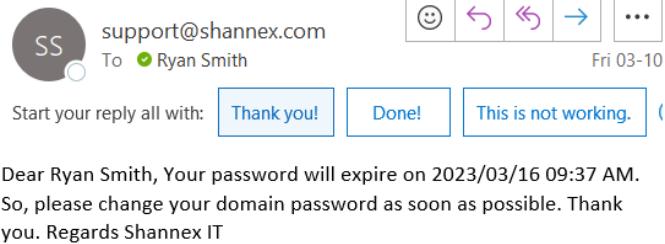# Updating your password after it has expired
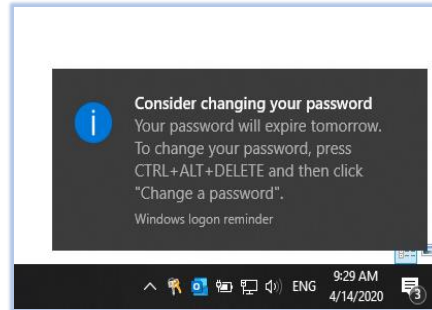

Password Expiry Notification
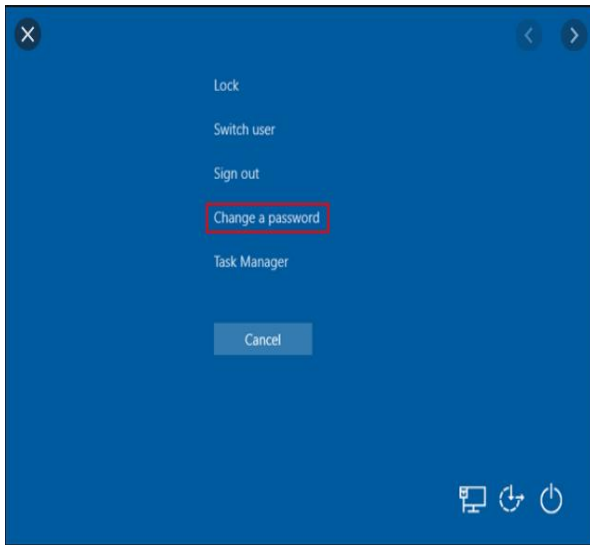
SS support@shannex.com
To ● Ryan Smith   Fri 03-10

Start your reply all with: [Thank you!] [Done!] [This is not working.]

Dear Ryan Smith, Your password will expire on 2023/03/16 09:37 AM. So, please change your domain password as soon as possible. Thank you. Regards Shannex IT

Consider changing your password
Your password will expire tomorrow. To change your password, press CTRL+ALT+DELETE and then click "Change a password".
Windows logon reminder

ENG 9:29 AM 4/14/2020

- You will be reminded that you need to update your password every 90 days
- This reminder may appear a few different ways:
  - Email
  - Windows reminder
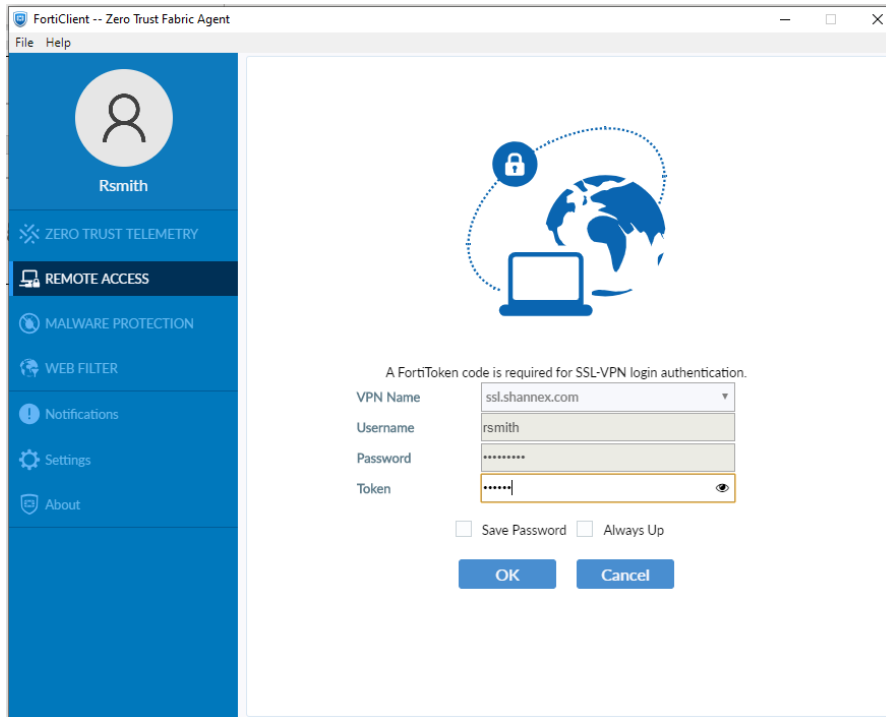- **IF your password has already expired your options for fixing this will vary**

Lock
Switch user
Sign out
Change a password
Task Manager

Cancel

Change a password

your username here   ✕
Old password
New password
Confirm password   →

Option 1: Updating your expired password at work

- Once your password has expired, you can only update it yourself by plugging into a wired connection at work. This may involve plugging an ethernet cable directly into your computer or using your docking station (which has an ethernet cable plugged directly in)
- Once you are connected to the wired connection, turn on your computer and you will immediately be prompted to update your password. If you are not prompted, you may login and press CTRL+ALT+DELETE at the same time to for a password change.

NOTE: YOU CANNOT UPDATE AN EXPIRED PASSWORD OVER WI-FI

Updating your password after it has expired

Option 2: Updating your expired password if you cannot get physically into work

- If you are unable to plug into the corporate network as per the previous step, you will need to engage IT to update your password by submitting a ticket or calling 1-800-565-7564
- IT will update your password and provide it to you so you may login via VPN
  - o This process will involve logging into your computer using your existing password
  - o Connecting via VPN using the password provided by IT
  - o Finally, you will need to lock (windows+L) your computer to ensure your computer is updated with the new password
  - o For more information on updating your password via VPN please see "Updating your password remotely using VPN"

Note: You may be prompted to provide your updated password to use Teams or if you have Shannex email on your cell phone.