

General Info

These instructions are **ONLY** for changing your password when your machine is enrolled in JAMF. You can change your password either at home or at the office.

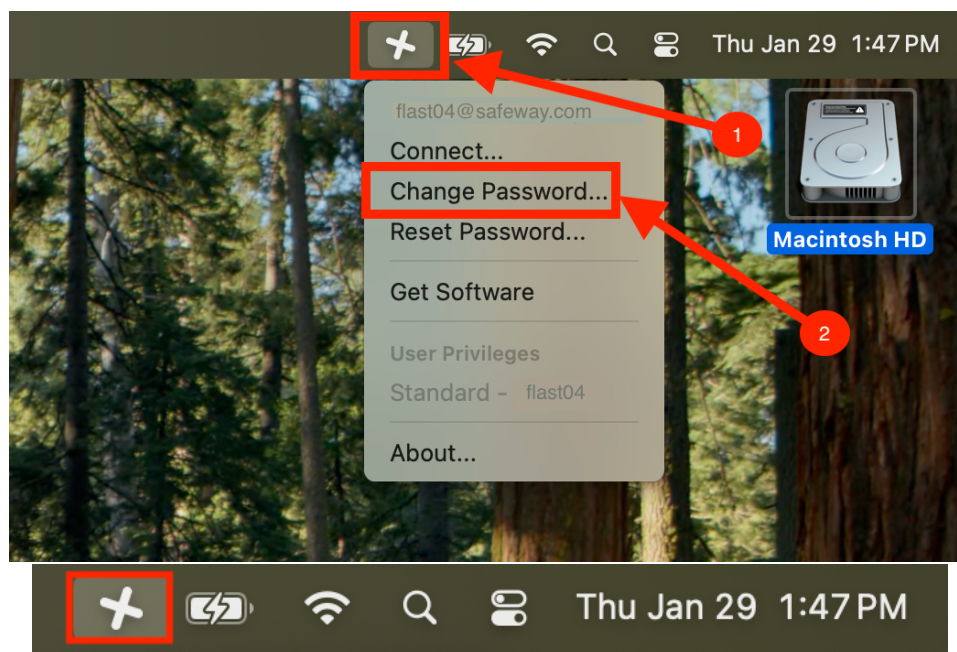
If you have both a PC and a Mac: Stop and connect the PC to the network, either on site or via VPN. Then change your password on the Mac, following the directions below. Once you have completed changing the password, lock the PC (Press Ctrl + Alt + Del, then click Lock), then unlock it using the new password.

IMPORTANT: Use these directions **ONLY** if your password has **NOT FULLY EXPIRED**. If your password has fully expired, you will need to contact the Service Desk for assistance: 1-877-286-3200.

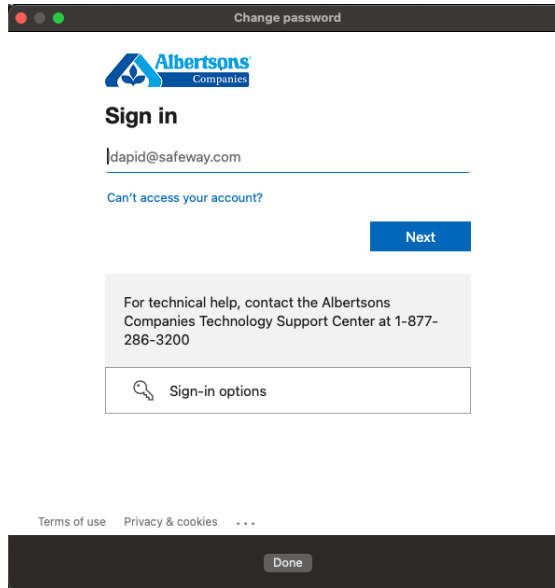
How do I know if my password has expired? Try connecting to VPN following these instructions: [Apple Mac: How to Connect to VPN](#). If your password has expired, you will be unable to log in.

