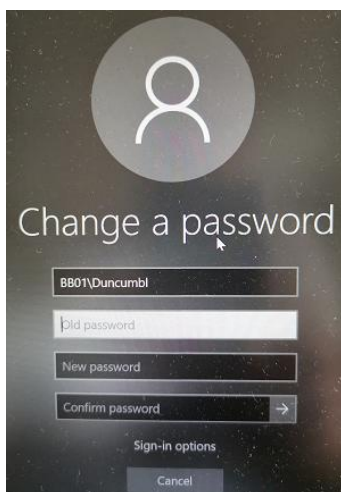
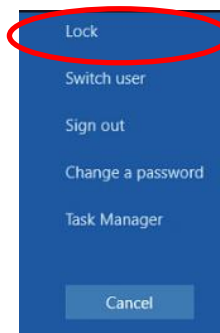
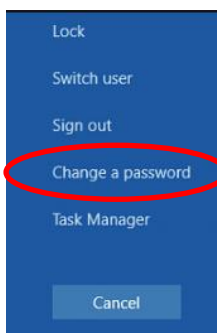


Changing Passwords Remotely

BEFORE YOU BEGIN:

- Please print off, open on work phone (if you have one) or take a photo so that you have these instructions to hand.
- You need to be logged into your work laptop as yourself
- Connected to the **VPN**

1. Log into laptop with current password.
2. Connect to the VPN using current password.
3. Select: Ctrl + Alt + Del
4. Select Change Password.
5. Type in old password
6. Type in new password & press Enter.
7. Select: Ctrl + Alt + Del
8. Select **Lock** and wait 2 minutes.



9. Unlock laptop with new password.
10. Restart laptop.
11. Login with new password.
12. Connect to VPN using new password.
13. Connect to RDS using new password.
14. Work phone – you will be prompted to put in new password.
15. Mimecast App – you will be prompted to put in new password/

Note: If there are issues you may need to have your laptop connected to the network in the office. If you are using a personal device then you will need to reset your password via the password reset portal <https://passwordreset.bateswells.co.uk> - **NOT** via RDS as this will cause problems