

Resetting your university password while working from home

When you are working from home and you are prompted to change your password you will have to follow the additional steps listed below. The reason for these additional steps is to synchronize your new password with you Windows logon on your laptop/desktop.

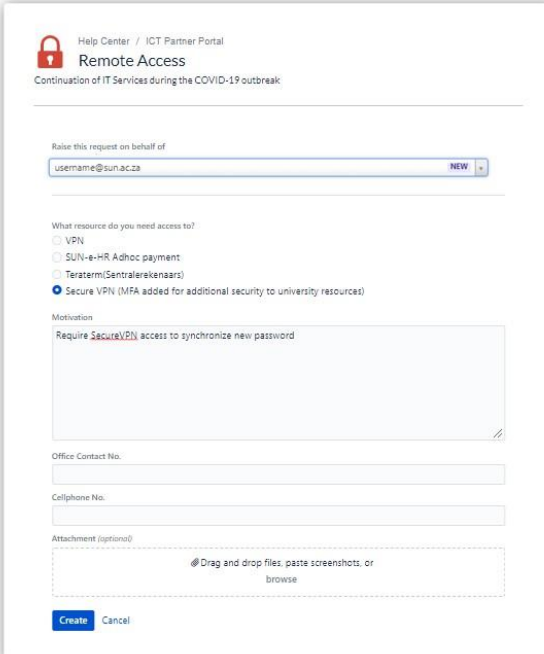
Step 1:

Request access to SecureVPN

- Please log a request on <https://servicedesk.sun.ac.za/> and navigate to ICT Partner Portal.
- From the *General Requests* - select – **Remote Access**.
- Your username will appear in the – *Raise this request on behalf of field*.

If you are raising the request on behalf of a colleague – delete and fill in the correct username.

- Select *SecureVPN – Motivation – Contact Details*.



The screenshot shows a web form titled "Remote Access" under the "Help Center / ICT Partner Portal". The subtitle is "Continuation of IT Services during the COVID-19 outbreak". The form includes a dropdown menu for "Raise this request on behalf of" with the value "username@sun.ac.za" and a "NEW" button. Below this is a section "What resource do you need access to?" with four radio button options: "VPN", "SUN-4-HR Adhoc payment", "Teraterm(Sentrolerekenars)", and "Secure VPN (MFA added for additional security to university resources)". The "Secure VPN" option is selected. A "Motivation" text area contains the text "Require SecureVPN access to synchronize new password". Below the motivation area are input fields for "Office Contact No.", "Cellphone No.", and "Attachment (optional)". The attachment field has a dashed border and contains the text "Drag and drop files, paste screenshots, or browse". At the bottom of the form are "Create" and "Cancel" buttons.

Step 2:

Configuring of Secure VPN

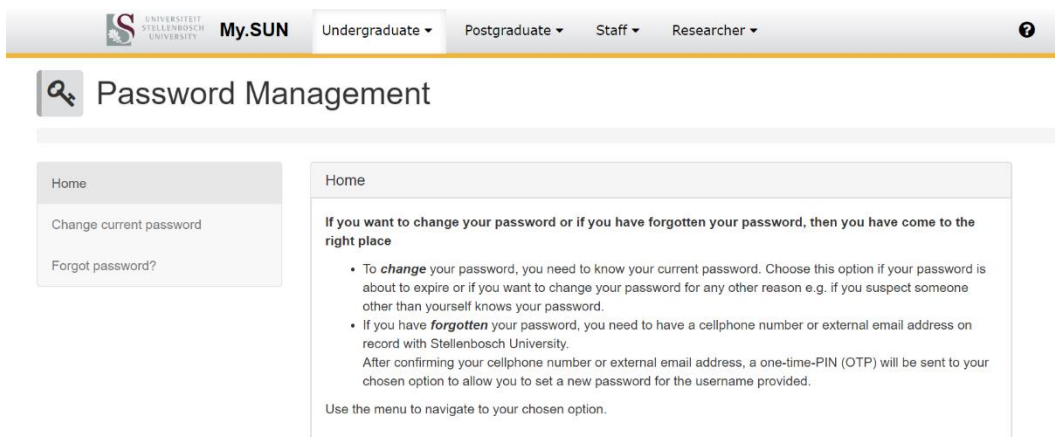
You will receive an ICT reference number via email and a technician will contact you to install the software enabling you to access secure VPN. Once this is completed please **close all applications** and continue to step 3.

Close/Quit all open applications (Skype for Business, MS Teams, Outlook, any Browser Windows, etc.), disconnect VPN (we will connect later with new password to allow syncing to your device).

Step 3:

Reset your password

- a. Open a new browser window and browse to www.sun.ac.za/password and select **Change current password**.



