



# #27 AT&T VPN Password Reset

Submitted		Received via	Requester			
May 10, 2025 at 20:18		Web Form	Zhang Wei Xu <zhang.weixu@example.com>			
Status category	Ticket status	Type	Due date	Priority	Group	Assignee
Solved	Solved	Task		Low	Support	Aleeza Tabassum

**Topic**  
Other

**Aleeza Tabassum** May 10, 2025 at 20:18  
Received a customer inquiry via Slack for an AT&T VPN password reset

**Aleeza Tabassum** May 10, 2025 at 20:22  
Subject: AT&T VPN Password Reset

Dear Zhang,

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: QWnbv@123

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