

Admin Password first time set up - Citrix VDI (1)

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Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/75fea801db677c18c65b6e03ca961934',

'value': '75fea801db677c18c65b6e03ca961934'}

Category: {'link':

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Document Name

Contact Assistance Request Task

Author(s)

Date Published

Document Purpose

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Overview

- In Windows search box type “CMD” or “Command Prompt”
- Right click on “Command Prompt” and Select option “Run as admin”
- Type command: net user su_your Z id * {make sure you enter it as shown here with spaces}
- It will prompt you to type your password. (Note: Cursor will not move when we enter password).
- Again confirm the password.
- Your admin password is set successfully.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.
2. Contact Number – Phone number of person you are trying to reach.
3. EMP ID – EMP id of person you are trying to reach.
4. Issue – Short description of Issue the Caller is experiencing.
5. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

- In Windows search box type “CMD” or “Command Prompt”

- Right click on “Command Prompt” and Select option “Run as admin”
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- You will get the below “CMD”
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- Type command: net user su_your Z id * {make sure you enter it as shown here with spaces}
-
- It will prompt you to type your password. (Note: Cursor will not move when we enter password).
-
- Again confirm the password.
- Your admin password is set successfully.