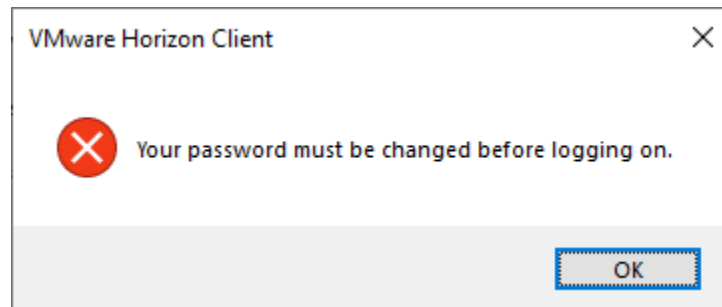


Performing a required password change in VMware Horizon View

The instructions provided below are for changing the SDCCD email/network password via VMware Horizon View.

NOTE: Any mobile device that is connected to SDCCD Exchange (email) will also require a password update immediately after changing your password per the instructions below to prevent account lockout.

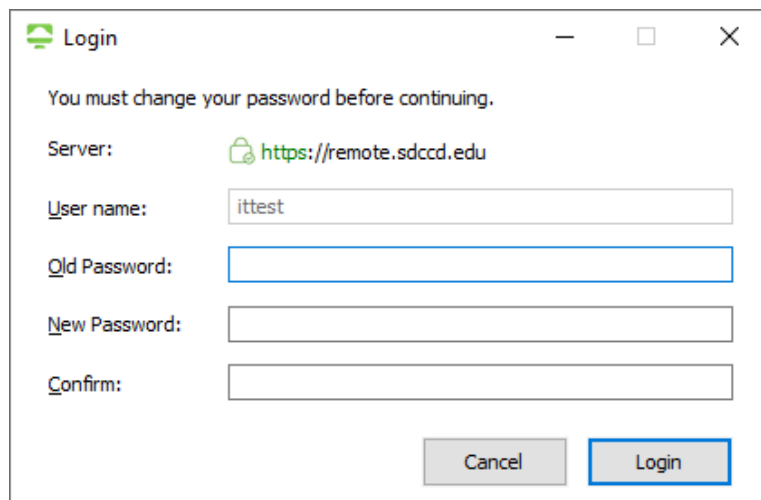
1.) If a password change is required on your account you will see this message when logging into Horizon View:



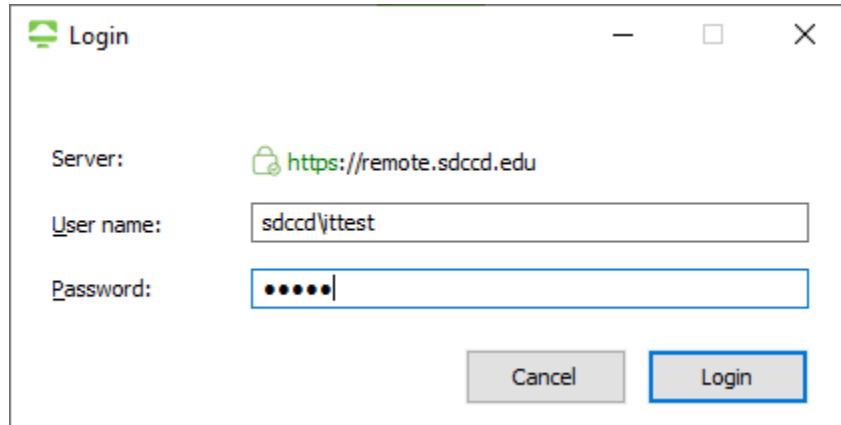
NOTE: Your new password must comply with the current SDCCD complexity requirements:

- a. Minimum of 10 characters
- b. 3 of the 4 following criteria:
 - i. Upper case letters
 - ii. Lower case letters
 - iii. Integers (0-9)
 - iv. Special characters – use the characters at the top of your number line at the top of the keyboard

2.) After hitting OK, a dialog box for a password change will be displayed. Enter the old password, the new password, and confirm new password. Click "Login".

A screenshot of a VMware Horizon Client "Login" dialog box. The title bar reads "Login" with standard window controls. The main text says "You must change your password before continuing." Below this, there are four input fields: "Server:" with a lock icon and the URL "https://remote.sdccd.edu"; "User name:" with the text "ittest"; "Old Password:"; "New Password:"; and "Confirm:". At the bottom, there are "Cancel" and "Login" buttons.

3.) Once the password is changed, the VMware Horizon Client login screen will be presented, and you can proceed to login.