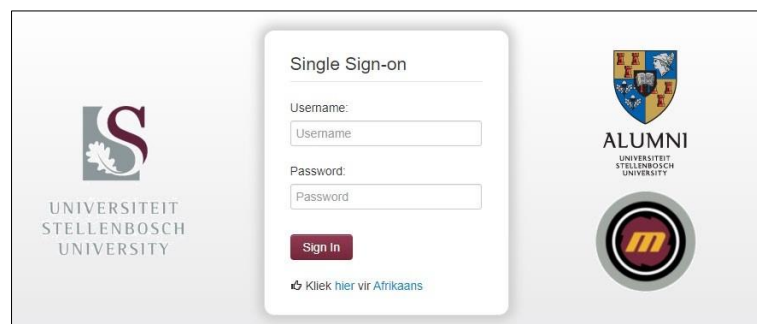
The screenshot shows the My.SUN portal header with navigation tabs for Undergraduate, Postgraduate, Staff, and Researcher. Below the header is a search icon and the title 'Password Management'. A left-hand menu contains 'Home', 'Change current password', and 'Forgot password?'. The main content area, titled 'Home', contains the following text:

If you want to change your password or if you have forgotten your password, then you have come to the right place

- To **change** your password, you need to know your current password. Choose this option if your password is about to expire or if you want to change your password for any other reason e.g. if you suspect someone other than yourself knows your password.
- If you have **forgotten** your password, you need to have a cellphone number or external email address on record with Stellenbosch University. After confirming your cellphone number or external email address, a one-time-PIN (OTP) will be sent to your chosen option to allow you to set a new password for the username provided.

Use the menu to navigate to your chosen option.

- b. You will be directed to the following page, enter **Username** and **Password** and click **Sign in**



The screenshot shows the 'Single Sign-on' page. On the left is the Stellenbosch University logo. In the center is a form with the following fields:

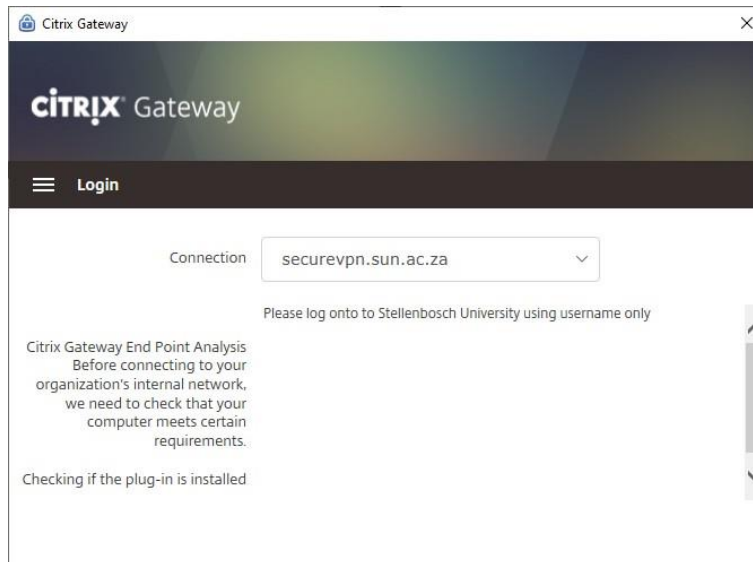
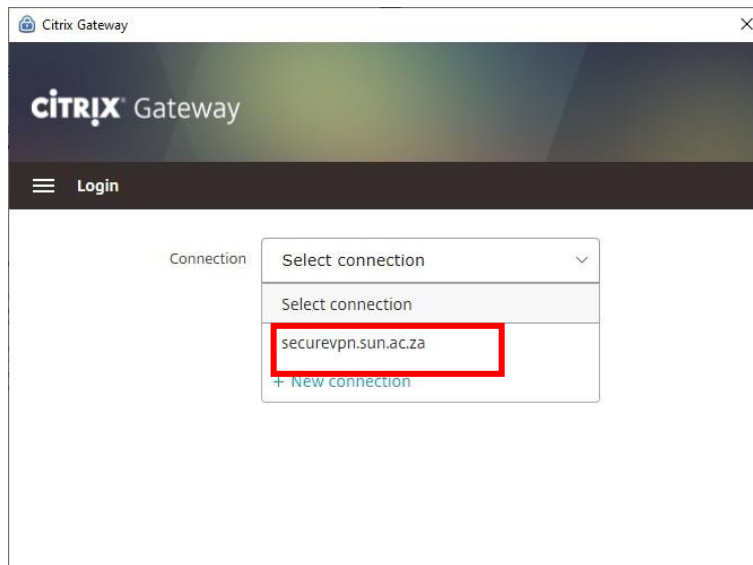
Single Sign-on

Username:

