

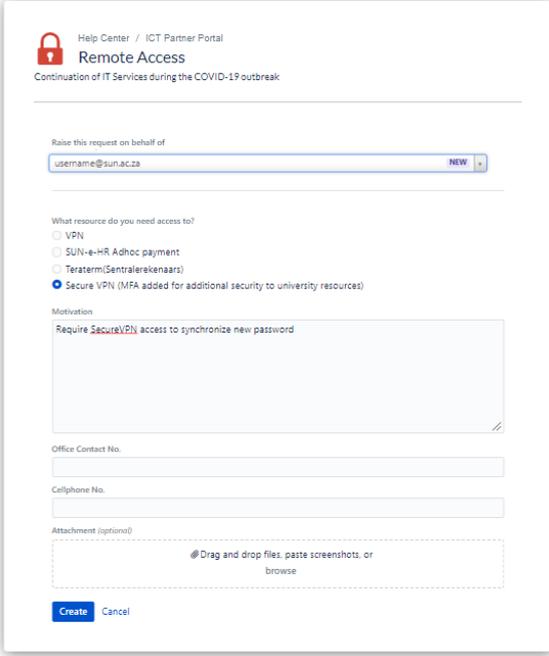
## Password changes when working from home

When working from home you need to follow a few additional steps after you have changed or reset your password. This is to synchronize the new password with the Windows login on your laptop/desktop (also see Step 4)

### Step 1: Setup of Secure VPN

To setup Secure VPN on your device you can follow the [self help guide for Secure VPN](#) or follow these four steps for assistance.

- a. Please log a request by logging on to the [ICT Partner Portal](#).
- b. From the General Requests - select – Remote Access.
- c. Your username will appear in the **Raise this request on behalf of** field.  
If you are raising the request on behalf of a colleague, delete your information and fill in the correct username.
- d. Select SecureVPN – Motivation – Contact Details



The screenshot shows a web form titled 'Remote Access' from the 'Help Center / ICT Partner Portal'. The subtitle is 'Continuation of IT Services during the COVID-19 outbreak'. The form includes a dropdown menu for 'Raise this request on behalf of' with the value 'username@sun.ac.za' and a 'NEW' button. Below this is a section 'What resource do you need access to?' with radio buttons for 'VPN', 'SUN-e-HR Adhoc payment', 'Teraterm(Sentraalrekenars)', and 'Secure VPN (MFA added for additional security to university resources)'. The 'Secure VPN' option is selected. A 'Motivation' text area contains the text 'Require SecureVPN access to synchronize new password'. There are input fields for 'Office Contact No.' and 'Cellphone No.'. An 'Attachment (optional)' section has a dashed border and contains the text 'Drag and drop files, paste screenshots, or browse'. At the bottom are 'Create' and 'Cancel' buttons.

### Step 2: Configuring of Secure VPN

You will receive an ICT reference number via email and a technician will contact you to install the software enabling you to access secure VPN. Once this is completed please, **close all applications** and continue to step 3.

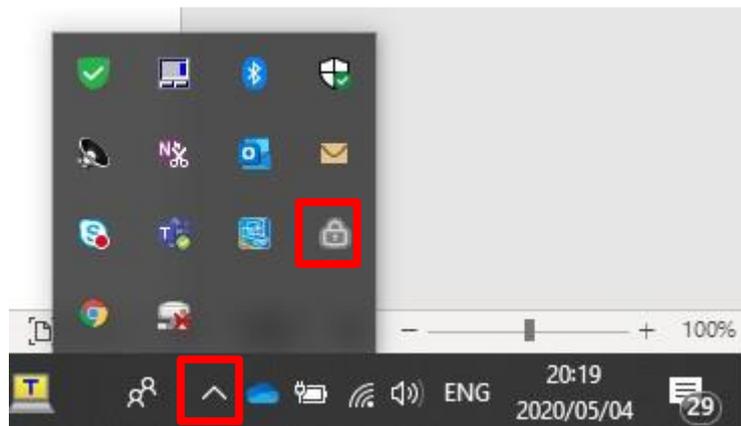
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*Close/Quit all open applications (Skype for Business, MS Teams, Outlook, any Browser Windows, etc.), disconnect VPN (we will connect later with new password to allow syncing to your device).*

