

# Changing/expiring passwords with Single Sign On

Password changes with single sign on behave very much how you would expect. When you change your Concordia password, you will need to use the new password to login to your account, whether at the Windows login, in a browser on the SSO page, or on a mobile device.

Resetting an expired password: If your password has expired, you will be unable to login to single sign on (including your Concordia Google account and Online Services).

If you are on-campus, while logged-in to a staff computer (or podium), press **CTRL ALT DEL**, and choose **Change a password**.

If you are off-campus, you can change your password using Online Services (but make sure you are not logged in to Online Services), as outlined below:

Go to Concordia's website ([concordia.ab.ca](http://concordia.ab.ca)), click on **Quick Links -> Online Services**, then click on **Online Services for Faculty**.

Click on **Forgot your password link**.

You will be asked to provide your (non-Concordia) email address on file with HR, and your date of birth, and then click on **Email Me a Reset Link**.

If you have 2-factor authentication set up for your account you will need to provide the code sent to you in the secondary verification page.

Upon successful verification, an email will be sent to your non-Concordia email address with a link that will allow you to set a password for your account. Click on the link contained in the email (or copy the entire URL into your browser's address bar if the link is not clickable) and you will be able to set your password.

You will need a password that is 8-11 characters long, with a combination of capital letters, small letters, and numbers. Once changed, this will be the same password that you will use to access all other services at Concordia.

Password changes & Google on mobile: When the password is changed on your account, you will need to reenter those credentials on your mobile device. Both Android and iOS will detect that they cannot login to the account any longer and walk you through re-entering your password (in the single sign on page).