

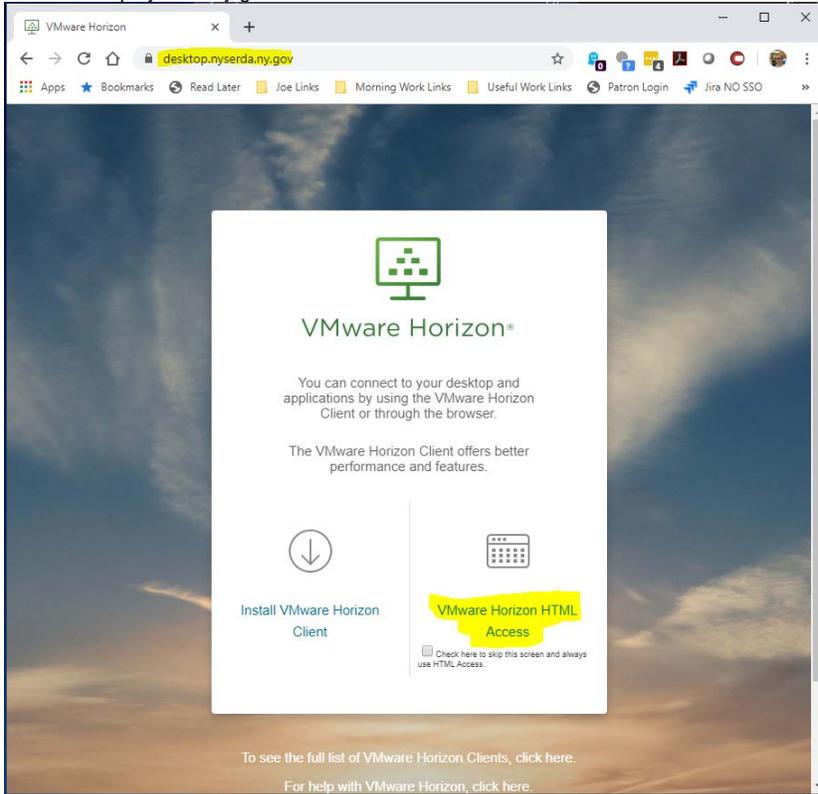
# Windows: How to change your login password from home

If you're at home or on the road and are getting alerts that your password is expiring, but you won't be able to get into the office, here's how you can log in to change your password away from NYSERDA

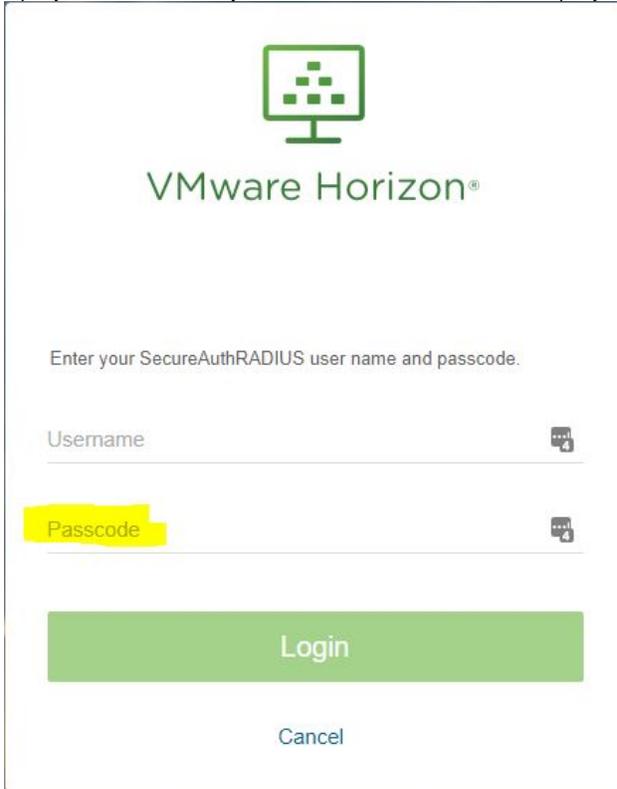
- SecureAuth app installed on your phone
- Internet connection and modern web browser (Chrome works best)
- You know your expiring password