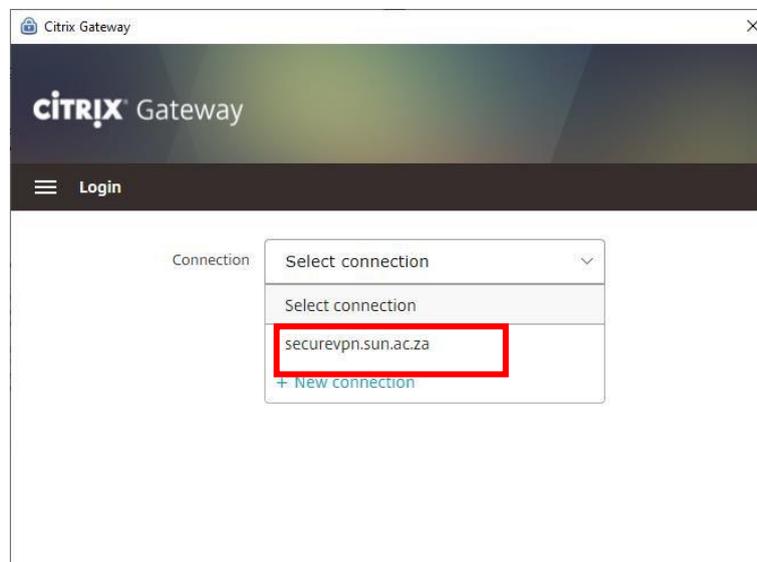
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### Step 3: Connect to Secure VPN

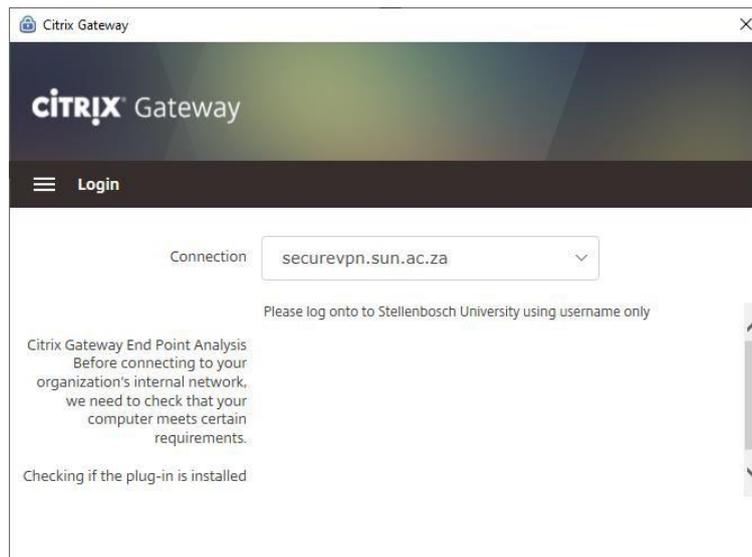
- a. To connect to Secure VPN you will have to click on the up arrow and then on the icon of the Open Citrix Gateway plugin in the system tray.



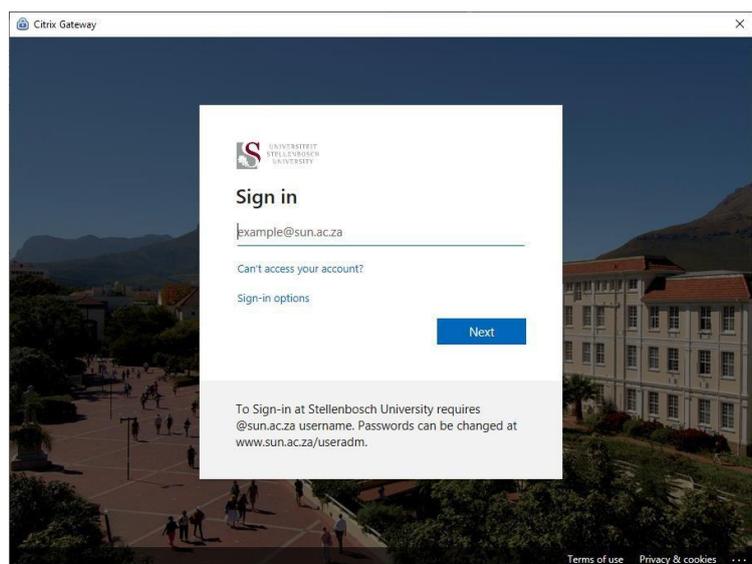
- b. Connect to Secure VPN with your **NEW** password that you just created.



