

User Guide – Password Reset

For changing your password, connecting to the VPN is mandatory*

Please reset your password by following the below steps and ensure your Email ID (GSuite) and Laptop password sync.

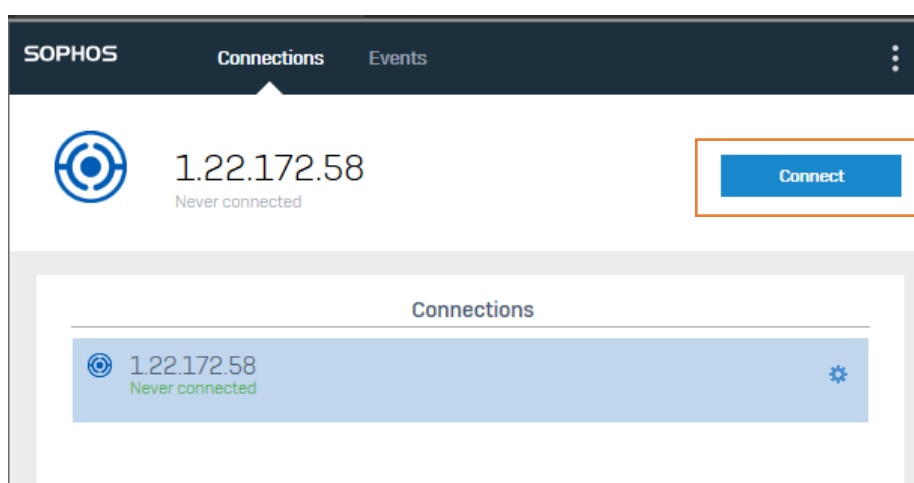
**If you are in the Tiger Chennai office, you can connect your laptop to the LAN cord and you can skip Step 1 in this Guide and directly follow Step 2 onwards.*

Step 1 - Connect to VPN via Sophos Connect.

- Click on the 'Sophos Connect' icon on your Desktop OR in the notification area (system tray).



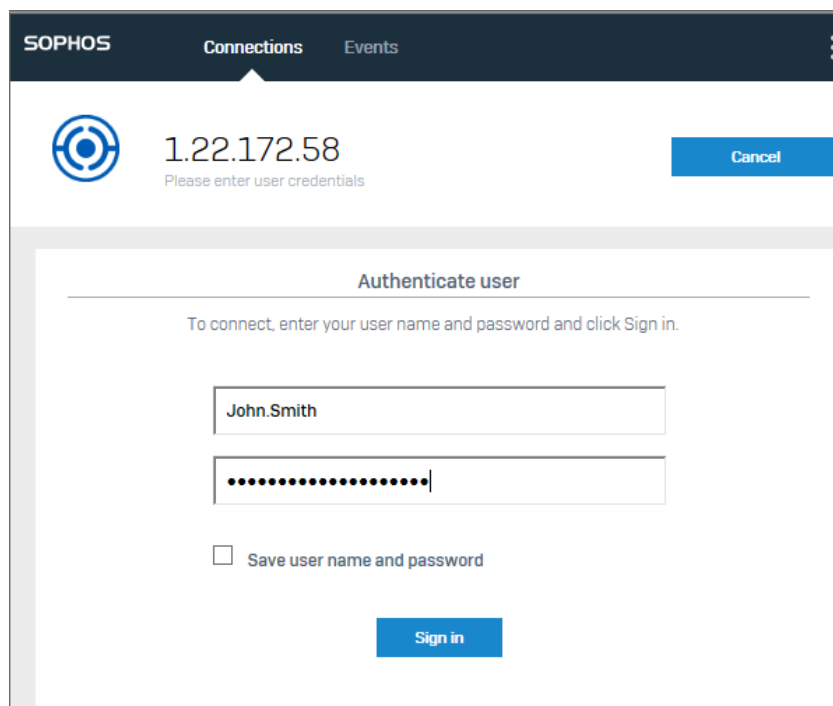
- Once the app opens, click on the 'Connect' button.



- Enter your existing 'Username' & 'Password' to connect to the VPN :
 - 'Username' is the firstname.secondname in your Tiger Gmail ID
 - 'Password' is a combination of your 'Gmail ID password' and **the 'MFA code generated in Sophos Authenticator app in your phone'***.

For e.g., if your Tiger Gmail ID is John.Smith@tigeranalytics.com, your username would be John.Smith

And, if your Gmail ID password is production@123 and the MFA in the app is 312506, then the VPN login password in this instance would be production@123312056



****If you do not have 'Sophos Authenticator App' downloaded in your phone or your Multi Factor Authentication (MFA) is not set-up, please reach out to the [IT Helpdesk](#)**

Step 2 - Change your system password.

- Press Ctrl + Alt + Del
- Click on the option 'Change a Password'.
 - Please enter the password as per Tiger password policy. (Minimum 8 characters with a combination of Alphanumeric + one Special character *@#! \$() &%). You cannot set the last 10 passwords that you had earlier.

Step 3 – Login with new password.

- Please lock the laptop and re-login with the new password.
- You can disconnect your VPN now.
- You may have to re-login to the webmail/phone mailbox with the new password.

For IT Support, Email: it.helpdesk@tigeranalytics.com Phone : 9150086094,915008609

In case, your password has already expired, please reach out to the above team. You will not be able to reset it by yourself.