

## How to Change Your Corporate Password

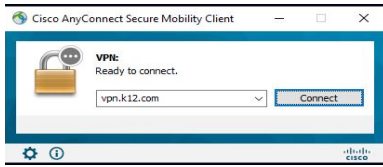
To reset your Stride corporate password, follow the instructions below. If you require assistance after referring to this document, please contact Helpdesk or submit a Helpdesk ticket.

- For Corporate users (Stride, Galvanize, Tech Elevator, MedCerts): <http://k12cit.com>
- For school staff: <https://k12rit.com>
- Call 855-512-4357

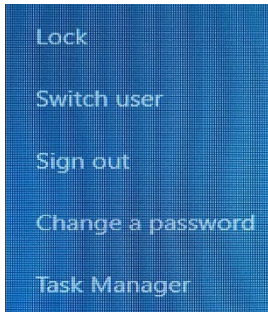
Below are two sets of instructions. Choose which one best applies to you to change your password.

### Windows Users who use VPN and/or have encrypted Windows hard drives; *not for school-based users or those who use non-Stride/K12-issued machines*

1. Launch VPN: Search for *VPN* on your device to find and launch the Cisco AnyConnect Secure Mobility Client app.
2. Enter `vpn.k12.com` in the field and click Connect. Enter your email, password, and MFA code.



3. Once connected to VPN, hit the CTRL+ALT+DELETE keys.
4. A menu will appear; choose "Change password".



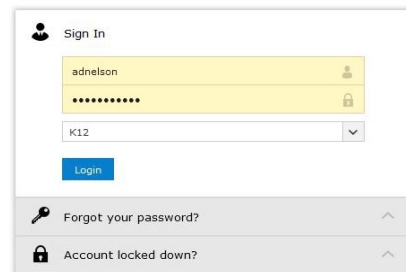
5. Enter your current password.
6. Enter in a new password. Passwords must include a minimum of 8 characters and include a combination of uppercase and lowercase letters, numbers, and characters.



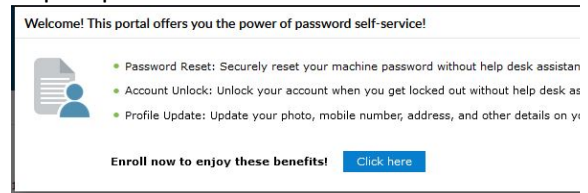
### Everyone Else, including:

- School-based staff and teachers
- Galvanize, Tech Elevator, and MedCerts employees
- Staff using non-Stride/K12-issued machines
- MAC Users
- Windows Users who do not use or are unfamiliar with VPN

1. Go to `password.k12.com`.
2. Enter your current Username (e.g. janedoe – not your complete email address) and Password in the Sign In box and click Login.



3. If you are prompted with "Enroll now to enjoy benefits", click the button "Click here" to continue. If you did not receive this message skip steps 3 and 4.

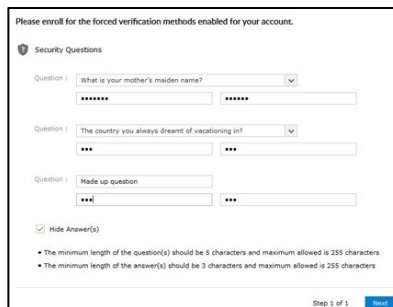


4. Select security questions and provide answers.

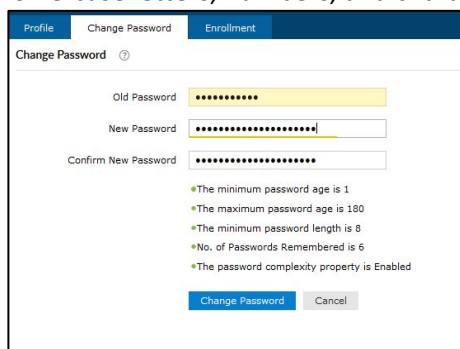
*Continued...*

7. Hit the Enter key.
8. Click OK.

You have successfully changed your password



5. Click Change Password tab.
6. Provide your “old password” and “new password” in the required fields. Passwords must include a minimum of 8 characters and include a combination of uppercase and lowercase letters, numbers, and characters.



7. Click “Change Password” to complete.
8. Next open “System Preferences” on your Mac device.
9. Select “Users and groups”.
10. And select “Change Password” and provide “old password” and “new password” to match your stride email password in the required fields.
11. Log out of your device, then log back in.
12. You will then be prompted to enter your new password in Outlook or any other O365 application.

You have successfully changed your password

### What to expect after you reset your password

- It may take up to 30 minutes for your new password to sync across all platforms and devices.
- You will not be able to login to any application, such as SharePoint or Webmail, with your new password until it is synced. This includes accessing mail on your mobile devices (phone, tablet).
- While systems are syncing to your new password, you will be able to log into systems with your old password. Once synced, the systems will no longer accept your old password and you will be prompted to sign in using your new password.
- If your old password is saved on any of your devices, you may need to change your saved password to your new one.