

Changing Windows Password

If you receive an email stating that your password is expiring, follow these instructions to change it:

- **If you are in a Provident branch office (on a workstation)**, simply press CTRL-ALT-DEL and click “Change Password.”
 - Once this is completed, be sure to update your password on your laptop and phone as well.
- **If you are away from the office working remotely:**
 - Log onto <http://myprovident.net> and click on Check Email
 - Enter your current username and password
 - Once logged in, click on Options (located on the top right)
 - Then click on “Change Your Password”
 - Once this is completed, be sure to update your password on your phone as well.

UPDATING PASSWORD ON YOUR PHONE (that has company email on it)

After you have changed your password to a new one, follow these steps to input your new password on your phone:

- At the top of your phone, there should be a notification saying that your password is incorrect for Exchange email.
- Click on that notification and a pop-up box should open asking you to enter your new password.
- If you don't receive a notification, go to your Provident email and hit the Sync icon which is usually a circle of arrows like this . Click on it and you should get a pop-up stating that your credentials are incorrect. Enter your new one and that's it.

UPDATING PASSWORD ON LAPTOP

After you have changed your password to a new one, follow these steps to update your password on your laptop. You have two options; take it into an office or do it from home. Taking it into an office is the easiest way.

1. Take your laptop into any Provident branch location

- Turn your laptop completely off, not just in hibernate. Then, plug your laptop into the network using an available network cable .
- Log into Symantec with your old Windows username and password.
- When it gets to the windows screen it will stop at the CTRL-ALT-DEL screen because your password is incorrect. At this time, enter your new password.
- Once logged in, wait about a minute and you should see a pop-up from Symantec saying that your password has been updated. Click OK and reboot.
- After reboot, login to Symantec with your new username and password. Done.

2. Updating your laptop remotely

- Turn your laptop completely off, not just in hibernate.
- Log into Symantec with your old Windows username and password.
- Once logged in, connect to the Internet by either using your VZW wireless card or home WiFi.
- Then connect to the VPN by clicking the Yellow Key icon in the bottom right.
- Try opening Outlook or going to a file on your H:/ Drive. It should tell you your password is incorrect.
- Press CTRL-ALT-DEL and lock the computer. Then log back in with your **new password**.
- Once logged in, wait a minute and you should see a pop-up from Symantec saying that your password has been updated. Click OK and reboot.
- After reboot, login to Symantec with your new username and password. Done.