Law Enforcement Instructions

CentralSquare Domain User account passwords expire after 90 days. Your MDC will warn you 10 days before and every day until it is changed. Steps 1-7 are for users whose password has expired but they still have their 1 free login attempt after lock. If not yet locked out and you're just wanting to change your password, skip to step 6.
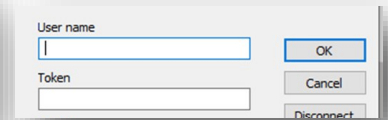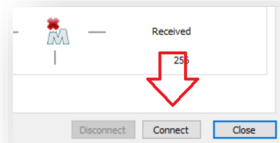
1. Login to an MDC that you have logged into before.

2. When the NetMotion Mobility Login comes up, hit skip.

3. You'll reach the desktop with <u>no network access</u>. In the bottom
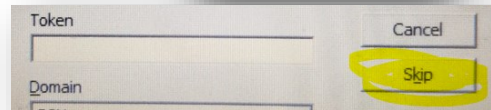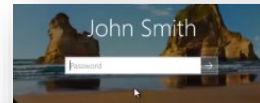
   right taskbar, click then double-click .

4. Click 'Connect' button
   then login with User Name and Token like normal.

5. If all works properly, the NetMotion Mobility Client icon should turn green.

6. Multi-select Ctrl + Alt + Delete & choose 'Change a password'
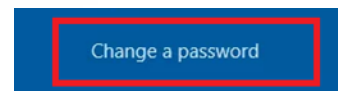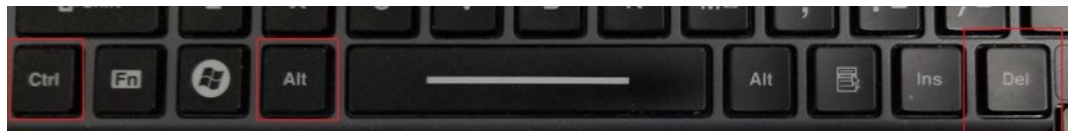
7. Choose a new password

White box = username

Old password = your to-be expired password

New password must consist of 9 characters with 1 CAPITAL,
1 number, and one special character (*!#&).

If completed successfully, your MDC will notify you that your password has been changed and you are good to go!

*If this does not work for you, contact Telecom at 513-695-HELP if between 0700-1600 M-F
or contact Dispatch if between 1600-0700 or on the weekend.*