

Changing Network Password on GlobalProtect VPN

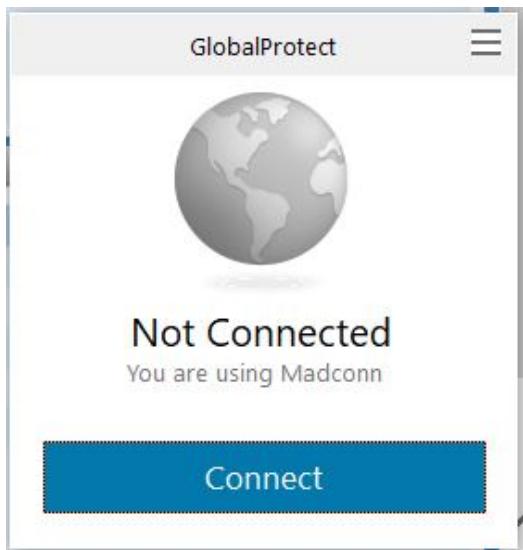
You will first need to connect your computer to the City VPN.

Please note that you will need to get VPN configured on your computer before using this tool. If you need VPN configured on your laptop or tablet, please contact the HelpDesk.

You may need to contact the HelpDesk if your password has already expired. They will provide you with a temporary password that will allow you to connect to the City VPN and subsequently change it to a value you desire.

Connect via GlobalProtect Client

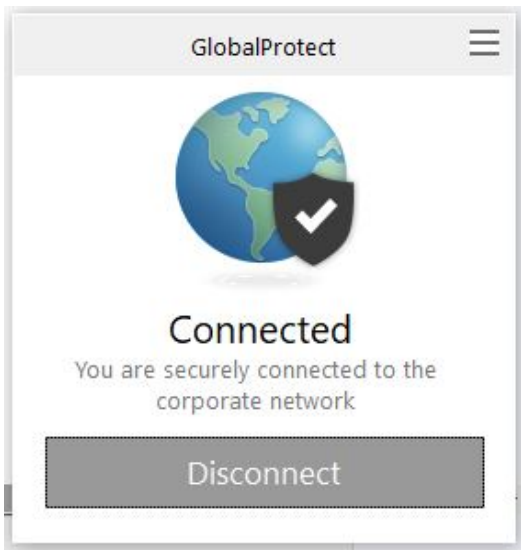
1. Connect your computer to the Internet.
2. Open the “GlobalProtect” application on your computer. You can find the application from your Start menu or in your system tray.
3. Click "**Connect**".



4. Enter your **City username and password**, and click “**OK**”.

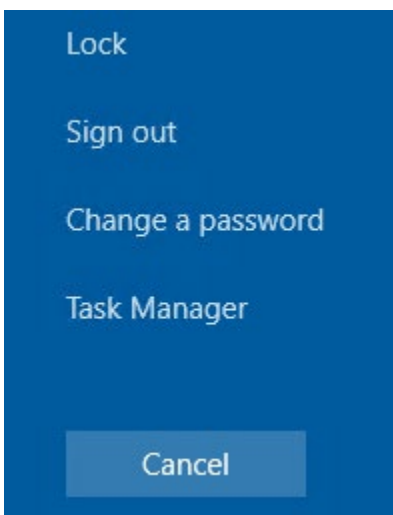


5. When you have connected successfully, the GlobalProtect window will show a “connected” status message, and you will see a checkmark icon in the system tray in the lower right corner of your screen. You may need to click on the arrow in the system tray.

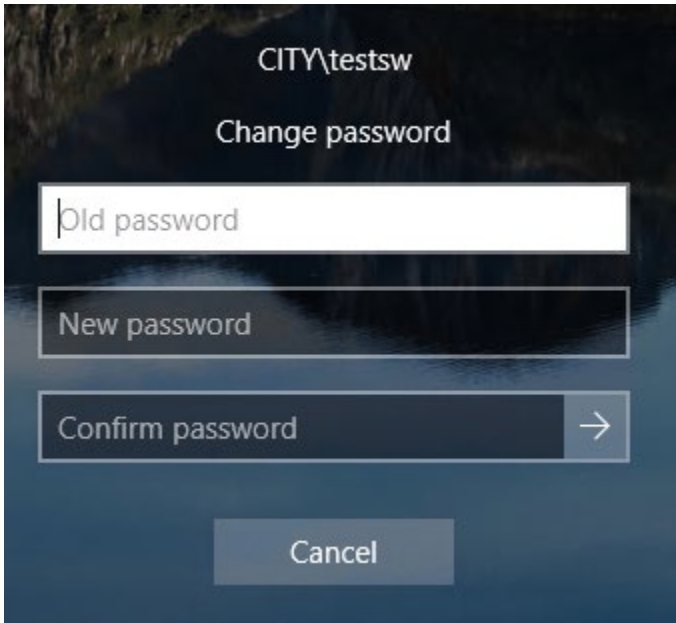


Once you have successfully connected your computer to the City VPN

1. Press Ctrl+Alt+Del on your keyboard to bring up the system menu
2. Select “Change a password”



3. Enter your current password (or temporary password provided by the Help Desk) in the top box, and your desired new password in both the middle and lower boxes, then click the arrow or press **Enter**.



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Change password

Old password

New password

Confirm password →

Cancel

4. You will see a message indicating whether the password change succeeded or failed. Once it has succeeded, click **OK** to be taken back to your desktop.