Details/Steps

1. **Make sure that you are connected to the internet using either LAN Cable or WIFI.** Any network that has internet connectivity will work. You can validate that you have internet connection by opening Microsoft Edge and browsing to Apple.com website.
2. Click on the **Jamf Self Service+ icon** located on the top menu bar, then click Change Password :

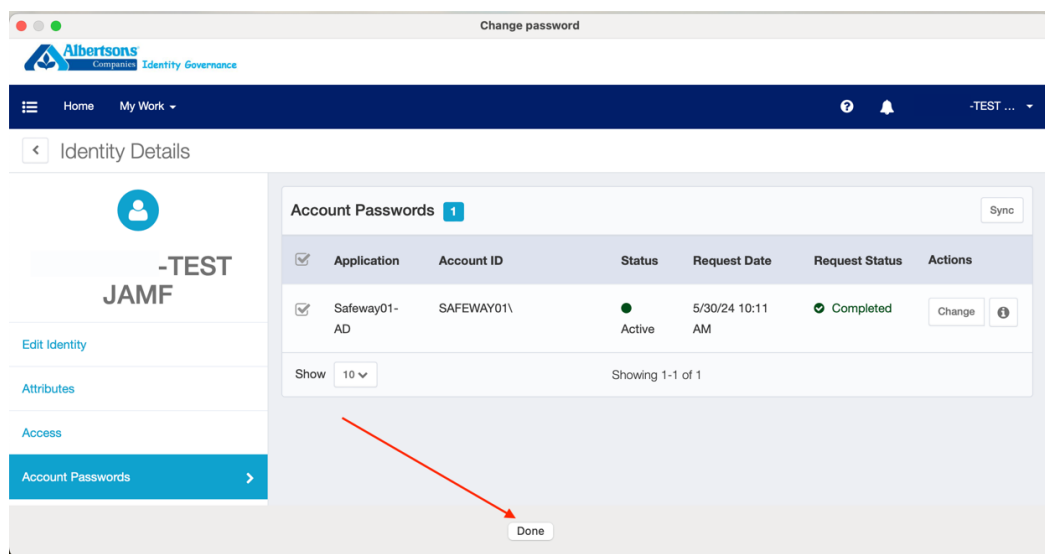


3. A new window will appear displaying the Albertsons Identity Portal. **Sign in to the identity portal using your current credentials. You may be asked to validate with MFA:**



TIP: You can enlarge this window by dragging the borders in case something is out of view.

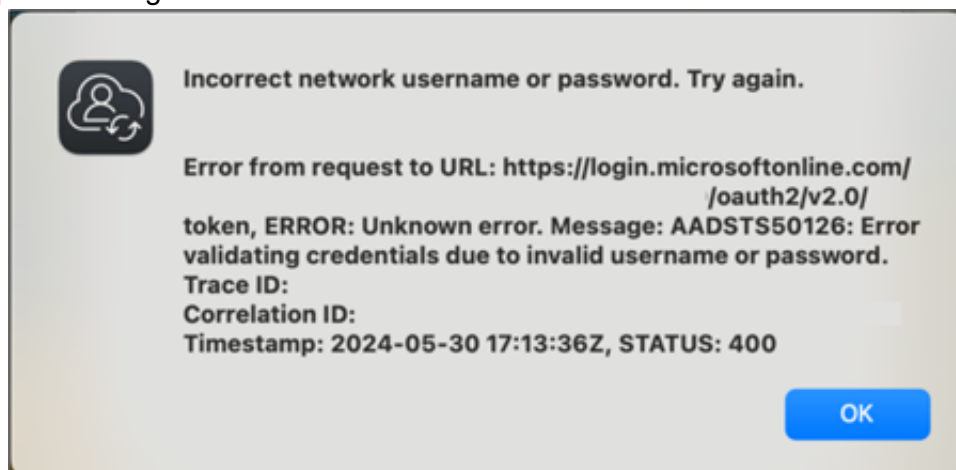
4. Change your password using the **Change button** in the Albertsons Identity Portal. **IMPORTANT NOTE:** If there is more than one ID option in the list, choose the one listed as Safeway01-AD.
5. After your password has been changed in the Albertsons Identity Portal, **click “Done” to continue the process in Jamf Self Service+.** You may need to scroll down to find the Done button:



6. The Jamf Self Service+ window will show. Login using your NEW password to complete the process and synchronize the password to the machine:



NOTE: It can take up to 15 minutes after changing your password in identity to be synchronized across all systems. When logging in to Jamf Self Service+ on step #7, you may see the following “Incorrect network username or password” screen. If you do, wait 15 minutes and try to type in your new password again:



IMPORTANT: You may not receive any type of message when your password expires. It will expire every 90 days. To ensure that it does not fully expire before you change it, set a recurring reminder in your Calendar for 80 days from now to change it again.

If you need further assistance, please call the Service Desk (1-877-286-3200) and a member of your local IT staff will assist.