

Cannot log into Computer after password change.

Instructions for updating the login password for your university-managed computer after changing your password while off campus.



App State 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 App State using our Virtual Private Network (VPN) software (Cisco Secure Client). 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 your computer with your **new password**.

Please contact the ITS Help Desk further if assistance is needed at 828.262.8324.

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