Change your ASP Portal password

Introduktion

To protect your ASP user account against unauthorized access, you periodically need to change the password for it, so only you know it.

- This guide covers customers that have been migrated to the new ASP platform that use the web based **Keyloop ASP Portal**.

- The ASP Portal must be used to log on to ASP connections and desktops.

- The ASP Portal must also be used if the password have expired and must be changed.

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1. Important information

- The first time your ASP user account is used, the password will expire and must be changed, so only you know what it is.

- The password for your ASP user account will expire every 2 months. You will be notified in advance before it expires via a notification on the ASP desktop.

- If you use hosted mail on the ASP desktop, you will receive a daily mail notification in your inbox in advance of the password expiring. The mail will contain information on when your password expires and how you change it.

- You can change your password before it expires via **Change password** in the Start Menu on the ASP desktop, or by using the shortcut keys Ctrl-Alt-End. Your company super-user can also change it for you.

- If the password have already expired when you log on to the ASP Portal, you will be informed and guided to change it.

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2. How to change the password when it has expired

If your password to the ASP Portal have expired, it must be changed before you can log on to an ASP connection or desktop. This can only be done directly in the ASP Portal (or via your company superuser).

- When you log on to the ASP Portal with a password that have expired, the portal will show the message **Your password is expired. Click here to change it** Click on **here** to go to the page where you can change the password.

- Type your ASP username (**ASP1\<username>**), your current (expired) password, and the new password you want (two times for confirmation) → Click **Submit**.

- If the new password is accepted you will see the message **Your password has been successfully changed.**

- Click **OK** to return to the login page, so you can log on on to the ASP Portal with your new password.