

# How to reset your password while working remotely

We have enabled the functionality of doing a self-service password reset for all staff. If your password has expired, and you are unable to connect to VPN to reset it, you may visit the link below to reset your password on your own. The password you reset it to, will be the new password for your Outlook email, for the computer login, and for Jabber services.

Here's the link to do a password reset: <https://aka.ms/sspr>

Once you have reset your password successfully, then you may proceed to the next step.

If you have the "SAFE AlwaysOn VPN" installed:

After setting a new password with the link above, open Settings, then Network & Internet, then VPN, and then find the "SAFE AlwaysOn VPN" and click Connect. Enter your updated password there. Once it connects, lock your computer, and sign in to the computer with the new password.

If you have the "SAFE-VPN" installed:

You will need to clear out the saved VPN credentials. This process is different based on the Windows version you are running.

(Note: If you don't know what version of Windows you are on, open the Start menu (Windows icon in the bottom-left corner of screen) and search for "winver", then open the result to find the Windows Version.)

Windows 10 Computers:

1. Open Settings.
2. Click on Network & Internet.
3. Click on VPN.
4. Select the SAFE-VPN connection, and click the Advanced options button.
5. Click on the Clear sign-in info button.
6. Next time you want to connect to the VPN, it will ask for your username and password. (Note: be sure to only use the first part of your username, not

including "@safeaustin.org")

## Windows 7 Computers

1. On the bottom right corner of your screen, click the Network icon located on the taskbar.
2. Select the SAFE-VPN connection, click Connect.
3. When the new window appears, find the field labelled Password. It says "To change the saved password, click here"
4. Click in that field, and enter your password.
5. Click Connect, and verify that the VPN connection is active.

## Update Work or School Account in Shared Experiences

### **The next steps may not apply to all users**

Some staff have had issues with Teams allowing them to log in regardless of whether their passwords were up to date, so it was necessary to add a work or school account. The downside to this is that if the email account registered with Windows isn't updated with the new password, then Teams and Outlook will exhibit a looping behavior when trying to log in to the individual apps. Follow the below steps to update the password for a Work or School account.

1. Click the "Type here to search" box in the bottom left corner of the desktop.
2. Type in "Shared experience settings" and click on the search result to launch.
3. Under accounts, Windows will notify you that some of your accounts require attention if applicable.
4. Click the Fix Now button below the notification.
5. Enter your password when prompted to update the registered account.