


How to change your password while working remotely

For Windows user with VPN access:

1. Ensure you are not logged into or using RAS, Jenzabar, or Remote Desktop.
2. Connect to the FortiClient VPN.
3. Press Control + Alt + Delete simultaneously, one time.
4. On the menu that appears, choose Change a Password.
5. On the next screen, enter your old password where requested. Enter your new password and your confirmation where requested.
6. Click the arrow that points to the right.

For Mac users with VPN access:

1. Ensure you are not using RAS, Jenzabar, or Remote Desktop.
2. Connect to the FortiClient VPN.
3. Make sure your Mac is connected to the network. To check your connection, choose Apple menu  > System Preferences, then click Network. Your type of network connection is listed on the left. The indicator next to it should be green.
4. To reset the password, choose Apple menu > System Preferences, then click Users & Groups.
5. Click on your username and select Change Password.
6. Input your old password and insert your new password and verify the password and click on Change password.

For users who do not have UI&U issued devices:

Please use the tools on CampusWeb, Help Desk tab, Password and ID Help, or call the 24/7 help desk at 888-858-6466.

https://campusweb.myunion.edu/ICS/HELP/Password_and_ID_Help.jnz