

Welcome to the IT Helpdesk User Guide.

1. Resetting Your Password

If you forget your password, visit the company login page and click “Forgot Password.”

Enter your registered email address, and a password reset link will be sent to you.

Follow the link to create a new password. Passwords must be at least 8 characters long and include one number.

2. Setting Up VPN Access

To access internal systems remotely, download the SecureConnect VPN client from the IT portal.

Login using your employee credentials and verify your identity using multi-factor authentication (MFA).

3. Troubleshooting Login Issues

If your account is locked after multiple failed login attempts, contact the IT Helpdesk via email or chat support.