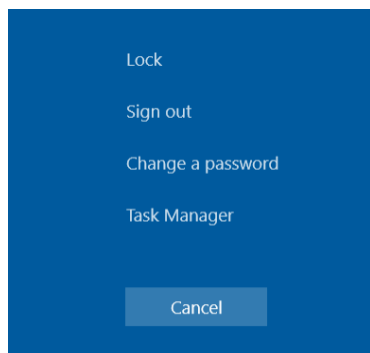


## CHANGE YOUR ACTIVE DIRECTORY ADMIN\SERVICE ACCOUNT PASSWORD REMOTELY – GUIDE

### INSTRUCTIONS

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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.

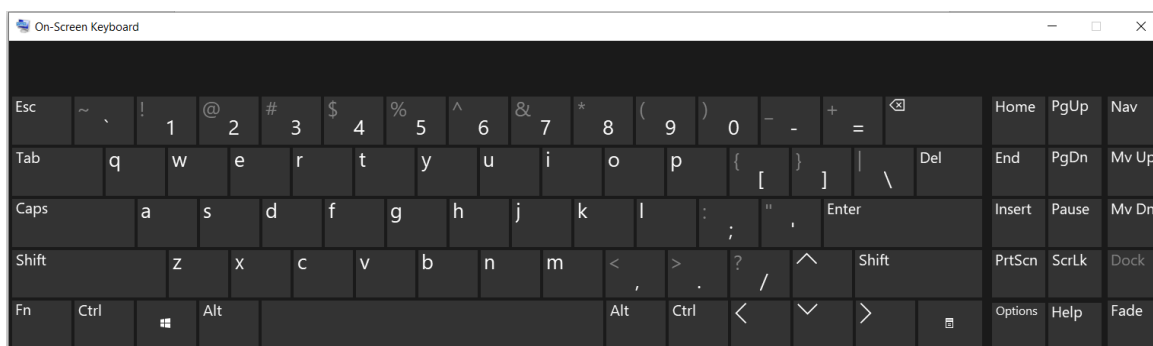


### ALTERNATE METHOD FOR STEP #3

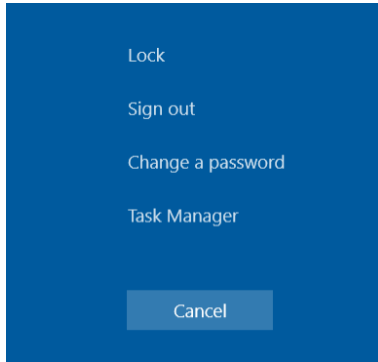
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1. Open command prompt on the **\*windows\*** machine/server in your RDP session. Type in the following command: **osk.exe**.

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



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.



## NEED HELP?

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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).