# Changing Password using FortiClient VPN

Step 1: Open the Forticlient VPN app on your PC or Laptop and click on ‘SAML Login’:

Graphical user interface, application

Description automatically generated

Step 2: Next, you will be presented with a series of menus asking for your username and password. Enter the username and password that you use to login to your computer, then click ‘Verify’:

Graphical user interface, application

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Once you’ve clicked ‘Verify’, click ‘Send Push’ to send a sign-in request to your smart phone.. Acknowledge the request on your mobile device then the VPN will connect.

Graphical user interface, application

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Note! The connection must reach 100%. If it hangs at 98% mark for some time and doesn’t progress you need to click **disconnect** and go through login steps again until its fully connected.

Once connected the App will automatically minimize from desktop display.

After the VPN is connected; press Control + Alt + Delete simultaneously on keyboard.

Text

Description automatically generated

Step 3: Then select “Change password”

Graphical user interface, application

Description automatically generated

! This window may look different on your laptop.

Step 4: Then enter old password (your current password) and enter new password and confirm in below fields then press enter. Remember the minimum length of the new password must be at least 16 characters long.

Graphical user interface, application

Description automatically generated

Old Password

New password

Re-enter new password

! This window may look different on your laptop.

If you run into any problems, please make sure that you are entering the right old password, New passwords are matching in both fields and that it meets the minimum length requirements. The change password window may look different on your laptop.

Graphical user interface

Description automatically generatedA.5 The password will change, and you will see a similar message as below.

! This window may look different on your laptop.

Please note: Your new password may take a few minutes to sync. You may need to close and re-open any apps that require your new password so you can be prompted to use new password. These apps may include Microsoft Teams and Outlook.

If you run into any issues or password change is not working as always, please log an IT support ticket via below link and we will help 😊.

<https://debitsuccess.atlassian.net/servicedesk/customer/portal/11>