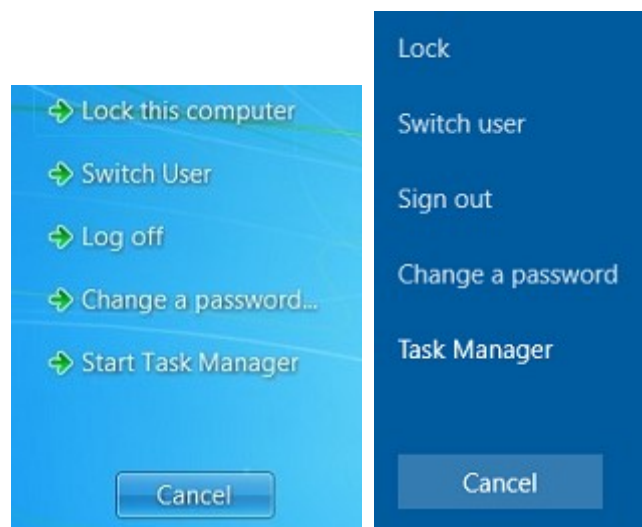


How to Change Your Password Using the VPN

This process will show you how to change your password using the SonicWALL Global VPN on your laptop. Changing your password this way makes sure that it's the same for your laptop, Remote Servers, & email (and for Windows 7, SafeGuard).

- 1) Open the SonicWALL VPN client. Click the **Enable** button, then enter your PinnacleCare username & password. You'll see the Connected message in the System Tray when it connects.
- 2) After the VPN has been connected for FIVE minutes, press **Ctrl-Alt-Del**.
- 3) You will see the **Windows Security** screen appear. Click on **Change a password**.

NOTE: For both sets of images, Windows 7 is on the left, & Windows 10 is on the right.



- 4) Now you'll be on the **Change Password** screen. Enter your current/old Password in the **Old password** field. Then create a New Password that has not been used before in the **New password** field. The new password must be 10 characters in length and must contain 3 of these 4 types of characters: **Capital Letter**, **Lower Case Letter**, **Number** or **Special Character**. Then re-enter your new password in the **Confirm password** field.



- 5) Press **Enter** or click the **Arrow** button to submit the new password.

This password will be used for your **Computer, Outlook, Remote Desktop, and Email Password** in **MobileIron Email+**. If you have Windows 7, it will also be the password for SafeGuard. You will need to change your password every 90 days.

NOTE: If your laptop has Windows 7, leave the VPN connected for 30 minutes while continuing to work after changing your password. This is to give SafeGuard time to synchronize itself with the SafeGuard server. Then reboot your laptop & use your new password at the SafeGuard logon screen. If the new password doesn't work, enter your old password to continue. Syncing your SafeGuard password will require a Remote Support (Zoho) session. Please contact Joe Ferguson (CC Dave Shepardson).