

Change your mail account password

Introduction

To protect your mail account against unauthorized access, you periodically need to change the password for it, so only you know it.

- ④ **Outlook Web App** is the portal you use when you want to read your mail via the internet, and should also be used if you need to change the mail account password.
- ④ The address for **Outlook Web App** is <https://email.cdk.global/>

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1. IMPORTANT INFORMATION

Important information on password expiration.



The first time your mail account is used, the password will expire and must be changed, so only you know what it is.



The password for your mail account will expire every 2 months.



You will receive a daily mail notification in your inbox in advance of the password expiring. The mail will contain information on when your password expires and how you change it.



Hvis you use **Outlook** on your local pc you also need to use **Outlook Web App** to change the password when it expires.

2. IF YOU USE OUTLOOK ON YOUR LOCAL PC

If you use an **Outlook** client on your local pc, you also need to use **Outlook Web App** to change the password of your mail account when it expires.



If the password of your mail account expires, Outlook will stop sending and receiving new mails, and will prompt you to type your username and password until it has been reset. It will not tell you directly that the password have expired.



Start by changing the password of you mail account via **Outlook Web App**.
→ See **How to change your password via Outlook Web App**.



Then update the password in **Outlook** on your local pc.
→ See **How to update your password in Outlook**

3. HOW TO CHANGE YOUR PASSWORD VIA OUTLOOK WEB APP



Open **Outlook Web App** via <https://email.cdk.global/>



Type your username and current (expired) password → Click **Log on**



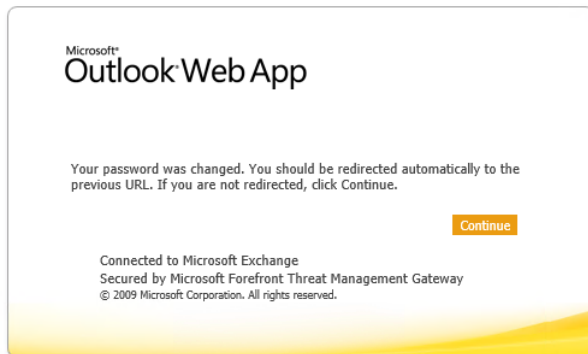
If the password have expired you'll automatically be redirected to a page where you can change it.



Type your current (expired) password in **Old password** and type the new password (twice for confirmation) → Click **Change Password**



Your password has now been changed. Click **Continue** to log on to your webmail.



If you use **Outlook** on your local pc you need to type the new password when Outlook prompts for your username and password. See **How to update your password in Outlook**

4. HOW TO UPDATE YOUR PASSWORD IN OUTLOOK

If you use **Outlook** on your local pc and change the password via **Outlook Web App**, you need to type the new password when Outlook prompts for your username and password.



Start by changing the password for your mail account via **Outlook Web App**.
→ See **How to change your password via Outlook Web App**.



Now start **Outlook** on your local pc. You should be prompted for your username and password.



Type your username as **ASP1\<username>** (where **<username>** is the username connected to your mail account). Then type your new password and click **OK**.



Outlook should now begin to send and receive mail again.