How to Change password on a Mac before expiration

Onsite (on the ‘ibancanet’ Network)

Prerequisites

This guide only applies to Apple (Mac) Computers not attached to the ‘ibancanet’ Domain but connected to the network (onsite). Clients must know their current password and not be expired to follow this guide. Though you will receive email prompts of password expiration in 15, 10 and 5 days, this guide is intended to be followed when you receive the five (5) day (last) notice as Citrix will start prompting that your password will expire in 5 or less days.

Instructions

1) Upon receiving your third notice (5 day expiration email notice), access Citrix Applications at http://applications.edukgroup.com ← internal
2) Log on only using your username & password
3) Citrix notifies you that your password will expire in X amount of days and highly recommends to change your password, click OK button to continue.
4) In the next prompt, enter the following:
   a. Current password (if not auto-filled in)
   b. Enter your new password
   c. Confirm your new password

5) Enter your password in Outlook and Mobile devices when prompted

Note

Please wait approximately 10 to 15 minutes for Citrix to sync with the Domain server & Office 365 for the following services to be available:

- Resources/Applications (example: e-requester, DocuSign, CampusVue, Business Portal, etc.)
- Email (Outlook and Mobile devices)

If new password is attempted before allowing password to sync across servers, your account may be locked out for 15 minutes.