

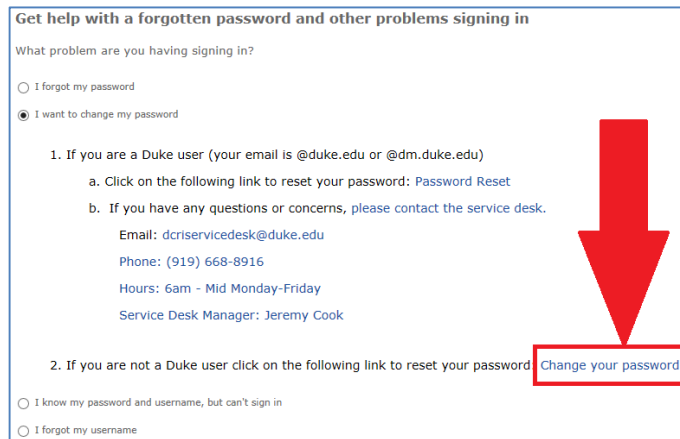
Changing your Password

This document will walk you through changing your password.

Changing your Password

The first thing you will want to do is to change your password from the system generated password that was assigned when your account was created to something that you will easily remember.

1. First click here for [Help with Password](#) (this will also be where you go if you forget your password).
2. Next you will want to select “I want to change my password” and then click on the link in option 2 “Change your password”



Get help with a forgotten password and other problems signing in

What problem are you having signing in?

I forgot my password

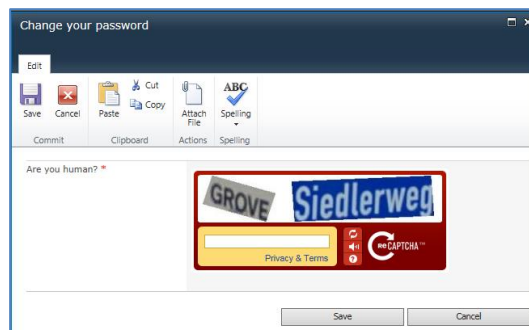
I want to change my password

1. If you are a Duke user (your email is @duke.edu or @dm.duke.edu)
 - a. Click on the following link to reset your password: [Password Reset](#)
 - b. If you have any questions or concerns, please contact the service desk.
Email: dcriservicedesk@duke.edu
Phone: (919) 668-8916
Hours: 6am - Mid Monday-Friday
Service Desk Manager: Jeremy Cook
2. If you are not a Duke user click on the following link to reset your password: [Change your password](#)

I know my password and username, but can't sign in

I forgot my username

3. Next you will receive a two-word human test, to ensure you are a person and not a computer program designed to steal account information. In the example below you would enter “Grove Siedlerweg” and then click “Save”



4. Upon successfully proving you are a human the “Change your password” box should pop up. Enter the following information
 - a. **Domain:** change to dcri.int
 - b. **Account:** the username you received without the “dcri”. This starts with “cr-“ for non-Duke users
 - c. **Old Password:** The system generated password you received in your secure email
 - d. **New password:** Enter the *new password* you would like to use
 - e. **Confirm New Password:** reenter the *new password*
 - f. Click “Change Password”