## Step-by-step guide

1. Go to [Desktop.nysersda.ny.gov](https://desktop.nysersda.ny.gov) and click on "VMWare Horizon HTML Access:

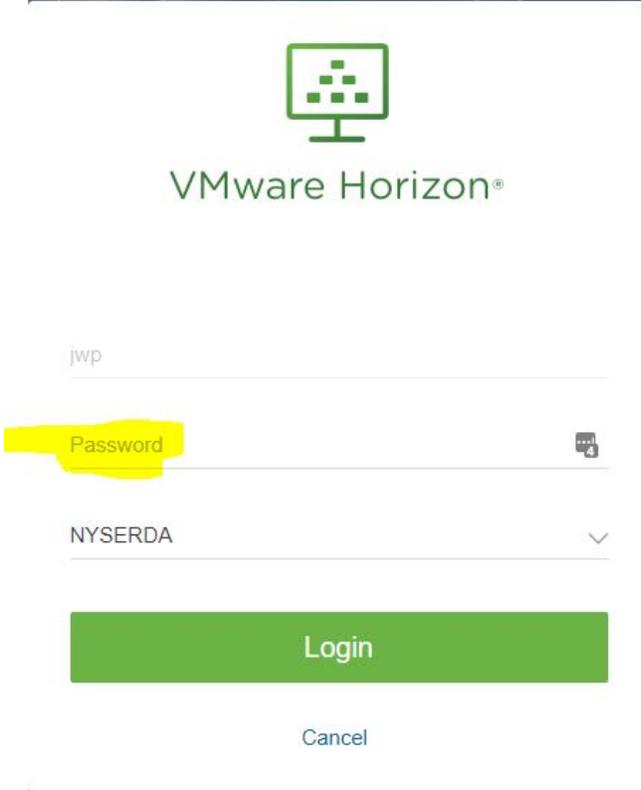


2. Input your username and **passcode from SecureAuth** Do not put your password here. Click Login:



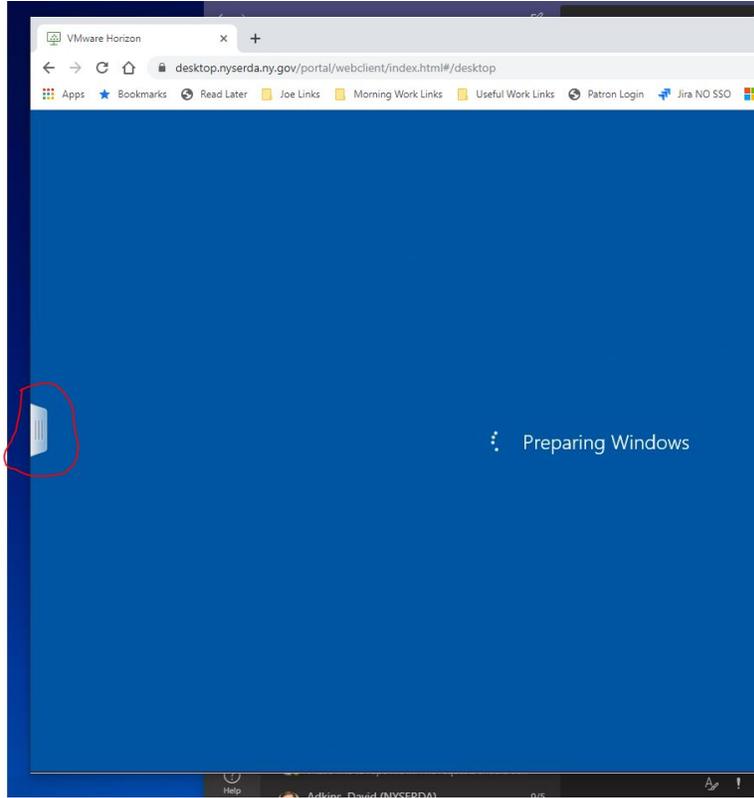
The image shows the VMware Horizon login interface. At the top is the VMware Horizon logo, which consists of a green monitor icon with a grid of dots on the screen, followed by the text "VMware Horizon®". Below the logo is the instruction "Enter your SecureAuthRADIUS user name and passcode." There are two input fields: "Username" and "Passcode". The "Passcode" field is highlighted in yellow. Below the input fields is a large green "Login" button and a smaller blue "Cancel" button.

