

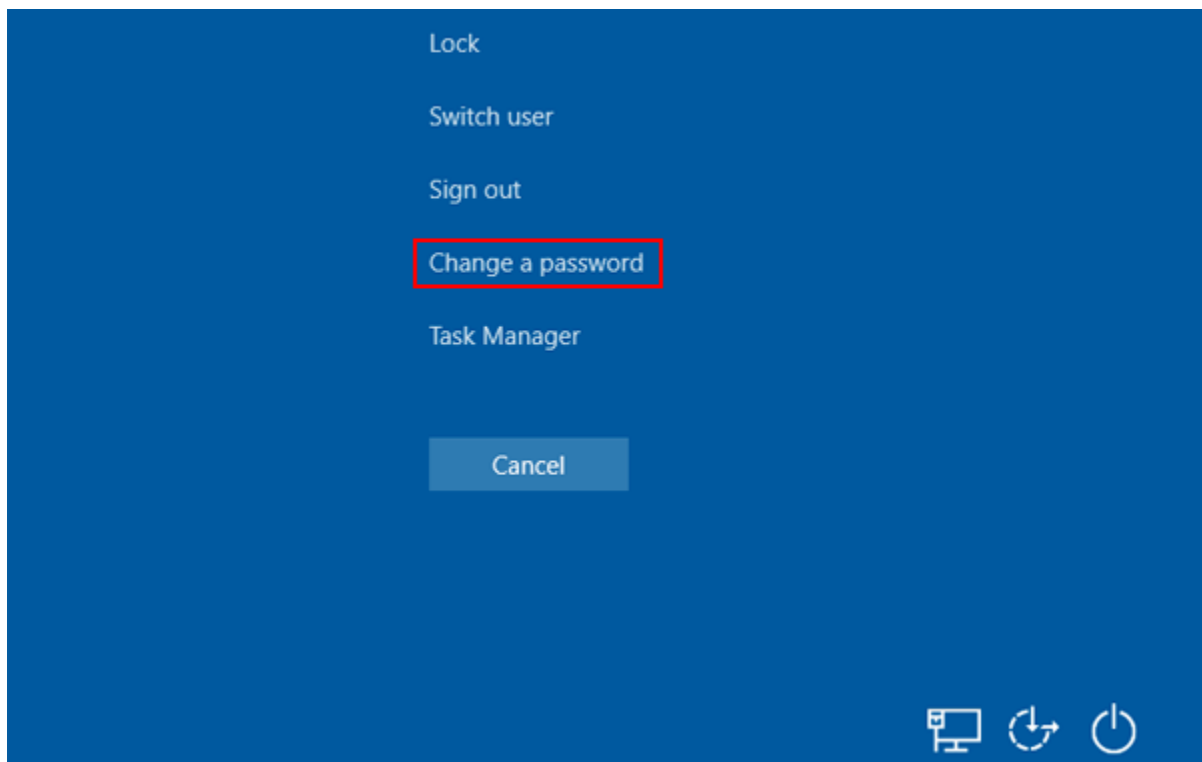


How to Reset or Unlock your Account

1. If working remotely, connect to the FortiClient VPN first.
2. While connected to VPN or in the office, press the following keys on the keyboard: Ctrl + Atl + Delete (On a Mac, use Command + Option + Escape)



3. Select "Change a Password" from the menu



4. Enter your current password (Old Password)

5. Enter your new password (New Password –
 - a. Password length must be a minimum of eight (8) characters in length
 - b. Passwords must consist of at least three (3) of the following characteristics:
 - i. Upper Case characters
 - ii. Lower Case characters
 - iii. Numeric characters
 - iv. Special characters (e.g. !*\$#).•
 - c. Passwords **must** be different than the previous three (3) used passwords.
6. Enter your new password again (Confirm Password)
7. Press Enter to save this change

Change a password

your username here ×

Old password

New password

Confirm password →

8. Once your password is changed, you will need to log into Teams, OneDrive, and all Office Applications (PowerPoint, Word, Excel). Most of these applications will prompt you for the new password.
9. **To prevent getting locked out, you must continue to stay on VPN for 30 minutes after you have changed your password.**
10. Lastly, re-login to any applications you've installed on your mobile device (Outlook, Okta, Office apps)

An FYI on Password Security

You'd never share your toothbrush – so why would you share your password? You may trust your friend's intentions, but you may not be able to trust their hygiene! Stay vigilant with who has access to your passwords... and your toothbrush.

For additional info, visit the TPI Composites IT Resource Center: <http://ithelp.tpicomposites.com>