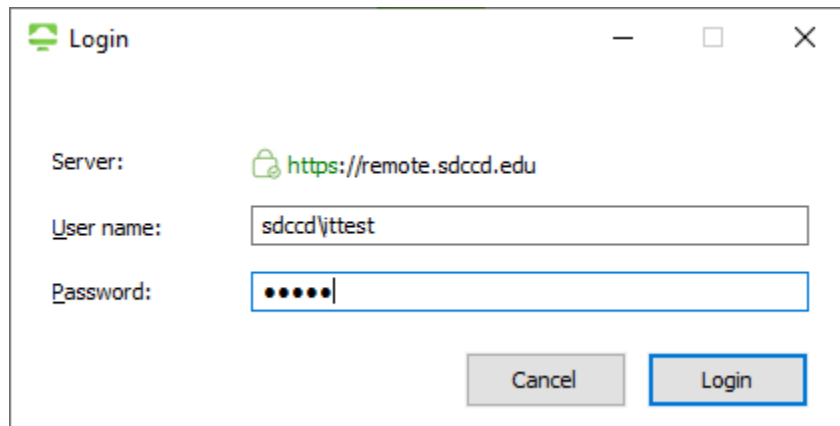
The image shows a screenshot of the VMware Horizon Client login dialog box. The window title is "Login". It contains three input fields: "Server:" with the value "https://remote.sdccd.edu", "User name:" with the value "sdccd\jtttest", and "Password:" with five dots. At the bottom right, there are two buttons: "Cancel" and "Login".

Server:	https://remote.sdccd.edu
User name:	sdccd\jtttest
Password:	•••••

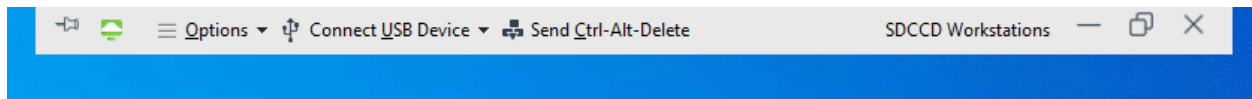
Buttons: Cancel, Login

Performing a manual password change in Horizon View

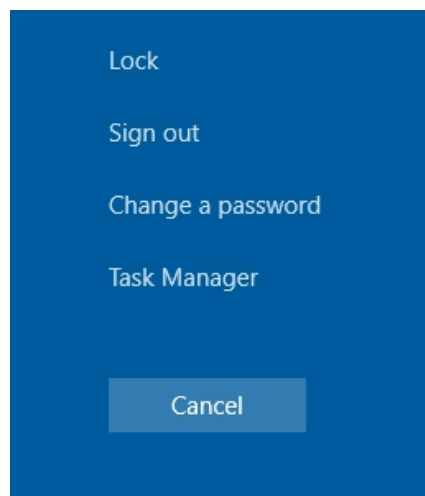
1.) Connect to the View service using the VMware Horizon View Client



2.) Once connected, move the mouse to the top of the screen to pull down the ribbon. Click on Send Ctrl-Alt-Delete



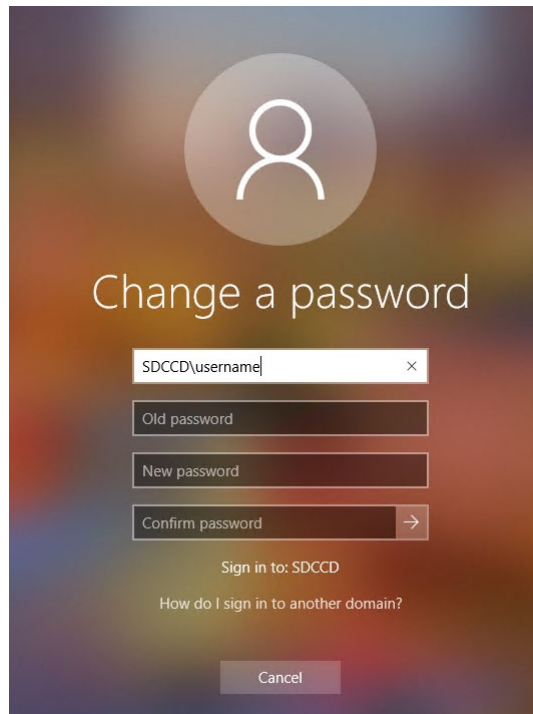
3.) Click on "Change a password"



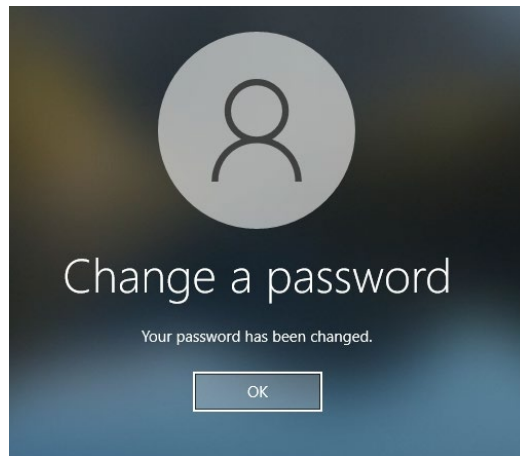
NOTE: Your new password must comply with the current SDCCD complexity requirements:

- a. Minimum of 10 characters
- b. 3 of the 4 following criteria:
 - i. Upper case letters
 - ii. Lower case letters
 - iii. Integers (0-9)
 - iv. Special characters – use the characters at the top of your number line at the top of the keyboard

4.) Enter the Old Password, the New Password, and Confirm Password.



5.) The password now has been changed. On your next login, you will be required to use your new password.



If you encounter issues changing your password or require further assistance, please contact the SDCCD HelpDesk at ithelp@sdccd.edu, or by calling 619-388-7000