Memo

Date: January 12, 2022 (and January 18th and January 20)

To: All Remote Clergy

From: Information Technology Department

Re: Self-Serving Passwords

The IT Department is happy to announce that with the migration of your Arch-based e-mail account onto the Microsoft 365 platform last year, we are now ready to roll out the ability to maintain your own passwords on your account. This means that, without the assistance of the IT department, you will be able to change, refresh and reset your account password all on your own and as often and you'd like simply by logging into the 365 portal (where you currently access your e-mail account).

The actual deployment of this feature **will be performed during the week of January 24th**. As part of the rollout, the IT department will need to reset the current password for your arch-email account. A day or two prior to the deployment, you will receive a separate e-mail from the IT department. Contained in the e-mail will be the new (temporary) password you will be required to login with once the new features to your account have been deployed. Please be on the lookout for this message and make a note of the information. However, do not try to access your account with these credentials until the morning of January 26th - after the features have been deployed. The table below provides the full details of the deployment schedule:

Date	Time	Action
Monday, January 24, 2022	8:00am - 4:00pm	The IT department will be e-mailing the clergy their "temporary password reset" *
Tuesday, January 25, 2022	8:00am - 4:00pm	The IT department will be e-mailing the clergy their "temporary password reset" *
Tuesday, January 25, 2022	4:01pm - …	The IT department will deploy the enhancements. Clergy should refrain from accessing their account during this time.
Wednesday, January 26, 2022	8:00am - 4:00pm	Clergy may resume accessing their account with their temporary password - contacting the IT department with any questions/issues.
Thursday, January 27, 2022	8:00am - 4:00pm	Clergy may resume accessing their account with their temporary password - contacting the IT department with any questions/issues.
Friday, January 28, 2022	8:00am - 4:00pm	Clergy may resume accessing their account with their temporary password - contacting the IT department with any questions/issues.
The IT department will re-open on Monday, January 31st at 8:00am to handle any residual issues.		
* Temporary password should be noted but NOT used until 8:00am on January 26th or later. Clergy may resume using current password through 4:00pm on January 25th.		
When requesting support, please refrain from phone calls or direct e-mails. We would ask that you open a browser, go to **http://help.archatl.com** and submit a ticket with details.		

As with IT-related issues, please do not contact the members of the IT department directly by phone or e-mail as your request may be overlooked. Instead, please always submit a ticket to the help desk at **http://help.archatl.com**.

Thank you.