

## Offsite Password Reset Guide

This guide explains how to reset a password when off-site. Please be aware that an internet connection will be required.

When trying to login to Office 365, it may ask you to change your password, then return the error message below:



Your organization doesn't allow you to update your password on this site. Please update it according to the method recommended by your organization, or ask your admin if you need help.

This error appears due to the way we have to federate our password services. Essentially, it's not possible to reset a password in this way.

To reset a password when off-site, please follow these steps:

- ❖ Navigate to <https://rma.reaseheath.ac.uk> , the window below should appear, please select 'VMware Horizon HTML Access':

vmware Horizon

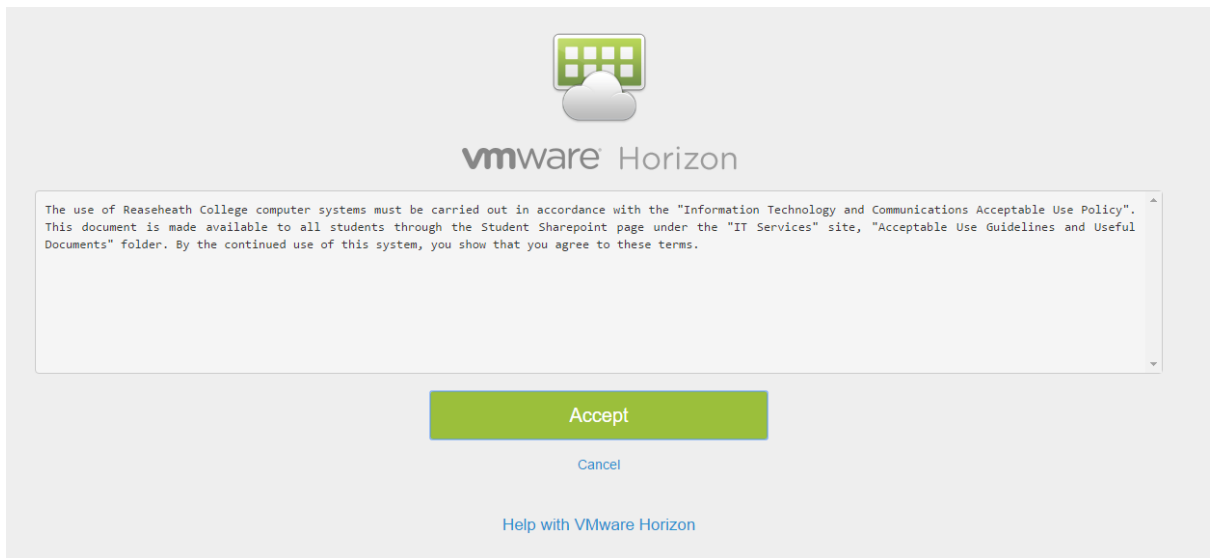
You can connect to your desktop and applications by using the VMware Horizon Client or through the browser. The VMware Horizon Client offers better performance and features.

Install VMware Horizon Client

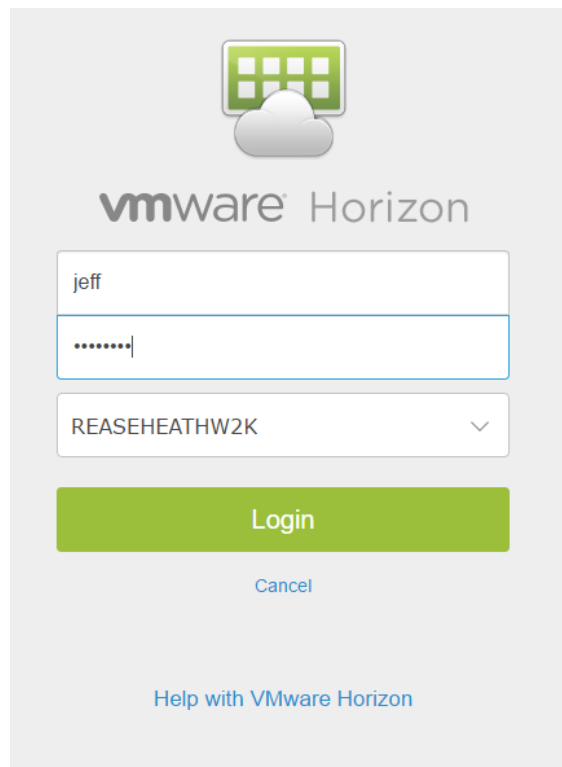
VMware Horizon HTML Access

To see the full list of VMware Horizon Clients, click [here](#).  
For help with VMware Horizon, click [here](#).

- ❖ Please accept the user license agreement:



- ❖ Please enter your username and current password:

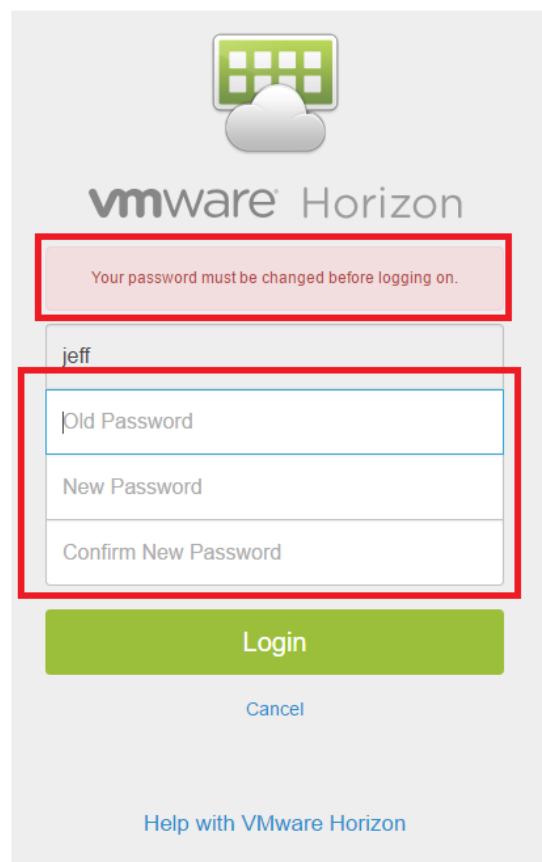


- ❖ VMware will then notify you that your password needs to be changed before proceeding, please enter your current (expired) password, and then choose a new one.

**\*\*NOTE\*\***

The new password must meet the following criteria:

- At least 8 characters in length
- At least one upper case letter (A through Z)
- At least one lower case letter (a through z)
- At least one number (0 through 9)
- At least one non-alphabetical character (for example, !, \$, #, %)
- Cannot have previously been used for your past three passwords



The screenshot shows the VMware Horizon login interface. At the top is the VMware Horizon logo. Below it, a red-bordered box contains the message: "Your password must be changed before logging on." Underneath, there is a text input field containing the username "jeff". Below the username field is a red-bordered box containing three password input fields: "Old Password", "New Password", and "Confirm New Password". Below these fields is a green "Login" button and a blue "Cancel" button. At the bottom of the screen is a blue link that says "Help with VMware Horizon".

- ❖ Once your password has been successfully reset, you will be taken to this screen, you can logout of VMware using the button in the top right hand corner:

