

#35 AT&T VPN Password Reset

Submitted Received via Requester

May 11, 2025 at 13:29 Web Form Travis Head travis.head@manulife.com

Status category Ticket status Type Priority Group Assignee

Solved - Low Support Aleeza Tabassum

Topic

Order

Aleeza Tabassum May 11, 2025 at 13:29

Customer reached out through Slack seeking assistance with AT&T VPN Password Reset, hence raising ticket for the same.

Aleeza Tabassum May 11, 2025 at 13:33

Subject: AT&T VPN Password Reset

Dear Travis.

Thank you for contacting us regarding your AT&T VPN password reset request. We've processed your request and reset your password.

New Password

Your one-time password is: QWgh\$321

Next Steps

To access your AT&T VPN:

- 1. Enter the one-time password correctly when prompted.
- 2. You will be required to reset your password following our password protocol.

Important

The one-time password will expire in 15 minutes. Please reset your password within this timeframe to avoid any issues.

Password Protocol

When resetting your password, ensure it meets our security requirements:

- [Password length]
- [Complexity requirements]
- [Any other specific requirements]

If you encounter any issues or have further questions, please don't hesitate to contact us or raise a ticket.

Thank you for reaching out to us for assistance.

Best regards,

Aleeza Tabassum Roco IT Support Team

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