

# Mars Hill College

## Network/E-mail Login ID

### Change Password

**To change your email/network password from the internet or if it is expired:**

**Remember:** The account you use to logon to the MHC network and check email is the same account.

When you change your password you will use the new password to logon to email **AND** to logon to the MHC network from a Computer Lab or other college owned system.

**This does not change any other account passwords (such as IQ.Web)**

#### Step One

Go to the Outlook Web Access logon page (<https://webmail.mhc.edu>). The logon form below is displayed.

Microsoft

Microsoft Office  
**Outlook Web Access**  
Provided by Microsoft Exchange Server 2003

Username:

Password:

Show my mailbox size [Change my password](#)

**Client** (what's this?)  
 Premium  
 Basic

**Security** (what's this?)  
 Public or shared computer  
 Private computer

Click the "**Change my password**" link indicated above with a red arrow.

## Step Two

The change password screen below will be displayed.

**MHC Change Password**  
Enter your account information.

Domain (MHCDOM)	<input type="text" value="MHCDOM"/>	← This must be MHCDOM
MHC Account	<input type="text"/>	← Enter your MHC username
Old password	<input type="password"/>	← Enter your CURRENT password
New password	<input type="password"/>	← Enter your NEW password
Confirm new password	<input type="password"/>	← Enter your NEW password again

Click "OK" to set your password, "Cancel" to quit or "Reset" to start over

### You must fill out all information!

- Domain - MUST be **MHCDOM**
- Your MHC account (username)
- Your current password - *you cannot change your password if you do not know your current password*
- Your new password
  - REMEMBER: The password must be at least 8 characters in length and include at least three of these categories: lower case letters, upper case letters, numbers, and special characters. Please note that the letters in your password are case-sensitive.
  - Cannot repeat any of your previous 10 passwords
  - Cannot contain your account or full name
  - Your password is valid for a maximum of 90 days
  - You must wait a minimum of 7 days to change your password again
- Confirm your new password - these two entries must match

Click "**OK**" to set your password

**If you get a message that your password has been successfully changed then you are done. If you get an error then something was wrong and you should try again.**

NOTE: Because of the way the internet functions your old and new passwords may both work for up to 15 minutes. You should use your NEW password.

Keep your password secret! **NEVER** give your password to **ANYONE!** If you think someone knows your password change it immediately.

If you have problems or have forgotten your password please contact the ITS Helpdesk at extension 1444.