**Steps to follow when changing your password**

Dear Guardian,

According to the Information Security Policy, passwords should change on a monthly basis. It has come

to our attention that some users are experiencing issues with new passwords not updating to all applications/

systems and the workstation.

Below are the steps to follow with regards to changing your password and ensuring that it updates the workstation

and relevant applications/systems.

**Changing your password and ensuring that it updates/synchronises**

1.     Access Self-Service Password Reset (SSPR): <https://sspr.eskom.co.za>

*2.* Change password

3.     **Note:** After changing your password, the new password must update/synchronise with the workstation and

relevant applications/systems.

**4.     Log into the Virtual Private Network (VPN) with the new password (If you are not already logged onto VPN)**

5.     Press “Alt-Ctrl-Del” to lock the workstation

6.     Press “Alt-Ctrl-Del” again to unlock the workstation and use **the new password**

**\*\*\*** this step is necessary to update/synchronise the new password with the workstation

**NOTE:**

·        The new password will also update to relevant applications/systems.

·        You will need to log into **Microsoft Teams** again with the new password

Should you still experience password issues after following the steps above, please contact the **IT Service Desk.**