

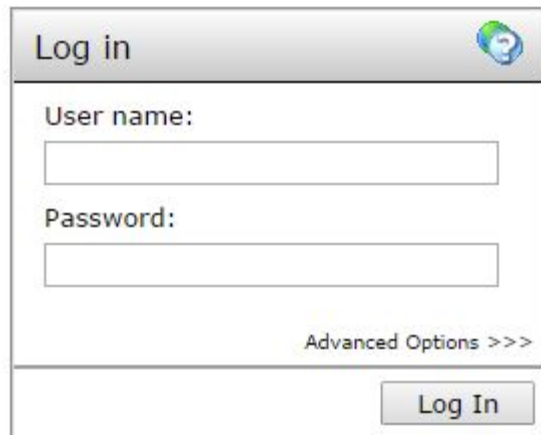
Working remotely and Password has already expired

Modified on: Thu, Feb 26, 2015 at 11:54 am

If your password has already expired but you can still log in to or are already logged in to your work computer, you can change it via Citrix.

1) Launch Internet Explorer and go to <https://apps.swinerton.com>. (<https://apps.swinerton.com>)

2) In the **Log in** section, enter your **User name** and **Password** and click **Log In**. **NOTE: Use your old, expired password here.**



The screenshot shows a web browser window with a title bar that says "Log in" and a small globe icon. Below the title bar, there are two input fields: "User name:" and "Password:". Below the "Password:" field, there is a link that says "Advanced Options >>>". At the bottom right of the form, there is a "Log In" button.

3) Once you have logged in, you will be notified that your password has already expired and needs to be reset.

4) Reset your password.

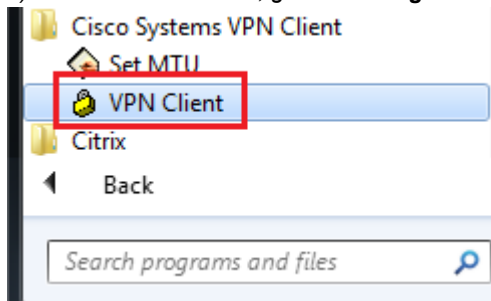
Complexity Requirements: you need to meet 3 of the 4 following items.

- upper case
- lower case
- number
- symbol (examples: ! @ # \$ % ^ & *)

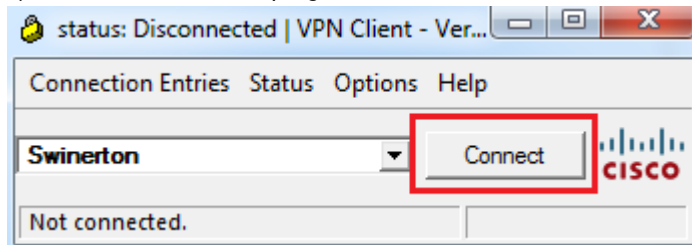
The system also remembers the last 5 used passwords so you would need to select something new.

Important: Your computer and network passwords are different and now need to be synchronized. Follow these steps:

1) Click the Start button, go to **All Programs > Cisco Systems VPN Client > VPN Client**.



2) Within the VPN Client program, click **Connect**.

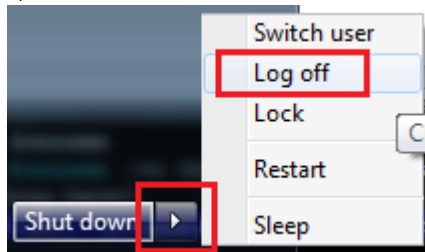


3) Enter your **new** password here, the one you just set above.

4) Confirm you have successfully connected by checking for the yellow padlock icon in your system tray. Make sure the padlock is closed / locked.



5) Click on the Start button and select **Log Off**.



6) Log right back in to the computer with your **new** password.