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.

**NOTE:** Be sure to wait at least five minutes after changing your password before attempting to sign in with the new password. This gives the TTU domain system time to update your password on all servers.

1) If you use TTUnet Wi-Fi, update the saved password:
   - Windows 10
   - Windows 8.1 or 8

2) Edit stored items in Credential Manager, which is a central repository where Windows stores passwords:
   - Windows 10
   - Windows 8.1 or 8

3) Remove saved passwords from Firefox.

4) Remove saved passwords from Chrome.

5) Update your eRaider password in any other locations where it might be stored.

6) When your computer first boots up, if you normally sign in using your eRaider credentials, then you will need to refresh your session with the new password. To do this, first connect to the TTUnet network using wireless, a wired connection, or VPN. Next, press Ctrl+Alt+Del on your keyboard and choose Lock. Then, use Ctrl+Alt+Del to unlock the computer with the new password.

OUTCOME

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

Solution Properties

**Solution ID**
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**Last Modified Date**
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