

COVID-19  
Changing Passwords at Home  
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Edmonton

When working from home, it is important to continue our efforts to protect City information. One important security consideration is to ensure that you continue to have a strong, regularly updated password. The process for changing passwords when working from home can be different compared to when working in the office.

### Two Passwords ... For Now

If you are using a City computer at home, you will need to use your old (current) password to access your computer until you bring it back to the office, where it will update once you are connected to the City network. Unfortunately we are not able to remotely update your password to access your hardware, so employees will need to use two different passwords for the time being; one to access your computer and another to access your City applications. This is a change from our typical “one password” system. Instructions to update your City application password are below.

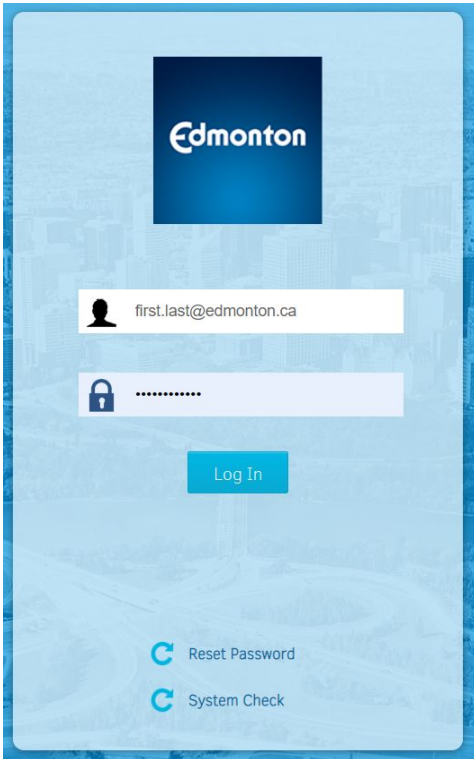
The password changes described below will not impact your personal computer if you are using it to perform your work.

### How To Change Your Application Password for Portal, Google, PeopleSoft, etc.

Once you log into the City of Edmonton Portal at <https://portal.edmonton.ca/> you will be notified that your password will expire in a few days. When this happens, go to the “**Account**” section of the Portal and click on the “**Change Password**” icon. After entering the current password, you can enter your new password. This password will enable you to access many of the applications you normally run, such as the Portal, G Suite, PeopleSoft, and others.



If you have forgotten your password, it can still be changed through the City of Edmonton portal at <https://portal.edmonton.ca/>. Click the **“Reset Password”** link on the Portal login as seen below. Clicking on **“Reset Password”** will prompt you to answer three account security questions, and then you should be able to reset your password.



After you create a new password, your Google account, PeopleSoft account, Posse account, and Portal account will all have the same password within an hour or so. You may also have other City accounts and applications which are synchronized to the same password. However, as previously mentioned, the password to access your computer will not change, and further action may be required to change additional passwords.

If you need assistance changing your passwords, contact Inside Information at (780) 944-4311.