

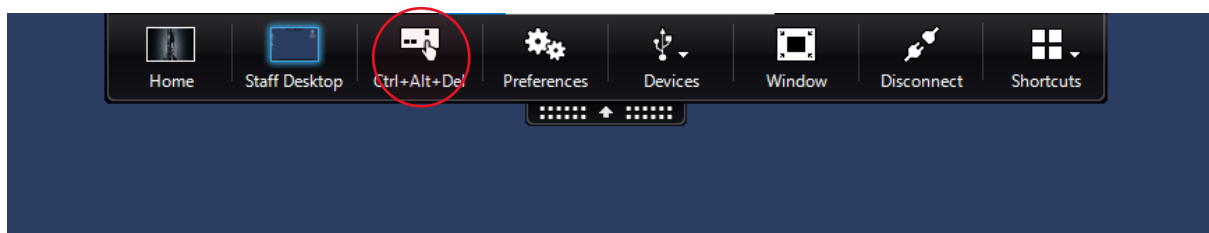
# How to change your password when “Off Site”

You can change your password when at home, but this needs to be done before your current password has expired.

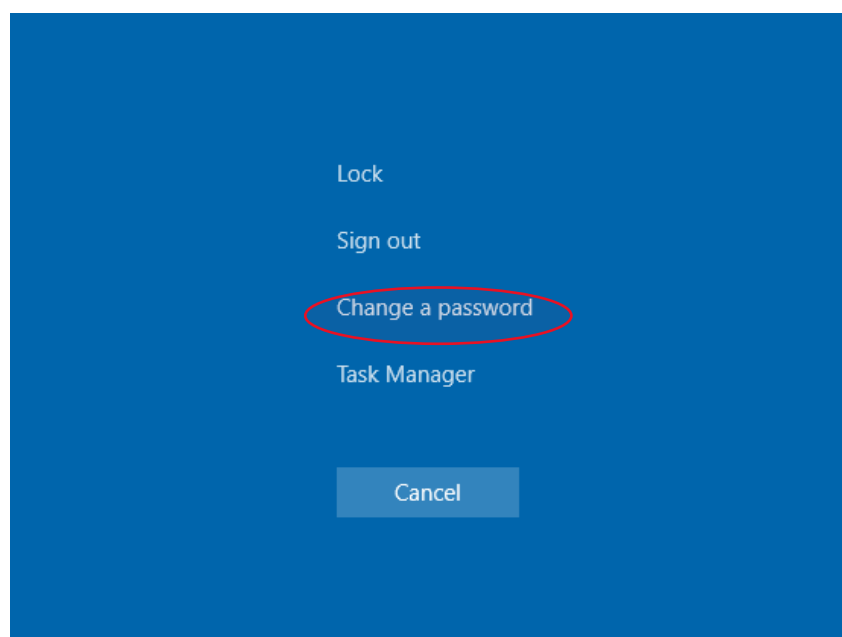
Open your school desktop in Citrix on your computer and navigate to the top of the screen where there is a black tab.



Click the tab and then select the option “Ctrl+Alt+Del”



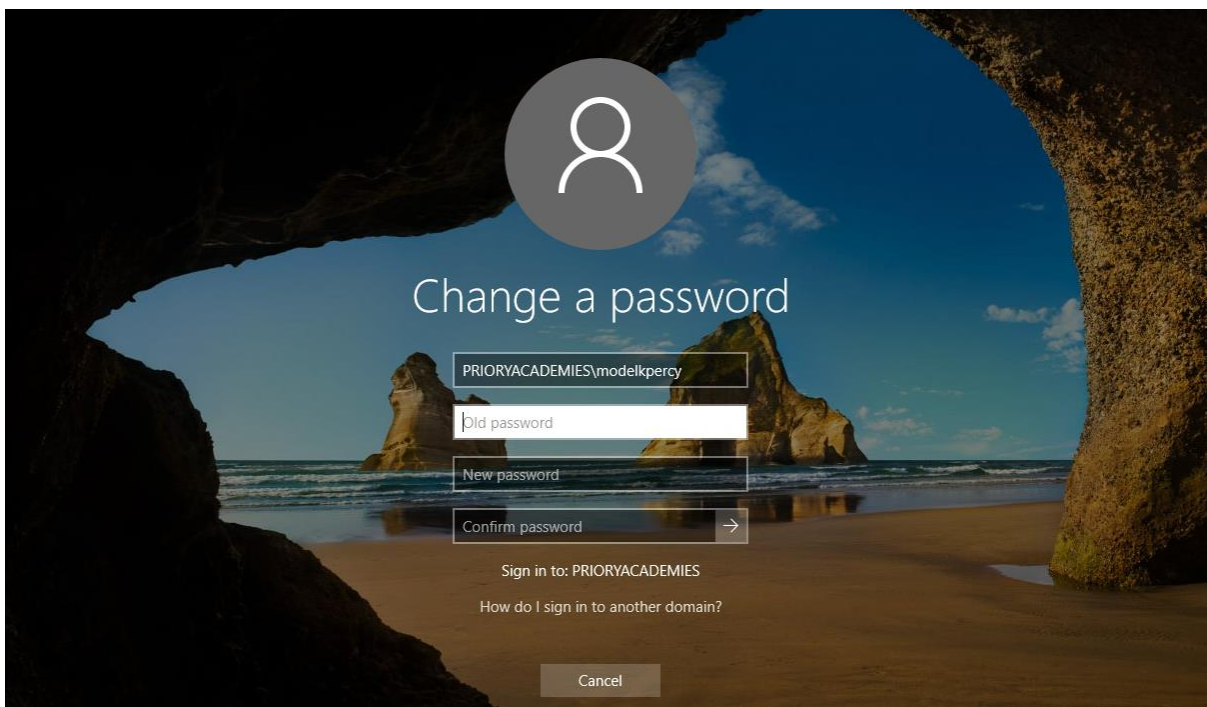
This will bring up the following page, select “Change a password”



If you're using Citrix on a Chromebook or the 'light version' in a web browser, you will need to click on the black tab, then the 3 dots and select the "Ctrl+Alt+Del" option.



