Troubleshooting Account Lockouts/Password Resets

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Your mobile phone is using your old password
If your mobile phone connects to the BCE E-Mail system for messages, calendar, or
contacts the password will need to be re-entered following a password change.

If you have an iPhone you should be prompted for your new password after a password
change. If not follow the instructions below

1. Settings > Mail, Contacts, Calendars.
2. Tap the mail profile that corresponds to BCE.
3. Tap Account.
4. In the Password field enter you New BCE Password and tap Done.
5. Press the Home button and check your messages, if successful the Updated time at
   the bottom will be current.
Your computer password has not been changed
The password on your computer is different to your BCE Password. If you would like to make this password the same it will need to be changed separately.

To change your Windows Password

1. Hold down Ctrl + Alt + Delete.
2. Click Change a Password and follow the prompts.

Citrix has cached your old password

2. From Quick Links on the right of the page select Online Services.
3. From the Online Services page select Hosted Application (via Citrix).
4. From the Citrix Applications list select the Actions drop-down list.
5. Select Update Credentials
6. Enter your BCE Username in catholic\username format and New BCE Password and click OK.
Your old password is cached on your Windows 7 PC

Windows 7 often caches your password so that you do not need to re-enter it again for the same service. Once your password has been changed Windows 7 may attempt to use your old password to access these services. This will result in you being denied access and also potentially temporarily lock you out of your account.

1. Open the Control Panel > User Accounts > Credential Manager.

2. Expand all saved credentials and identify any BCE credentials. These will take the form of CATHOLIC\username or username@bne.catholic.edu.au.

3. For each stored credential choose Remove from vault or Edit
   a. Remove from vault - you will be prompted for your new password next time you access the service
   b. Edit – Enter your new password.
Troubleshooting Account Lockouts/Password Resets

Your old password is cached in Outlook
In addition to your email account Outlook can also connect to SharePoint lists and Libraries. Each of these logs in separately to the email component.

Email
Following a password change Outlook will prompt you for your new password, if you would like to cache the password check Remember my credentials.

SharePoint Lists
In order to remove the old password that has been cached you will need to remove the list from your Outlook and re-add it.

1. Click File > Account Settings and choose Account Settings from the drop-down list.
2. Select the SharePoint Lists tab.
3. Highlight the SharePoint list and select Remove.
4. Repeat for remaining lists.
Outlook Mail not working
You are not able to access new mail in outlook however you can connect to web mail. The account proxy setting may need changing to: mail.bne.catholic.edu.au (It will most likely be set to remotemail.bne.catholic.edu.au)

Change Outlook account settings
1. Open Control Panel.
2. Select Mail from Control Panel (This may appear under User Accounts).
3. Click the E-Mail Accounts button.
4. Select account and then click Change.
5. Select More Settings.
6. Select Connection tab.
7. Click Exchange Proxy Settings.
8. Change the address to mail.bne.catholic.edu.au, and click OK.

9. Click OK to close the Advanced Settings window.

10. Click Next and Finish to complete the mail configuration.

Your old password is cached on your Mac

1. Locate and open Keychain Access using Finder or Spotlight.
2. Select Passwords
3. Select an item that contains bne.catholic.edu.au in the name.
4. Click Show Password, and enter your password when prompted.
5. If not correct enter your current BCE Password and click Save Changes.
6. Repeat for all other items that contain .bne.catholic.edu.au.
Your old password is cached on your Windows Vista PC

1. Click the Windows Button.
2. In the search window type “User Accounts”.
4. From the list of tasks select Manage your Network Passwords.
5. Select any item that contains .bne.catholic.edu.au.
6. Click Edit and enter the new password or alternatively select Remove.
7. Repeat for all other items that contain .bne.catholic.edu.au.

Further Information
If after following these instructions your problem has not been resolved please contact the BCE Service Desk on (07) 3033 7777 or help@bne.catholic.edu.au