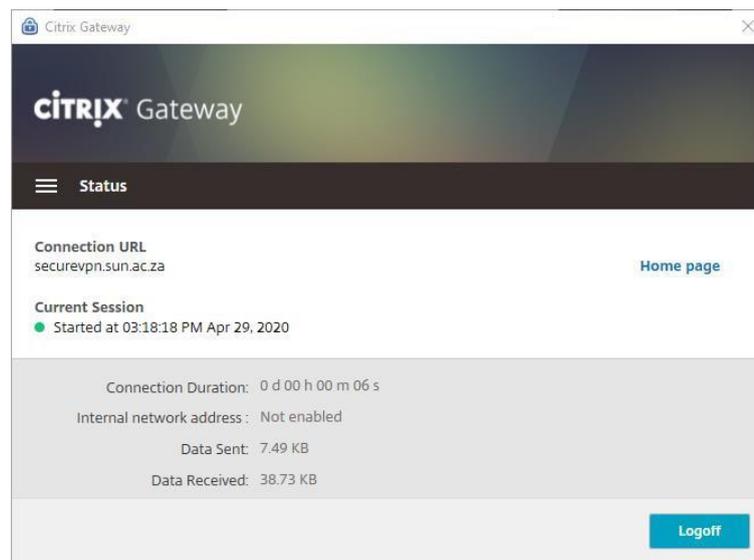
c. You will be prompted to log in.



d. Follow the prompts by entering you email address and new password.

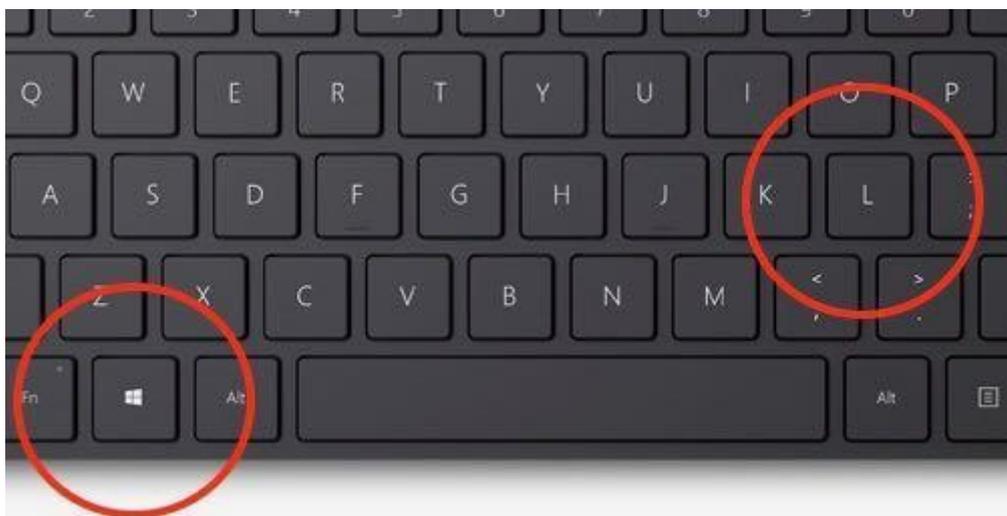


- e. You are now connected to Secure VPN.

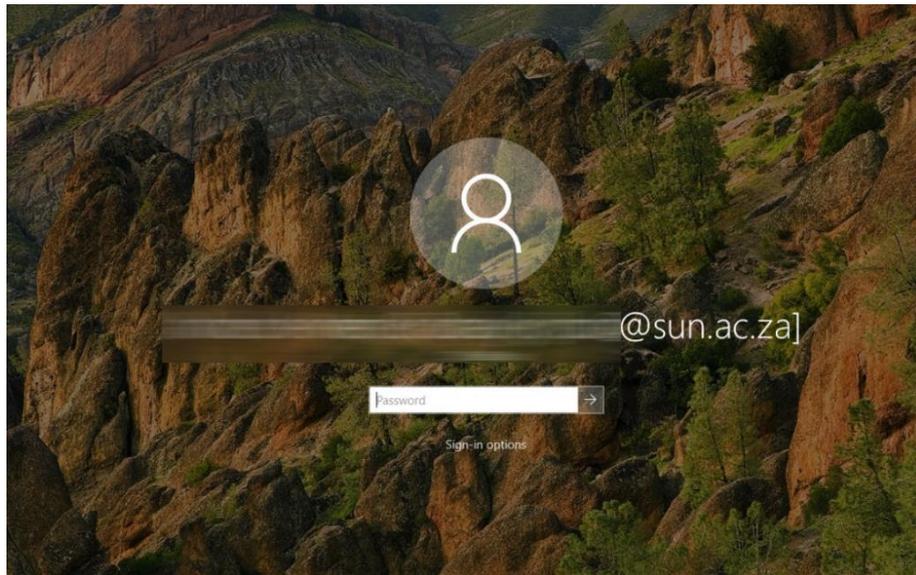


Step 4: Synchronize your new password with the Windows login of your laptop/desktop

- a. Press the Windows key + L (simultaneously) on your keyboard to lock your device.



- b. Unlock your Laptop/Desktop with your newly created password.



- a. Your password is now synced to your Windows login on your device. All other applications using your password will start prompting you for the new password.