Before changing your password, shut off all of your mobile devices. (Smartphone, tablet, e-book reader, etc.)

Change your password at password.louisville.edu. Wait about 15 minutes for the change to take effect, and then follow the appropriate steps below for your computer:

- **Windows Wired Computers**
  1. Close the Outlook email program.
  2. Restart your computer.
  3. Log in by typing AD\ followed by your ULink userID (AD\userID) and your new ULink password.
  4. Open Outlook and log in with your new password.
  5. Check the box next to Remember my credentials.
  6. If prompted with an M+ or NetMail Archive login window, type your username as ad\userID, and then your new password.
  7. Please ask your unit’s Tier I technical support personnel to remove stored credentials from your computer. These saved passwords can and will lock your AD account, too.

- **Windows Wireless Computers**
  1. Close the Outlook email program and restart your computer.
  2. Log in by typing AD\ followed by your ULink userID (AD\userID) and your new ULink password.
  3. Disconnect from the ULSECURE wireless network, and then reconnect using your new password. (Follow the steps at http://louisville.edu/it/departments/enterprise-security/manage-accounts/passwords to reconnect to the network.)
Password Change Checklist

4. Open Outlook and log in with your new password.
5. If prompted with an M+ or NetMail Archive login window, type your username as ad\userID, and then your new password.

• **Mac Wired or Wireless Computers**
  1. Restart your Mac.
  2. The ULSECURE wireless network will prompt you to log in with your new password.
  3. Open Outlook 2011 or your other email program and enter your new password.
  4. Open Mac Communicator instant messenger and log in with your new password.

• Turn on your mobile devices. (Smartphone, tablet, e-book reader, etc.)
  • Your wireless device will prompt you to log in to the ULSECURE wireless network.
  • Open your Email app, tap the refresh/sync button and enter your new password.

• To add a new device to the on-campus wireless network, follow the steps at http://louisville.edu/it/communications/wireless/help.html.

Need help? Contact the IT HelpDesk at 852-7997 or helpdesk@louisville.edu.