

CHANGE PASSWORD FOR GOVERNMENT ACCOUNTS

Note: Every government accounts are required to change passwords for every 6 months

PASSWORD REQUIREMENTS

1. Minimum **10** Characters
2. Must include **Upper Case, Lower Case, Symbol** and **Number**
3. Must **not** include **ANY** of your full name/user name
4. Must **not be similar/exactly** like your previous password. Cannot contain **any part** of your previous passwords
5. Must use **domain\user_name** as your username when changing password
6. A password can only be changed **once** every 24 hours
(This does not include when helpdesk changed your password)

DOMAIN NAMES

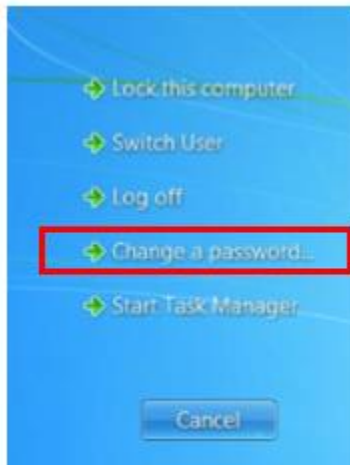
MINISTRY	DOMAIN
PMO and its departments	BNPMO\
MOF and its departments	BNMOF\
MOHA and its departments	BNMOHA\
MIPR and its departments	BNMIPR\
MOD and its departments	BNMOD\
MCYS and its departments	BNMCYS\
MORA and its departments	BNMORA\
MOC and its departments	BNMOC\
MOH	BNMOH\
MOE, UBD, UNISSA	BNMOE\
UTB	BNUTB\
EGNC, BRUNEIHALAL, YAYASAN	EGC\

If you do not know your domain name, call helpdesk for further guidance

CHANGE PASSWORD FOR GOVERNMENT ACCOUNTS

METHOD 1 (VIA PC – JOIN DOMAIN MACHINES)

- 1) On your PC, press CTRL + ALT + DEL
- 2) Choose 'Change a Password'



- 3) Fill in the details accordingly



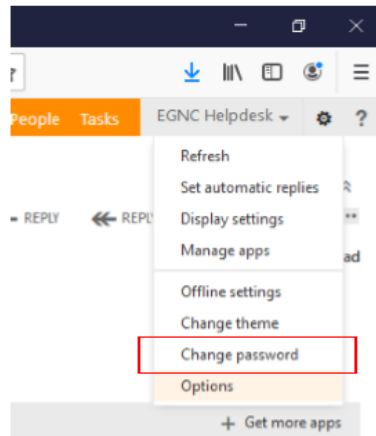
Make sure to follow the password requirements and your correct domain name

CHANGE PASSWORD FOR GOVERNMENT ACCOUNTS

METHOD 2 (Via Outlook Web App – webmail.gov.bn)

1) Within Outlook Webmail App **(before expiration)**

- Click on the gear button top right corner and select Change Password



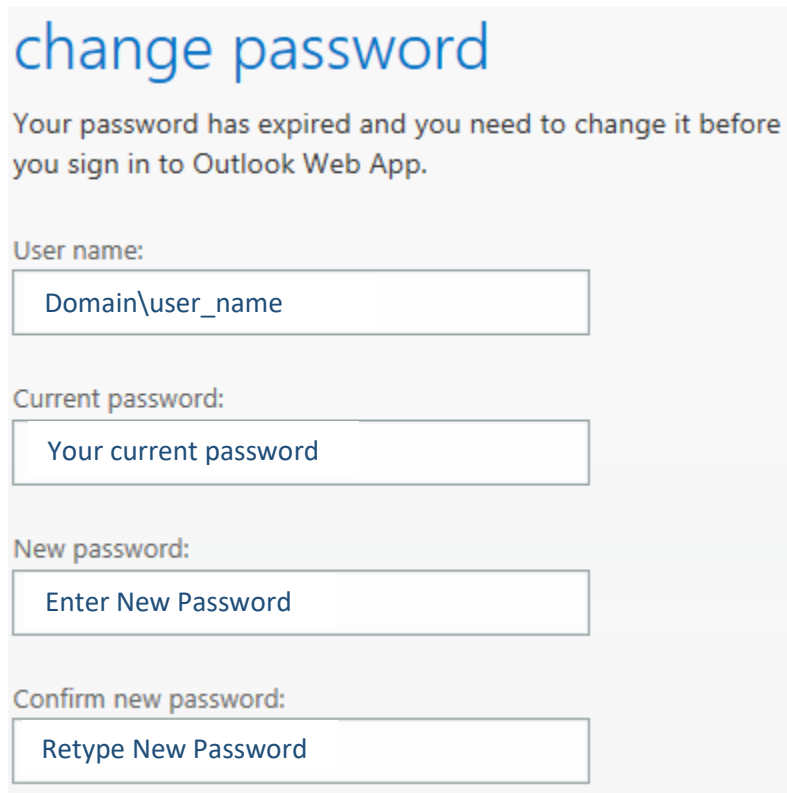
- Fill in the details accordingly

Domain\user name:	<input type="text" value="Domain\user_name"/>
Current password:	<input type="password" value="Your current password"/>
New password:	<input type="password" value="Enter New Password"/>
Confirm new password:	<input type="password" value="Retype New Password"/>

Make sure to follow the password requirements

CHANGE PASSWORD FOR GOVERNMENT ACCOUNTS

2) Within Outlook Webmail App **(after expiration)**



The screenshot shows the 'change password' interface in the Outlook Webmail App. It features a title 'change password' in blue, followed by a message: 'Your password has expired and you need to change it before you sign in to Outlook Web App.' Below this are four input fields with labels: 'User name:' (containing 'Domain\user_name'), 'Current password:' (containing 'Your current password'), 'New password:' (containing 'Enter New Password'), and 'Confirm new password:' (containing 'Retype New Password').

Make sure to follow the password requirements

FREQUENT ERRORS DURING UNSUCCESSFUL PASSWORD CHANGE

- Typo errors (TIP : type in Notepad App first to copy paste)
- Make sure to follow the password requirements
- Make sure your domain name is correct & updated
- Browser problem. Change into another browser application