How to Change Your Password

Andrew Macaulay - 2026-06-26 - General

You can change your password any-time and anywhere you have internet access. There are 2 easy ways to change it. This will change your login, Canvas, Office 365 (email, one drive etc) and Google passwords all at once. We need passwords that are between 8 and 16 characters and contain at least one capital (upper case) letter and one number eg Password1 or Pas5word (please don't use those).

Mac users can use the app at any time.

Reset from your Mac App (Recommended option)

Using a Mac with JAMF Connect

We use JAMF Connect to log in and manage passwords on your Mac. To change it you click on the icon,  or , in the menu bar and choose Change Password from the options. Enter your Riverside email address and password if requested and then you will come to a screen to enter your old and new passwords. Follow the prompts and your school and laptop passwords will update. When your **password expiration** date is approaching, the menu bar icon will warn you in addition to receiving standard account notifications via email.

When using JAMF Connect, DO NOT change your password in by going to System Settings. If you do, JAMF Connect will helpfully change it back to match the previous network password.

Jamf Connect password changes must be done on the network account first, via Change Password in the Jamf Connect menu.

Jamf Connect will keep your Mac account's password the same as your network password. It will also update any KeyChain entries for Printers. In some cases, you may be prompted a few minutes after the original password change to re-provide the old or new password.

Dialog box prompting for login

You may occasionally have a dialog box pop up with the Jamf Connect title, requesting that you enter your email and password to keep your Mac and network accounts in sync. This may happen when the Jamf Connect app has just upgraded to a new version. If you do see this message, go ahead and log in as it requests.

Windows Users

You can log into Windows computers using your school email address and password. You can change your password in the My Account Portal – see this guide
https://support.microsoft.com/en-us/account-billing/change-your-work-or-school-account-password-97fced88-e0e7-4d7b-a9d3-936a3dcbd569

Here is a step-by-step guide to change your password on your MacBook using Self Service :

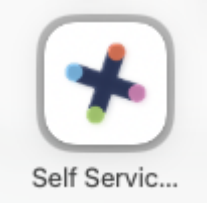
 Before you begin

Make sure your Mac is connected to the internet. Self Service needs to reach Microsoft Entra ID to process your password change.

Step-by-Step Instructions

1. Open Self Service

   — Open Finder and go to Applications, then double-click Self Service+. You can also press ⌘ + Space to open Spotlight and search for “Self Service”.

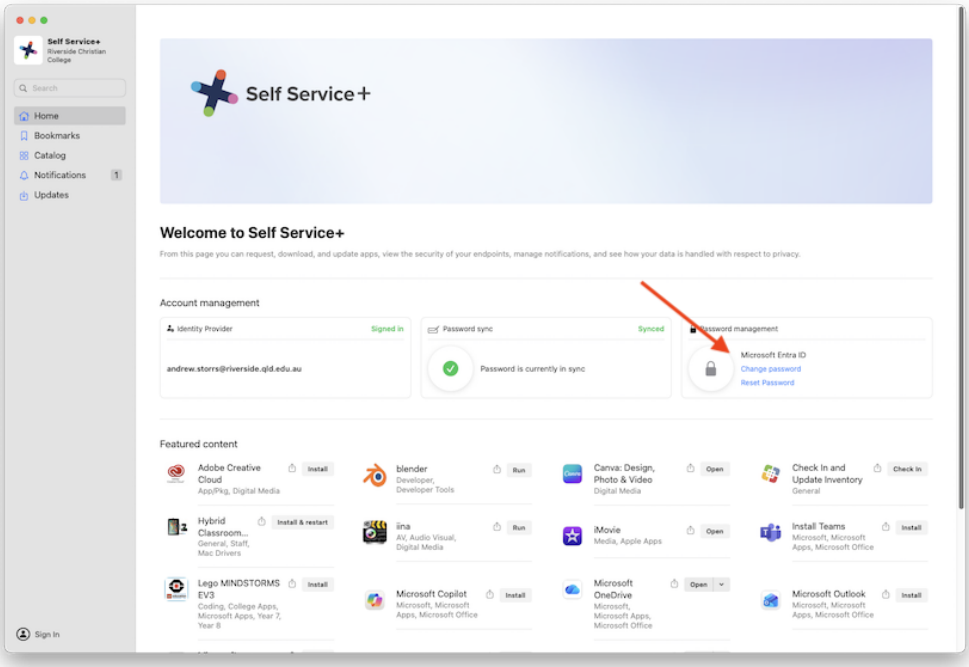
2. 

3. Go to the Home tab

   — The Home tab should open by default. If not, click Home in the left-hand sidebar.

4. Locate the “Password management” section

   — Scroll down slightly on the Home screen. You will see an Account management area with three panels — Identity Provider, Password sync, and Password management. The Password management panel shows Microsoft Entra ID.

5. 

6. Click “Change password”

   — Under the Microsoft Entra ID heading in the Password management panel, click the blue Change password link. A password change window will open.

7. Answer any MFA requirements

   . You may need your Authenticator app

8. Enter your current password

   — Type your existing password into the Current Password field.

9. Enter and confirm your new password

   — Type your new password in the New Password field, then re-enter it in the Confirm Password field. Make sure it meets Riverside’s password requirements (minimum length, uppercase, numbers, etc.).

10. Submit the change

    — Click OK or Change Password to submit. Self Service+ will send the request to Microsoft Entra ID.

11. Wait for the confirmation

    — A success message will appear once your password has been updated. You should also see Password sync show as Synced on the Home screen.

12. Use your new password going forward

    — Your Mac login and Microsoft 365 apps (Outlook, Teams, OneDrive, etc.) will now use the new password. Use it the next time you log in or unlock your screen.