How to: Avoid account lockouts when changing eRaider password and using Windows

Notice

No one at Texas Tech University or from anywhere else should ask for your password.

Details

Following the steps below will help prevent a saved password on your Windows computer from locking your TTU domain account after changing your eRaider password.

1) When your computer first boots up, if you normally sign in using your eRaider credentials, then you will need to restart the computer and sign in using the new eRaider password.

**NOTE:** Be sure to wait at least five minutes after changing your password to attempt signing in to your computer again. This gives the TTU domain system time to update your password on all servers.

2) If you use TTUnet Wi-Fi, update the saved password:

- Windows 10
- Windows 8.1 or 8
- Windows 7

3) Edit stored items in Credential Manager, which is a central repository where Windows stores passwords:

- Windows 10
- Windows 8.1 or 8
- Windows 7

4) Remove saved passwords from Mozilla Firefox.

5) Remove saved passwords from Google Chrome.

6) If you use TTUnet VPN, update the saved password in the connection settings.

7) If you use Outlook 2013 to access TechMail, update the saved account password.

8) Update your eRaider password in any other apps on the device where it might be stored.

OUTCOME

Your TTU domain account will not be locked out, and your eRaider passwords have been updated in Windows.

Solution Properties

**Solution ID**
180614184724235

**Last Modified Date**
06/20/2019 04:12:13 PM