

Tips on how to successfully change your password

Change your password via My Account

1. Go to the My Account Homepage at [myaccount\[dot\]maastrichtuniversity\[dot\]nl](https://myaccount.maastrichtuniversity.nl)
2. Select Change Password
3. Enter your current username and password
4. Read the requirements carefully
5. Enter the new password in both fields
6. Click the Change password button
7. If you see an error message in red you failed one of the requirements – they are strict

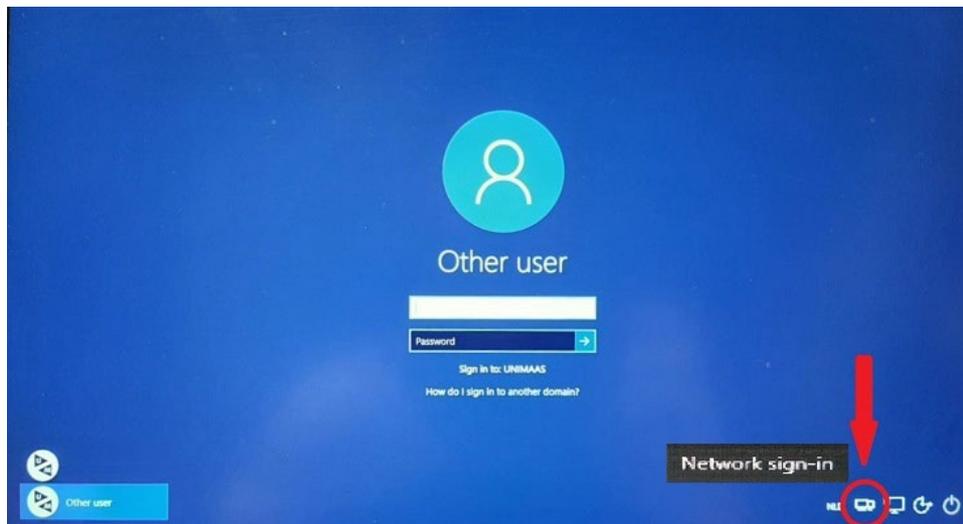
Update your password everywhere it is stored

- Your devices (mobile phone, tablet, laptop, etc.) may store your password for the wifi connection (UMnet, Eduroam). Easiest to select the network and click ‘forget’, then add it back with the new password.
- Your devices may store your password to synchronise email (Outlook, Mac Mail, etc.). If you can’t get it changed, delete your UM mail account and add it back with the new password. Manuals for these services can be found here; <https://www.maastrichtuniversity.nl/support/ict-facilities>.
- Other services may require you to update the password, like a Microsoft Teams app. Note that Zoom has its own password, separate from your UM account.

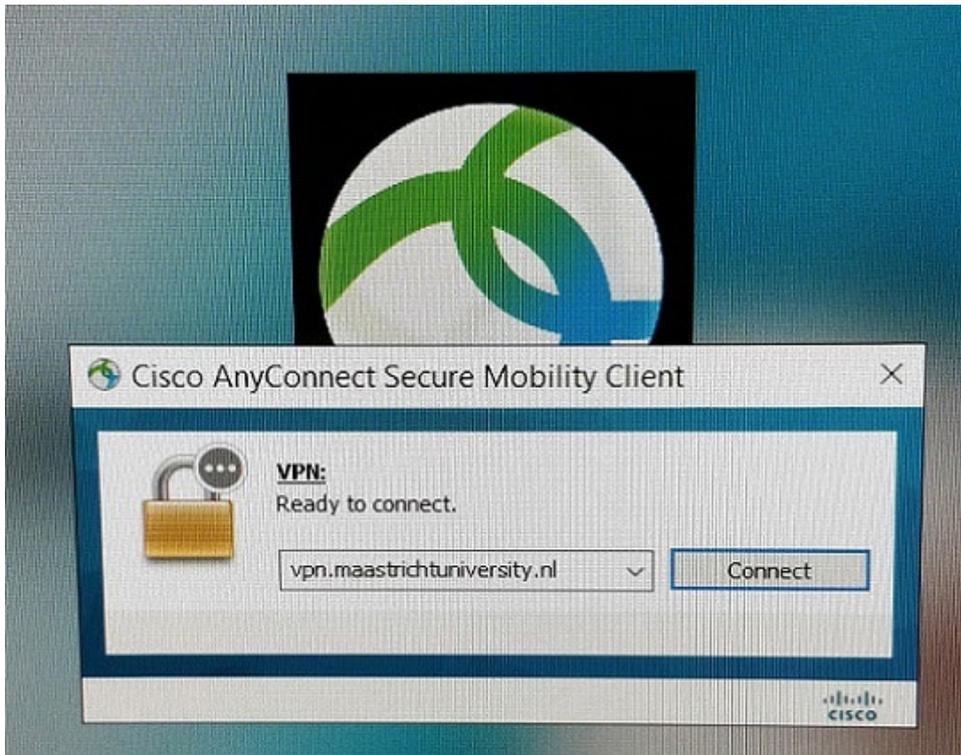
UM-managed laptop users; sync your password to your laptop

Your laptop will only be notified of your password change if it is connected securely to the UM network. Use these steps to log in to your laptop and your new password will synchronize with it.

1. Turn on your PC and wait until you see the initial login screen.
2. In the lower right corner click on the Network Sign-In icon.



3. This will start the Cisco Anyconnect VPN Client, check the address and click on Connect.



4. Enter your UM username and the new password and click OK.



5. After connecting to Cisco AnyConnect VPN login to your PC using your new password.

Ideally, you should log in to VPN on your laptop every time (unless at the office). This ensures your laptop can securely connect to the UM network to keep the laptop updated and connect to the network drives.