

Network Password Change

As we move towards a remote working environment for the shelter-in-place order, there has been some questions regarding how to change the network password with or without having to come into the office. The instructions below should help you to do so. ***Please do this on your laptop.***

To change the network password from home:

1. Connect *GlobalProtect*
2. Press CTRL+ALT+DEL and choose "Change a Password"
3. Change password

To change the network password onsite in the office (BRING YOUR LAPTOP):

1. Connect to the WiFi network *SCC_EMPLOYEE*. Do NOT connect *GlobalProtect*
2. Press CTRL+ALT+DEL and choose "Change a Password"
3. Change password

The new password you created will be the same for both your office Desktop as well as your Laptop when you are working from home.

***IMPORTANT:** During this time, do NOT change your network password using your desktop. This is to prevent the login credentials on your laptop from being out of sync with the rest of the network, which will prevent you from accessing your shared drives and using AIMS.*

If you have any questions or run into any issues, please do not hesitate to email the ASR Helpdesk at asrhelpdesk@asr.sccgov.org or submit a ticket. We are here to assist you.