


# Cannot log into Computer after password change.

Instructions for updating the login password for your ASU computer after changing your password while off campus.

 ASU computers do not get password updates when not connected to the campus network.

## Step-by-step guide

1. Log into your computer with your **former password**
2. Connect to ASU campus using VPN software (Pulse, OpenVPN, etc) you will need to log into this software with your **new password**.
3. Lock the computer  
MAC - Click Apple > Lock Screen  
PC - Press Ctrl-Alt-Del > Lock
4. Log back into computer with your **new password**

Please contact the Technical Support Help Desk further if assistance is needed. 828.262.8324

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