CHANGE YOUR ACTIVE DIRECTORY ADMIN/SERVICE ACCOUNT PASSWORD REMOTELY – GUIDE

INSTRUCTIONS

1. On the device that you use at home, connect to CSUN GlobalProtect VPN.
2. From your physical device, create an RDP connection to a *windows* machine/server with the credentials of the admin/service account that you need to change.
   - **Note**: this account must already have access to login.
3. From inside your RDP connection, press CTRL+ALT+END on your keyboard.
   - **Note**: one of these buttons may be a special function key depending on your keyboard. You may need to also press the fn special function key during this step (ex. CTRL+ALT+FN+END).
4. If this step does nothing or you are using a Mac, follow the alternate method at the bottom of the page.
5. Select Change a password and follow the instructions.

ALTERNATE METHOD FOR STEP #3

1. Open command prompt on the *windows* machine/server in your RDP session. Type in the following command: `osk.exe`.

This will open a *virtual* keyboard like the one in the screenshot below:

![Virtual Keyboard](image)
2. Press CTRL+ALT on your *physical* keyboard while using the mouse to click on DEL on the *
virtual* keyboard above.
3. Minimize the virtual keyboard so that you can see the window in the screenshot below. Select
**Change a password** and follow the instructions.

![Change a password screenshot](image)

**NEED HELP?**

Contact the IT Help Center by phone (818-677-1400), online at (https://csun.topdesk.net) or in person in
(University Library, First Floor, Learning Commons).