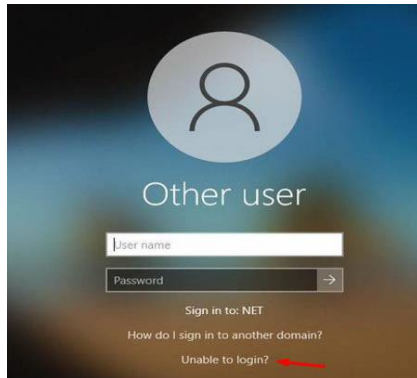


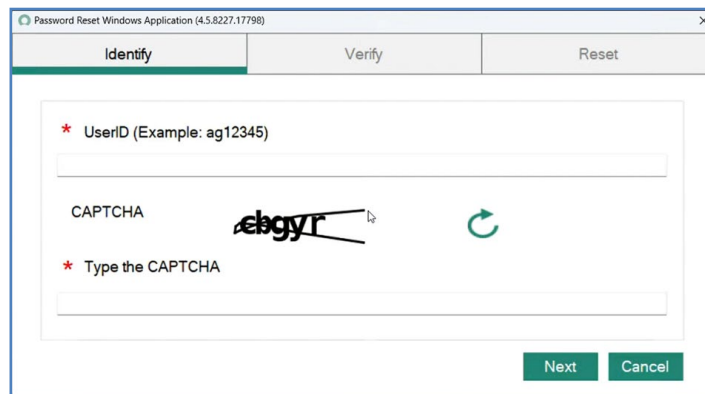
Password Automation

How to Use the Applet to Reset your Password

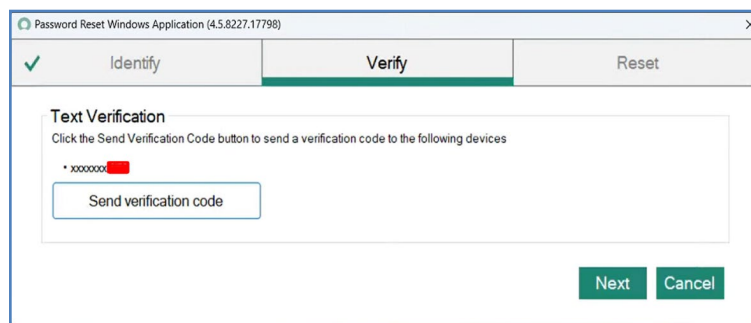
1. Click “Unable to login?” on the Windows login screen



2. Enter “UserID” and CAPTCHA characters and click Next.

A screenshot of the 'Password Reset Windows Application (4.5.8227.17798)' window. The 'Identify' tab is active. It contains a 'UserID (Example: ag12345)' field, a 'CAPTCHA' field with a distorted image of the word 'abgyr', and a 'Type the CAPTCHA' field. There are 'Next' and 'Cancel' buttons at the bottom right.

3. Click Send Verification Code and click Next.

A screenshot of the 'Password Reset Windows Application (4.5.8227.17798)' window. The 'Verify' tab is active. It shows a 'Text Verification' section with a message: 'Click the Send Verification Code button to send a verification code to the following devices'. Below this is a field with a redacted mobile number and a 'Send verification code' button. There are 'Next' and 'Cancel' buttons at the bottom right.

NOTE: If the last 4 of your mobile number doesn't appear on the screen, submit a ServiceNow request to have your mobile number updated in your ServiceNow profile.

[ServiceNow: Update User Account Information - Service Portal \(service-now.com\)](https://service-now.com)

4. Enter Verification Code and click Next.

Password Reset Windows Application (4.5.8227.17798)

Identify Verify Reset

Text Verification
Click the Send Verification Code button to send a verification code to the following devices

• xxxxxxxx

Resend Verification Code

The verification code has been sent and is valid for 10 minutes. If you do not receive the code within the next few minutes, resend and try again.

* Enter verification code

Next Cancel

5. Enter new password twice and click Reset Password. Click Close.

Password Reset Windows Application (4.5.8227.17798)

Identify Verify Reset

Reset Password

Account is not locked

- Minimum 8 characters
- Maximum 28 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s) from these options ~|@#\$%^&*()_+=~{}|

* New password

* Retype password

Reset Password Cancel

Identify Verify Reset

Password Reset Success

Close

6. Proceed to Login

*****If you are NOT on the state network you will need to log into your computer with your OLD password, and then log into VPN with you NEW password*****