How to Change Your Password

Andrew Macaulay - 2020-01-20 - 0 Comments - in 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, Schoology, 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).

1. Go to https://console.jumpcloud.com/login and enter your current email address and password
2. Click on Security on the left
3. Click on Reset Password
4. Type in your new password in both fields and click/tap save.
5. Mac users need to make sure to [update Keychain after changing your JumpCloud password](#) if your computer uses your JumpCloud password for login.
6. Reboot your computer

OR

1. Go to https://console.jumpcloud.com/login?template=resetUserPassword
2. Enter in your the email address for your User account in the Email field, and click 'Request Password Reset'. Check your email for a Password Reset Notification from JumpCloud and click the Change Password button
3. In the web page that opens type in your new password in both fields and click/tap save.
4. Mac users need to make sure to [update Keychain after changing your JumpCloud password](#) if your computer uses your JumpCloud password for login.
5. Reboot your computer

 Mac users can use the app at any time.

Reset from your Mac App (Recommended option)

We recommend using the Mac® app to change your JumpCloud® user account password. It's secure and can be done in fewer steps than changing your password from a browser.
To change your password from the JumpCloud Mac App:

1. Open the JumpCloud App from your Mac menu bar.

Note: If you don't see the app, it's not enabled for your account. See [Reset from Any Browser](#) for alternate instructions.

1. Enter your **Current Password**, then your **New Password**. Confirm the new password, then click **Save**.

Reboot your computer.

Here is a linkto how to do that:

https://support.jumpcloud.com/support/s/article/resetting-your-jumpcloud-password-for-mac-users-2019-08-21-10-36-47

If after resetting a JumpCloud password, on the next login, the system prompts with "The

system was unable to unlock your local items keychain" it is recommended to select 'Update Keychain Password' so that stored credentials for other applications in the current keychain will remain accessible. Selecting this option will prompt for the current keychain password, which will be the previous JumpCloud password. If the previous password is unknown, a new keychain may need to be created. The keychain access app can also be used to manage keychains if necessary.

Attachments

- Resetting Passwords From Your Mac.pdf [442.31 KB]
- Syncing Your Password in the JumpCloud Mac App.pdf [189.90 KB]