



DEVICE PASSWORDS

A comprehensive guide

MANUALLY UPDATING DEVICE PASSWORDS

This comprehensive guide will walk you through how to update your password device you may need.

Operating systems mentioned:

iOS(iPhone/iPad), Android OS, Windows OS, and MacOS

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Updating for Students

Updating Wi-Fi Passwords (Computers)

HOW TO: Update your Wi-Fi password (Windows 10)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Click on the wireless icon in the bottom right of your screen



- 2 Right click on the **FanshaweCollege** network and select Forget



- 3 Reconnect to the **FanshaweCollege** network

If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

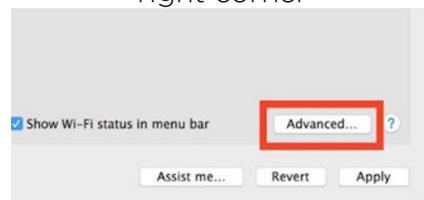
HOW TO: Update your Wi-Fi password (MacOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Click on the wireless button in the top right and select **open network preferences**



- 2 Select Advanced in the bottom right corner



- 3 Select the **FanshaweCollege** network and then click on the minus symbol
- 4 Select **Ok** and then **Apply** on the next menu
- 5 Click on the wireless button again and select the **FanshaweCollege** network
- 6 Type in your username and new password

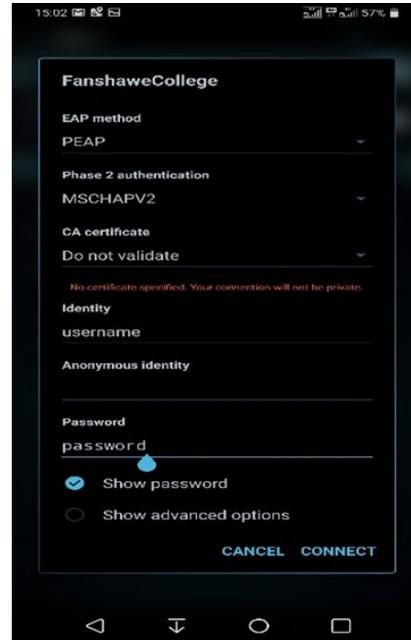
If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

Updating Wi-Fi Passwords (Mobiles)

HOW TO: Update your Wi-Fi password (Android)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

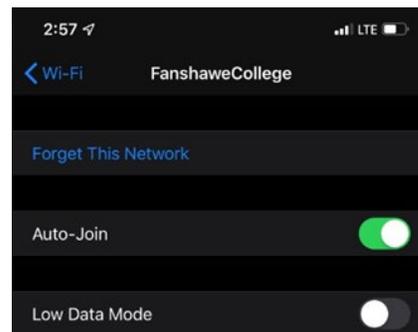
- 1 Open your phone connection settings
- 2 Select Wi-Fi
- 3 Select the **FanshaweCollege** network and then select **forget**
**note* you may need to long press on the network depending on your phone model*
- 4 Select the **FanshaweCollege** network again change the connection settings to match the following making sure to type your username and new password.



HOW TO: Update your Wi-Fi password (iOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Open your phone settings
- 2 Select Wi-Fi
- 3 Select the **Fanshawecollege** network then select **Forget This Network**
- 4 Select the **FanshaweCollege** network again and type in your new password



If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

If you encounter any issues please [contact the IT Service Desk](#)

 <https://livehelp.fanshawec.ca> OR  519 914 0951

Updating for Staff

Updating your Fanshawe college device password will also update the Wi-Fi password on Windows 10. However, if you have a personal device, Mac OS machine, or mobile phone you will want to follow the instructions below on how to update the Wi-Fi password on your various devices.

Updating Wi-Fi Passwords (Computers)

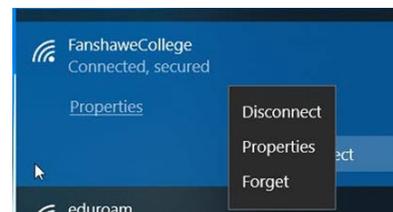
HOW TO: Update your Wi-Fi password (Windows 10)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Click on the wireless icon in the bottom right of your screen



- 2 Right click on the **FanshaweCollege** network and select Forget



- 3 Reconnect to the **FanshaweCollege** network

If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

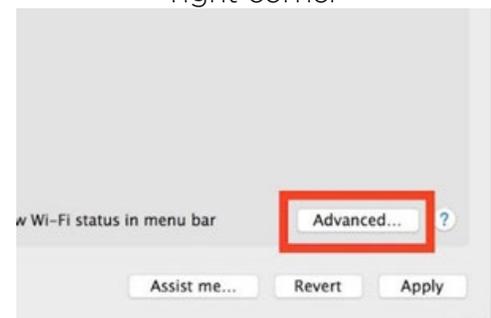
HOW TO: Update your Wi-Fi password (MacOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Click on the wireless button in the top right and select **open network preferences**



- 2 Select Advanced in the bottom right corner



- 3 Select the **FanshaweCollege** network and then click on the minus symbol

- 4 Select **Ok** and then **Apply** on the next menu
- 5 Click on the wireless button again and select the **FanshaweCollege** network
- 6 Type in your username and new password

