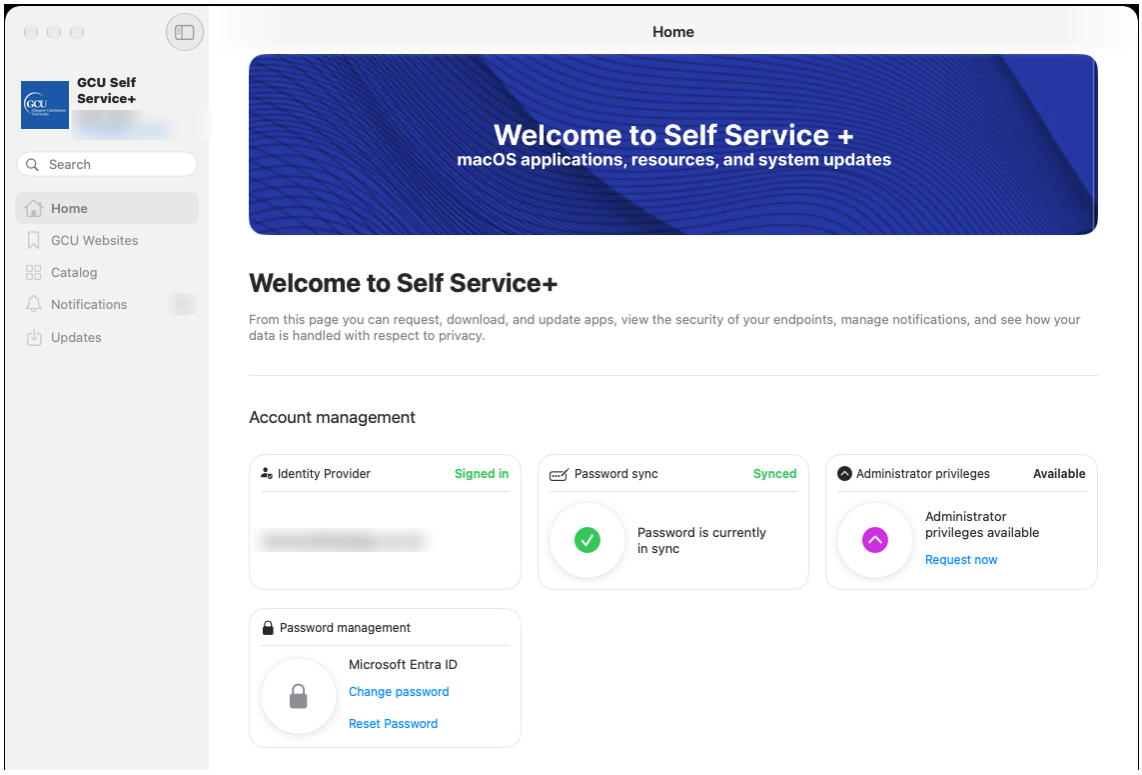
Changing your password on a Mac

Use Self Service+ to change your password. This keeps your Mac password and your university account password in step.

1. Open Self Service+ and check your sync status

Open **Self Service+** from your Applications folder or Dock. On the Home page, find **Account management**. The **Password sync** card should say **Synced**.



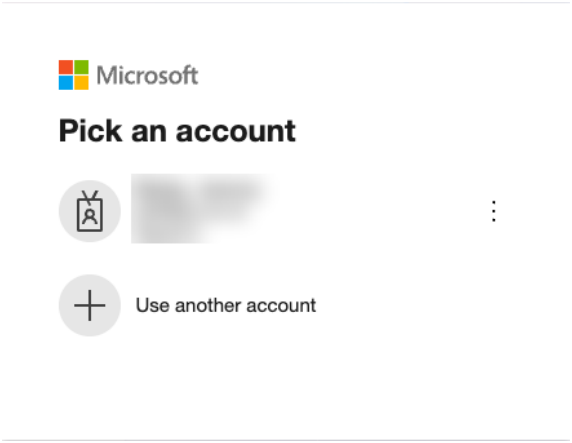
Self Service+ Home. Password management is the bottom-left card.

2. Select Change password

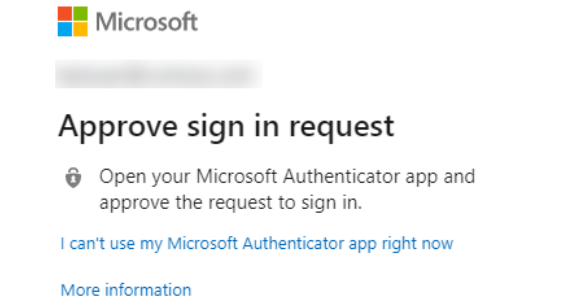
In the **Password management** card (Microsoft Entra ID), select **Change password**. Your browser opens a Microsoft sign-in page.

3. Pick your university account

Choose your account from the list. You will be asked to confirm with multi-factor authentication (MFA). Open the Microsoft Authenticator app on your phone and approve the request. If you cannot use the app right now, choose the “I can’t use my Microsoft Authenticator app right now” link on that screen.



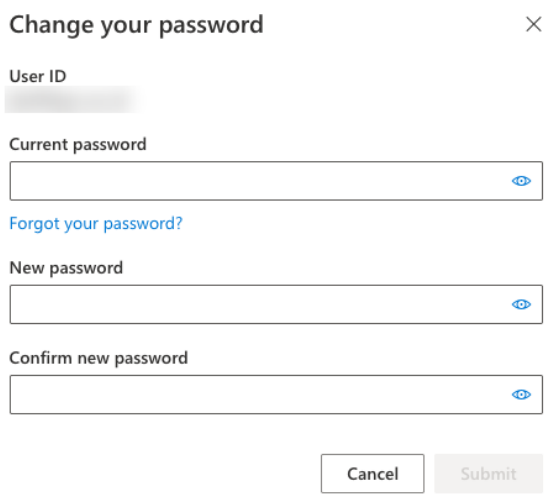
Microsoft sign-in: pick your account.



MFA prompt (sample screen, yours may look different). Open Microsoft Authenticator on your phone and approve.

4. Enter your current and new password

Type your current password, then your new password twice, and select **Submit**.



The Change your password dialog.

5. Return to Self Service+ and check it synced

Go back to Self Service+. Password sync should show **Synced**. If it does not, the Jamf Connect window asks you to re-enter your new password. It may also ask for your local Mac password. Enter them to finish syncing.

Forgotten your password?

Select **Reset Password** in the same Password management card instead of Change password.

Still stuck?

Use the chatbot on the IT Helpdesk website. Have your Mac's serial number ready.