



This guide provides instructions on how to reset and sync your password if you work remotely.

Step 1: Password Reset

Resetting Password: Password has Expired	Resetting Password: Proactive Windows Prompt
<ul style="list-style-type: none"> Reset password via UH password reset page. Connect to Global Protect  and enter new password. 	<ul style="list-style-type: none"> Follow the on-screen prompts. Ensure you are connected to Global Protect  and enter new password.

Step 2: Syncing Password - Password Has Been Reset over Global Protect

Windows 11

To resolve the issue of incorrect populating after a password reset, perform the following actions:

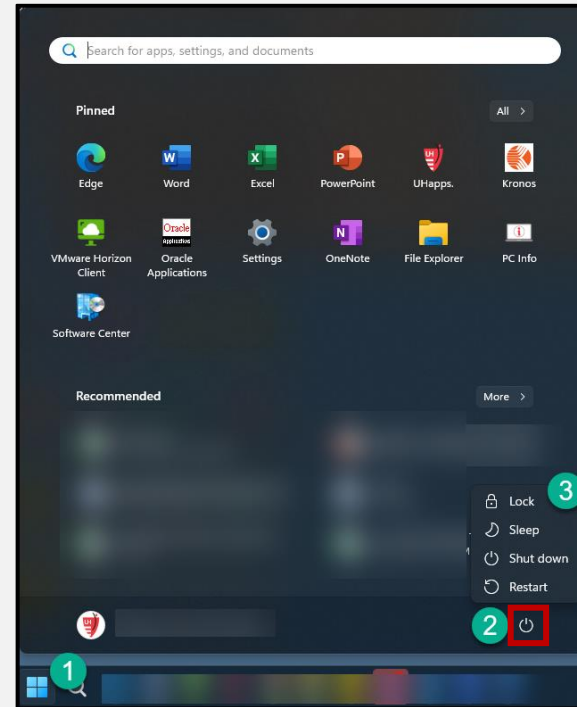
1. After your password is reset, click the **Windows Start** button.
2. Click the virtual **Power Button**.
3. Click **Lock** to lock your computer.
4. **Log back in** using your **UH credentials**

Windows 10

To resolve the issue of incorrect credentials populating after a password reset, perform the below actions:

1. After your password is reset, click the **Windows Start** button.
2. Right click on the **Imprivata** icon.
3. Click **Lock** to lock your computer.
4. **Log back in** using your **UH credentials**.

Windows 11



Windows 10