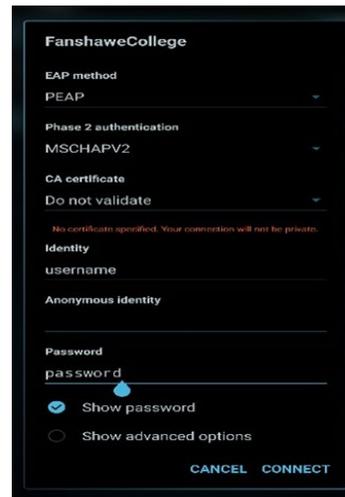
If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

Updating Wi-fi Passwords (Mobiles)

HOW TO: Update your wi-fi password (Android)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

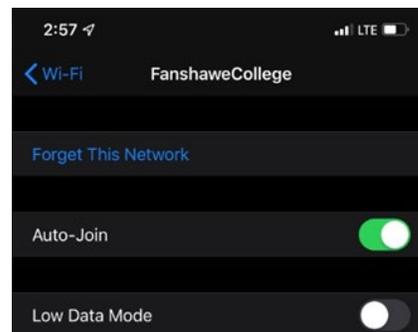
- 5 Open your phone connection settings
- 6 Select Wi-Fi
- 7 Select the **FanshaweCollege** network and then select **forget**
note you may need to long press on the network depending on your phone model
- 8 Select the **FanshaweCollege** network again change the connection settings to match the following making sure to type your username and new password.



HOW TO: Update your Wi-Fi password (iOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 5 Open your phone settings
- 6 Select Wi-Fi
- 7 Select the **Fanshawecollege** network then select **Forget This Network**
- 8 Select the **FanshaweCollege** network again and type in your new password



If you are unable to rejoin the **FanshaweCollege** network after forgetting please **restart** your computer and try again.

Updating System Passwords (Computers)

Please note that when you change your computer OFF CAMPUS your computer will continue to use the old password until you complete additional steps. This will need to be done as soon as possible to prevent any password errors in programs such as outlook.

If you are on a college computer ON CAMPUS, you will want to lock/sign out of your computer immediately after changing your password.

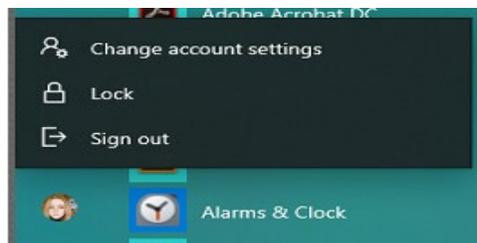
HOW TO: Update your password on a College Computer (Windows)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 9 Connect to the VPN (Cisco AnyConnect) if you are unsure how to do this instructions can be found [here](#)
- 10 **Important Step:** to sync your new password with your device press the windows key plus “L” key on your keyboard.



- a. Or you can press control + alt + delete again and choose lock
- b. Or you can press the start menu button in the bottom left of your screen and select the user icon (typically a circle on top of a semi-circle)



- 11 Once the computer is locked **immediately** log in with your new password.

Updating your password using this method updates several device related passwords including but not limited to: **FanshaweCollege Wi-Fi password, outlook, myfanshawe portal log in password.** However, you may need to select update on certain google chrome pages like **fanshaweonline** or **webadvisor**.

If you encounter any issues please [contact the IT Service Desk](#)

 <https://livehelp.fanshawec.ca> OR  519 914 0951

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HOW TO: Update your password on a College Computer (MacOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Open System preferences (click on the apple icon in the top left, then click on system preferences)



- 2 Double click on **Users and Groups**



- 3 Select your username
- 4 Select change password
- 5 Enter the current password and then your new one

Updating Email Passwords (Mobile Devices)

If you already have email going to your phone, please contact the IT Service Desk via live help <https://livehelp.fanshawec.ca> so that we can move your existing email profile.

HOW TO: Update password for Email (Android)

- 1 Select Email your app
- 2 Select the three lines in the
- 3 Click on the gear icon in the top right of the new menu
- 4 Select **Fanshawe Exchange**
- 5 Scroll to the bottom and select Exchange Server Settings
- 6 Type in your new Fanshawe password



HOW TO: Update Password for Email (iOS)

- 1 Open your device settings
- 2 Scroll down to Passwords and accounts
- 3 Select **Fanshawe Exchange**
- 4 Select Account
- 5 Enter your new Fanshawe Password



If you have been moved to exchange online you do not need to do this, outlook will ask for your password at the next login.

HOW TO: Update Password for Email (Blackberry)

- 1 Open your **phone settings**
- 2 Scroll down to **passwords & Accounts**
- 3 Select **Exchange**
- 4 Account Settings
- 5 Username should be username@fanshawec.ca
- 6 Incoming settings
- 7 Remote password > Enter your new password

Updating Email Passwords (Computers)

HOW TO: Update your email password on a College Computer (Windows)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

To change your email password while on or off campus on a windows computer please follow the same instructions found below in the *updating system passwords* section

HOW TO: Update your email password on a College Computer (MacOS)

Note that these instructions are only for after you have changed your password, if you have not changed it yet you can find instructions [here](#)

- 1 Make sure you have updated your system password **before** updating your email password. These instructions can be found [here](#)
- 2 Open your email client, you may be prompted to enter your new password at this step. If you are simply entering the new password and carry on. If not continue to the next steps.
- 3 Click on the **Tools** tab then accounts
- 4 In the left pane, click on your **fanshawec.ca** email account
- 5 In the right pane, enter the new password in the **password box**
- 6 Close the accounts window (the password will be saved automatically by outlook)

If you encounter any issues please [contact the IT Service Desk](#)

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