`)



2. Click the *cog* in the top-right corner of OWA. Select *Options* from the drop-down menu that appears.



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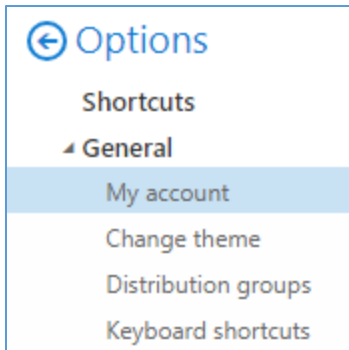
**SUBJECT:** Help Desk**DATE:** November 5, 2021

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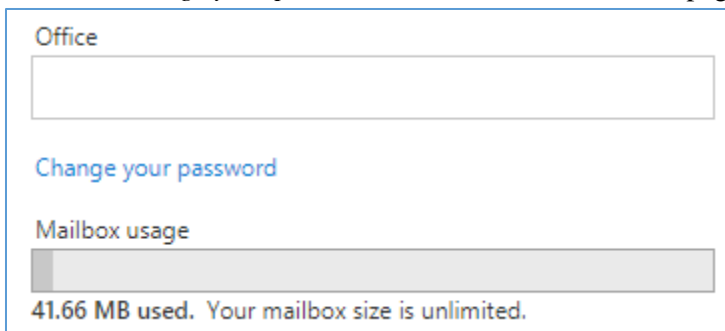
**NAME:** How to Change a Password in Outlook Web Access (OWA)**PAGE:** 4 of 5

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3. Under the *General* section in the left column, select *My account*. (You might need to click *General* first to open the list.)



4. Click the *Change your password* link in the middle of the page.



5. Enter your current and new password. Click *Save* when you are done.

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**SUBJECT:** Help Desk**DATE:** November 5, 2021

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**NAME:** How to Change a Password in Outlook Web Access (OWA)**PAGE:** 5 of 5

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✓ Save    ✕ Discard

## Change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Email address:            QUser@ctcd.edu

Current password:       

New password:           

Confirm new password:

6. After saving, you'll need to log in with your new password at the login screen.