

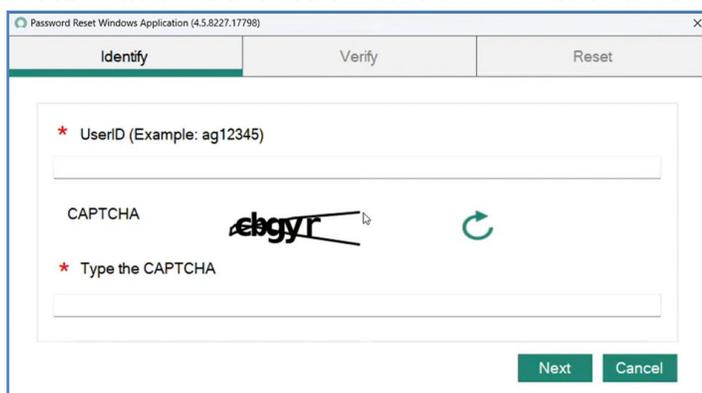
Password Automation

How to Use the Applet to Unlock your Password

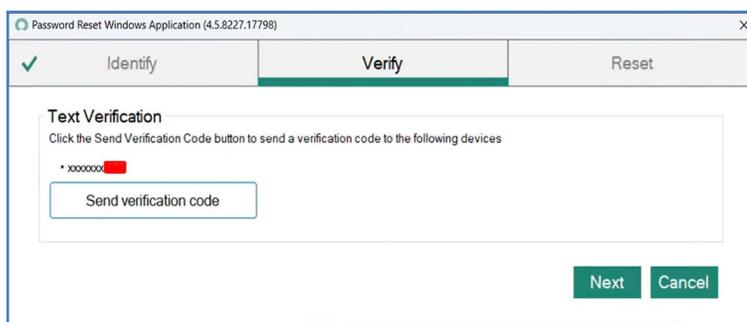
1. Click "Unable to login?" on the Windows login screen



2. Enter "UserID" and "CAPTCHA" characters and click Next.

The screenshot shows the "Password Reset Windows Application" window, version 4.5.8227.17798. The "Identify" tab is active. It contains a "UserID (Example: ag12345)" input field, a "CAPTCHA" section with the text "ebgyr" and a refresh button, and a "Type the CAPTCHA" input field. At the bottom right, there are "Next" and "Cancel" buttons.

3. Click Send Verification Code and click Next.

The screenshot shows the "Password Reset Windows Application" window, version 4.5.8227.17798. The "Verify" tab is active. It contains a "Text Verification" section with a "Send verification code" button. At the bottom right, there are "Next" and "Cancel" buttons.

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 [redacted]

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. Click "Unlock Account" button. Click Close.

Password Reset Windows Application (4.5.8227.17798)

Identify Verify **Reset**

Reset Password

Account locked. Click Unlock Account or Reset Password for a new password

- 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

Unlock account Reset Password Cancel

Password Reset Windows Application (4.4796.0292)

Identify Verify Reset

Account Unlock 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*****