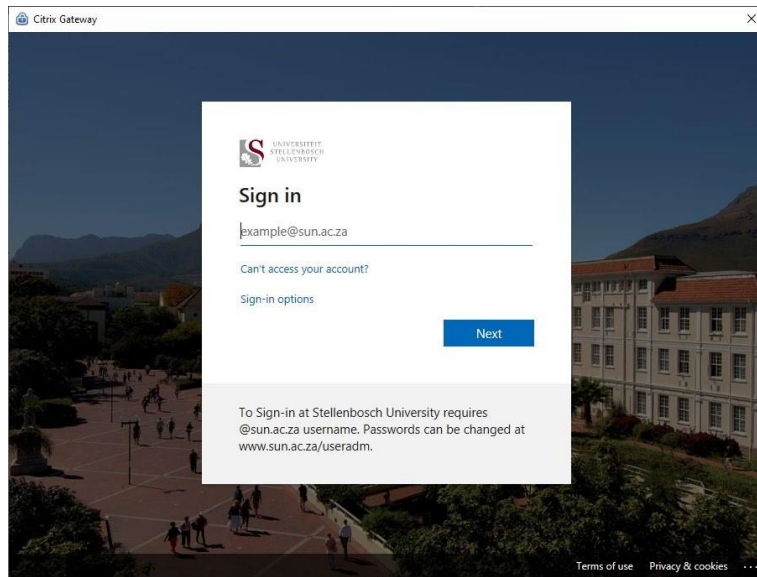
Password:

[Kliek hier vir Afrikaans](#)

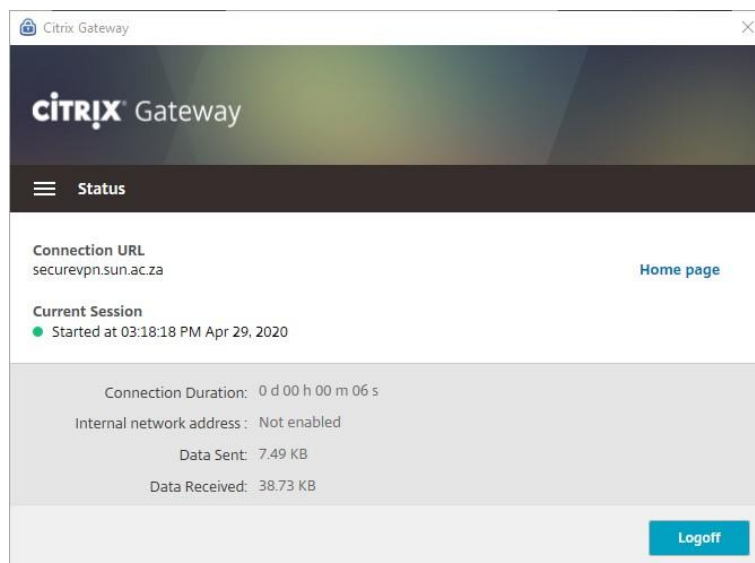
On the right is the 'ALUMNI' logo with the Stellenbosch University crest and a circular logo with a stylized 'M'.



- c. You will be prompted to log in. Follow the prompts by entering you email address and new password.



d. You are now connected to SecureVPN.



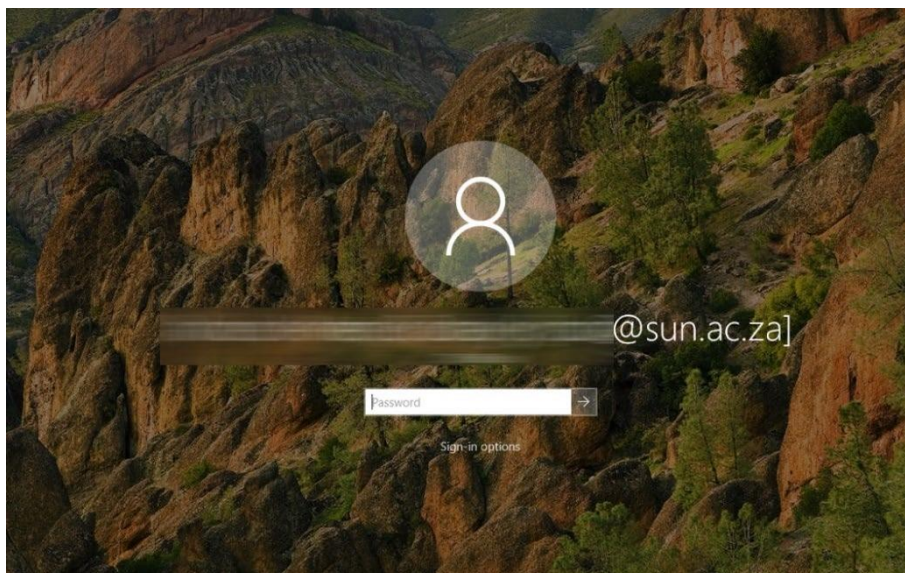
Step 5:

Synchronize your new password with the Windows logon of your laptop/desktop

- a. Press the Windows key + L (simultaneously) on your keyboard to lock your device



- b. Unlock your laptop/desktop with your newly created password.



- c. Your password is now synced to your Windows logon on your device. All other applications that use your password will start to prompt for the new password.