You will then be prompted to change the password on the following screen.

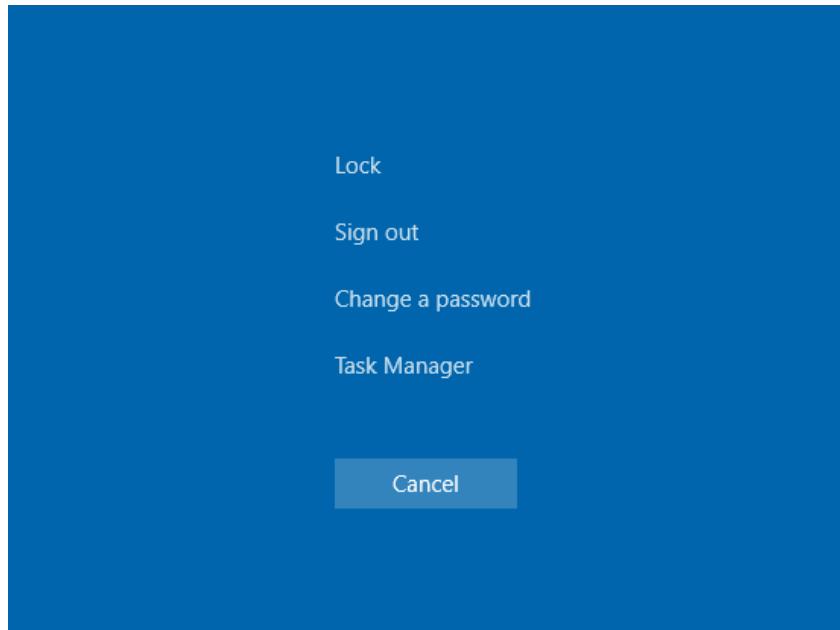


Please note, the new password is required to be at least 8 characters long with at least one uppercase character, at least one lowercase character, and at least one number and/or special character. It also cannot include your name or be a previously used password.

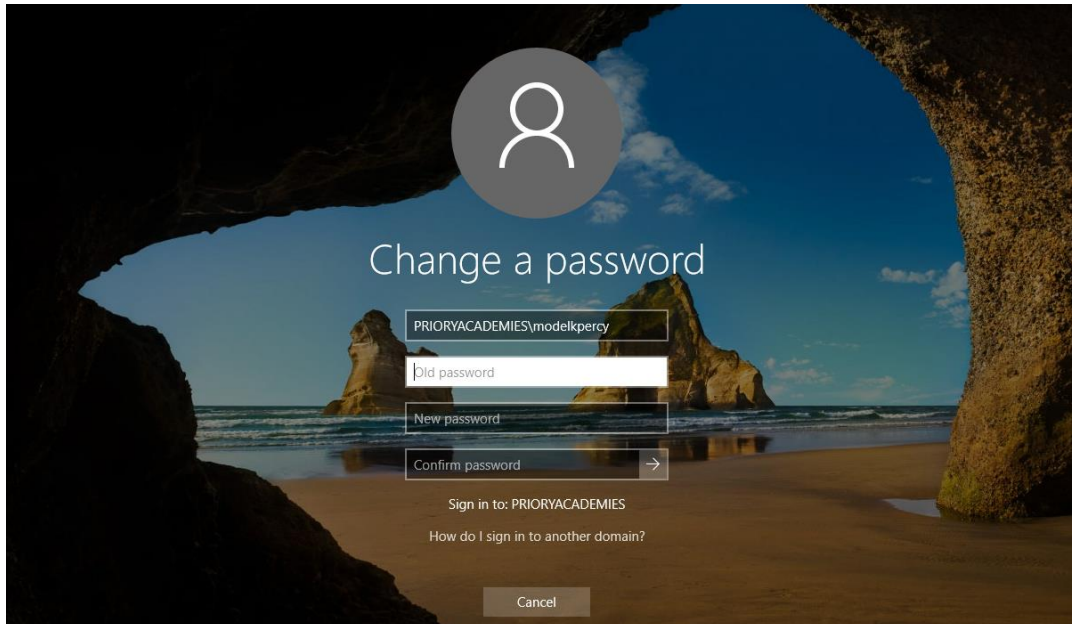
## How to change your password when in school

When logged into one of the computers in school, you can change your password quickly and easily.

On the keyboard, press the keys “Ctrl, Alt, Del” and it will bring up the following screen.



Select the option “Change a password” and it will take you to the next screen allowing you to change your password.



Please note, the new password is required to be at least 8 characters long with at least one uppercase character, at least one lowercase character, and at least one number and/or special character. It also cannot include your name or be a previously used password.

## **What do I do if my password expires whilst not on site?**

If your password expires over the holiday period or when away from school, you will have to contact reception and ask for a call back on a phone number which matches one we have on record.

When doing so please leave us your name and the number for us to contact you on as we will have to call you to tell you your new password. Please note there may not be an immediate response to this as our receptions are not fully covered in the school holidays, so it may be easier to wait until you are back on site.

The password given to you will be randomly generated consisting of alpha numerical characters.

You will then be able to change this when you are next logged into our system.