

Note: Every government accounts are required to change passwords for every 6 months

PASSWORD REQUIREMENTS

1. Minimum **10** Characters
2. Must include **Upper Case, Lower Case, Symbol** and **Number**
3. Must **not** include **ANY** of your full name/user name
4. Must **not be similar/exactly** like your previous password. Cannot contain **any part** of your previous passwords
5. Must use **domain\user_name** as your username when changing password
6. A password can only be changed **once** every 24 hours
(This does not include when helpdesk changed your password)

DOMAIN NAMES

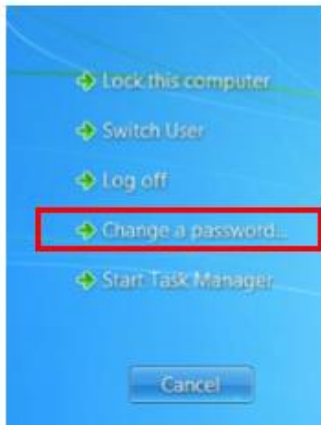
MINISTRY	DOMAIN
PMO and its departments	BNPMO \user_name
MOFE and its departments	BNMOF \user_name
MOHA and its departments	BNMOHA \user_name
MPRT and its departments	BNMIPR \user_name
MOD and its departments	BNMOD \user_name
MCYS and its departments	BNMCYS \user_name
MORA and its departments	BNMORA \user_name
MTIC and its departments	BNMOC \user_name
MOE, UNISSA	BNMOE \user_name
MOH	BNMOH \user_name
UTB	BNUTB \user_name
EGNC, BruneiHalal, Yayasan	EGC \user_name

If you do not know your domain name, call helpdesk at +673 2424959 for further guidance

CHANGE PASSWORD FOR GOVERNMENT ACCOUNTS

METHOD 1 (VIA PC – JOIN DOMAIN MACHINES)

- 1) On your PC, press CTRL + ALT + DEL
- 2) Choose 'Change a Password'



- 3) Fill in the details accordingly

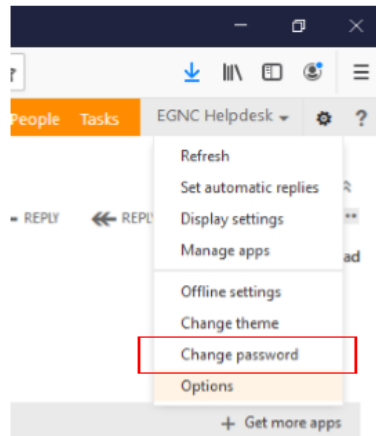


Make sure to follow the password requirements and your correct domain name

METHOD 2 (Via Outlook Web App – webmail.gov.bn)

1) Within Outlook Webmail App **(before expiration)**

- Click on the gear button top right corner and select Change Password



- Fill in the details accordingly

Domain\user name:	<input type="text" value="Domain\user_name"/>
Current password:	<input type="password" value="Your current password"/>
New password:	<input type="password" value="Enter New Password"/>
Confirm new password:	<input type="password" value="Retype New Password"/>

Make sure to follow the password requirements

2) Within Outlook Webmail App (after expiration)

change password

Your password has expired and you need to change it before you sign in to Outlook Web App.

User name:

Current password:

New password:

Confirm new password:

Make sure to follow the password requirements

FREQUENT ERRORS DURING UNSUCCESSFUL PASSWORD CHANGE

- Typo errors (TIP : type in Notepad App first to copy paste)
- Make sure to follow the password requirements
- Make sure your domain name is correct & updated
- Browser problem. Change into another browser application