

How to update your HS password

If your HS password hasn't expired yet:

Laptop:

1. **Connect to a VPN**, either the Cisco VPN or the Big IP VPN. **After testing, it does appear that the process is faster if you're using the Big IP VPN.**
2. **Make sure that you're connected to our network drives** (F:, Y:, etc.).
3. Click on **Ctrl + Alt + Delete** and choose **Change a Password**.
4. Update your HS password and hit Enter.
5. **Wait a few minutes...**
6. **Outlook should prompt you for your new HS password** and verification via a DUO push.

Troubleshooting:

- a. **If Outlook doesn't prompt you after a few minutes**, exit Outlook and the VPN and restart your laptop.
- b. **Log in to your laptop with your NEW HS password.**
- c. **Connect to a VPN and verify that you're connected to our network drives.**
- d. **Open Outlook.** (You may be prompted now for your new HS password and verification via DUO.)
- e. **If you're still not prompted for your new HS password via Outlook**, close Outlook and look for an Outlook icon in the bottom right taskbar with an exclamation mark on it.
- f. Click on this icon and choose Open Outlook, which will open the Outlook credentials box.
- g. Enter your new HS password and verify via DUO.
- h. Call HIT at 434.924.5334 if these steps don't work.

Remember that your laptop and Outlook passwords should always match.

Smartphone:

1. You may or may not need be asked to enter your new HS password via Outlook on your iPhone/Android.

Troubleshooting:

- i. If Outlook stops receiving new emails after signing in with your new HS password or you're asked to sign in to multiple times, try the following:
 - i. Restart your smartphone.
 - ii. Toggle the enable logging button off and on and make sure that the VPN is on under the tunnel app.
 - iii. Reset your Outlook account under Outlook Settings, Accounts, Microsoft 365.
 - iv. You may need to do these steps more than once. Be patient.
 - v. Call HIT at 434.924.5334 if none of these steps work.

If you know your HS password **HAS** expired:

1. Use your old HS password to log on to your laptop.
2. Connect to the Cisco VPN. (You might not be able to access the Big IP VPN.)
3. Follow steps 2-6 above and the smartphone steps as applicable.

OR

1. You can go to portal.uvahealth.virginia.edu where you will be prompted at log in to update it. **The portal will only work if your HS password has EXPIRED.**

If you're planning to be at 2420, update your HS password using the *hscs-wireless* Wi-Fi network BEFORE connecting to a port replicator (No VPN needed). Do not try to update your HS password while connected to a port replicator. You will have issues.

If you have problems updating your password, please call the HIT Helpdesk at 434.924.5334.