How to Change My Cardno Password

***Cardno Password Policy***
Cardno Password policy requires that you change your password every 90 days, you cannot reuse any of your previous 12 passwords, and that you use a complex/strong password.

(A strong password is at least 10 characters containing an uppercase and lowercase character, a number, and a special character (~!@#$%^&*_-+=`|(){}[]:;"'<>,.?))

Self Service Password Change/Reset

If you KNOW your current password:
- Log into your computer with your cached (old) credentials.
- Using your computer or your mobile device, a web browser and go to https://pwd.cardno.com
- Select “Change Password”
- Verify the ‘Captcha” by entering in the characters you see in the image. (not punctuation specific)
- Enter your Cardno username (Cardno\firstname.lastname) and your current password in the fields.
- Click Logon.
- NOTE: If you have not created your 2 security questions, you will need to do so before you can proceed.
- Generate a password or type your own password in both fields and click submit.
- **To ensure that your password is synced between your Cardno computer and the Cardno network, take the following steps:**
  - Press CTRL-ALT-DEL, then select “Lock”. This will lock your computer.

If you DO NOT KNOW your current password:
- Using any computer or your mobile device, open a web browser and go to https://pwd.cardno.com
- Select “Reset Password”
- Verify the ‘Captcha” by entering in the characters you see in the image (not punctuation specific)
- Enter your Cardno username (Cardno\firstname.lastname)
- Click Logon
- If you have previously created your security questions, you must provide your answers before you can proceed.
- If you have NOT created a profile, you will need to go back to the main menu and click Create or Edit my profile.
- Choose the default question listed for Questions 1 and 2, or choose another question using the dropdown arrow.
- Create answers to the security questions and save. You can now go back and use the Reset Password link.
- Generate a password or type your own password in both fields and click submit.
- **To ensure that your password is synced between your Cardno computer and the Cardno network, take the following steps:**
  - Press CTRL-ALT-DEL, then select “Lock”. This will lock your computer.
  - Press CTRL-ALT-DEL again and log in with your new password.
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Download the Cardno Americas Region Password Change Document

**Change Password**
This is when I KNOW my password and want to change it.

**Reset Password**
This is when I DON'T KNOW my password and want to answer challenge questions.

**Create or Edit Profile**
This is when I want to CREATE or EDIT my challenge questions.

If you have any issues or need any further assistance, please call the IT Service Desk at

**+1 855 275 7027**