## Password Reset Through URL (Option - 1)

This Option will work for all VDI / Laptop / Global Protect / FortiGate VPN users.

- 1. Open the URL in chrome or Internet explorer this URL works with open Internet.
- 2. <u>https://rsss.royalsundaram.in/authorization.do (OR )https://10.46.10.46/</u>
- 3. Login with Windows Username and Password.

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#### 4. <u>Select any one this option (If Google authenticator not enabled select security question option)</u>

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	Select one of the option below to prove your identity This process helps us verify that it is indeed you who is requesting access  Security Questions Google Authenticator					

5. Enter code or security answers and click continue.



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#### 6. <u>Select the Self Service option.</u>



### 7. <u>Select Change password option to change the new password</u>

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### Password reset for VDI users. (Option - 2)

- 1. Login <a href="https://royalsundaram.org.in/vpn/index.html">http://10.46.10.58/Citrix/RSGISTOREWeb/</a>
- 2. Login with windows Username and password.



### 3. Once Logged in select the citrix icon and select the three dots icon and select the Crtl+Alt+Del



#### 4. <u>Select the change a Password.</u>

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#### 5. <u>Set the new password.</u>



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# Password Reset for Laptop (Global Protect) Users. (Option- 3)

1. Users can reset the password with Option 1 or connect the global protect.



2. <u>Press Crtl+Alt+Del and select the change password.</u>

Lock	
Switch user	
Sign out	
Change a password 🔖 🗲 🔤	
Task Manager	
Cancel	

#### 3. <u>Set the New Password.</u>

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	IND\ITTeamlead
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	New password
	Confirm password →
	Sign in to: IND
	Cancel

# Password Reset for Laptop (VPN) Users. (Option- 4)

1. Users can reset the password with Option 1 or connect the forti VPN



2. Press Crtl+Alt+Del and select the change password.



3. Set the New Password.

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	Sign in to: IND How do I sign in to another domain?	
	Cancel	

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