

Managing Your Andrew Account Password

Important Note for Faculty and Staff:

We recommend that you change your Andrew account password while **ON CAMPUS** and connected to the campus network.

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- [Change Password FAQ](#)
(<http://www.cmu.edu/computing/doc/accounts/passwords/faq.html>)

For information related to this topic refer to:

- [Password Requirements](#)
(<http://www.cmu.edu/computing/accounts/passwords/requirements.html>)
- [Forgot Your Password](#)
(<http://www.cmu.edu/computing/accounts/passwords/forgot.html>)
- [Expired Password](#)
(<http://www.cmu.edu/computing/accounts/passwords/expire.html>)
- [Enterprise Applications Password](#)
(<http://www.cmu.edu/computing/partners/enterprise-apps/index.html>)

Step 1: Make sure your password is NOT saved within your email client.

Before you change your Andrew account password, make sure your password is **NOT** saved within your email client. Refer to the appropriate documentation below and then return to this web page:

- [Outlook 2011](http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2011/password.html)
(<http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2011/password.html>)
- [Outlook 2010](http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2010/config/password.html)
(<http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2010/config/password.html>)
- [Outlook 2007](http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2007/config/password.html)
(<http://www.cmu.edu/computing/email/cyrus/doc-email/outlook-2007/config/password.html>)



Step 2: Change Your Andrew Account Password.

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Step 2: Change Your Andrew Account Password.

Follow the steps below to change your **Andrew** account password:

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1. Log into the [Carnegie Mellon Identity Manager \(https://identity.andrew.cmu.edu/\)](https://identity.andrew.cmu.edu/) service. You may also access this service through the [Carnegie Mellon Web Portal \(https://my.cmu.edu\)](https://my.cmu.edu) (select **COMPUTING** > **Passwords**).
2. If prompted, enter your **Andrew userID** and **current password**, then click **Login**. **Note:** If you are **new** to Carnegie Mellon, first review the password information on the [New to Carnegie Mellon \(http://www.cmu.edu/computing/new-user/index.html\)](http://www.cmu.edu/computing/new-user/index.html) pages.
3. Follow the on-screen instructions to change your password. To ensure success follow the [password requirements \(http://www.cmu.edu/computing/accounts/passwords/requirements.html\)](http://www.cmu.edu/computing/accounts/passwords/requirements.html) when selecting your password.
4. When your password is successfully changed, a confirmation message will display and you will receive a confirmation email in your Andrew email account.
5. **Log out and then log back** into your computer once your password has been changed in order to sync your new password with authenticated services. **IMPORTANT:** If you use a laptop, complete this step before you disconnect from the campus network.

Error Messages

If an error message displays, your new password *may not* meet the [password requirements \(http://www.cmu.edu/computing/accounts/passwords/requirements.html\)](http://www.cmu.edu/computing/accounts/passwords/requirements.html). Enter a different password into the **New Password** and **Confirm Password** fields and then select **Change Password**.



[Step 3: Update your mobile device password information.](#)

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Step 3: Update your mobile device password information.

If you use a mobile device (i.e., iPhone, Blackberry, Windows Mobile) to connect to your **Andrew** email, follow the appropriate **configuring email steps** to update your Andrew account password information:

- [iPhone](http://www.cmu.edu/computing/doc/mobile/iphone/config-imap.html)
(<http://www.cmu.edu/computing/doc/mobile/iphone/config-imap.html>)
- [Android](http://www.cmu.edu/computing/doc/mobile/android/config-imap.html) (<http://www.cmu.edu/computing/doc/mobile/android/config-imap.html>)
- [Windows Mobile Devices](http://www.cmu.edu/computing/doc/mobile/windows/config-imap.html)
(<http://www.cmu.edu/computing/doc/mobile/windows/config-imap.html>)
- [Blackberry Devices](http://www.cmu.edu/computing/doc/mobile/blackberry/config-imap.html)
(<http://www.cmu.edu/computing/doc/mobile/blackberry/config-imap.html>)

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