3. Enter your existing NYSERDA password and click Login again:

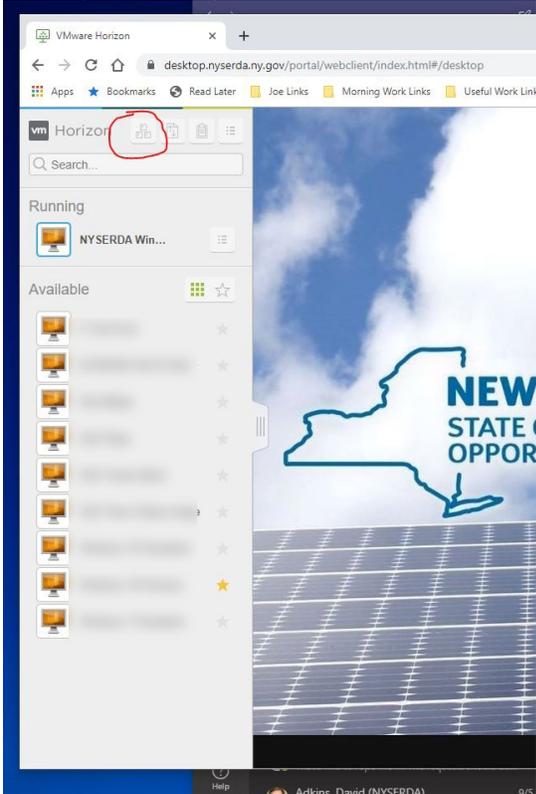


The image shows the VMware Horizon login interface. At the top is the VMware Horizon logo, which consists of a green monitor icon with a grid of dots on the screen, followed by the text "VMware Horizon®". Below the logo is the instruction "Enter your existing NYSERDA password and click Login again:". There are three input fields: "jwp", "Password", and "NYSERDA". The "Password" field is highlighted in yellow. Below the input fields is a large green "Login" button and a smaller blue "Cancel" button.

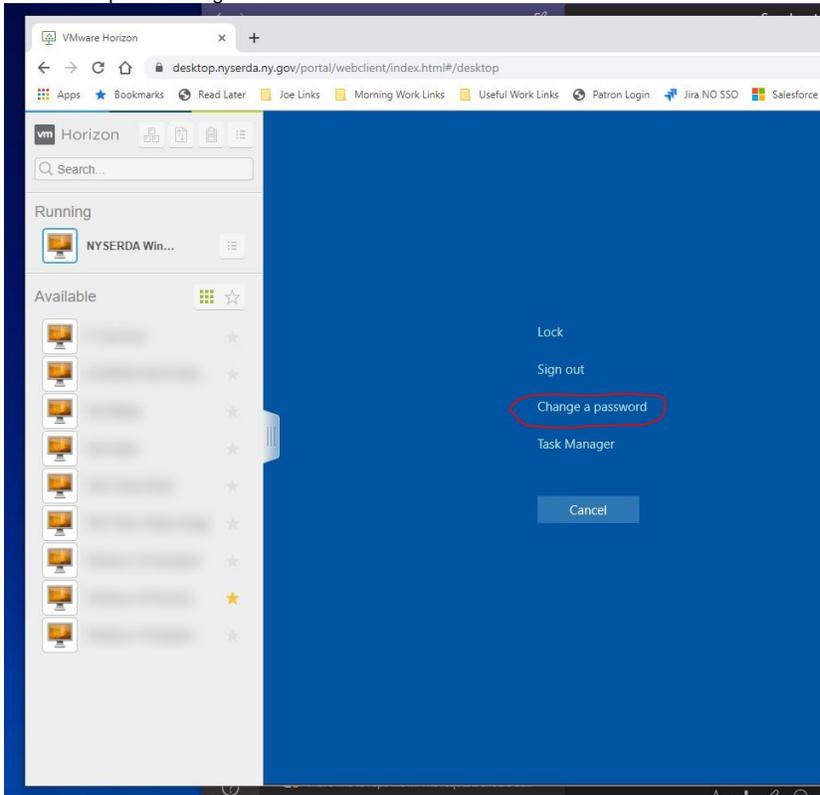
4. Select your VM or the Visitors and Conference Pool (for the purposes of changing your password it does no matter. and select the drawer pull on the left side of the browser screen:



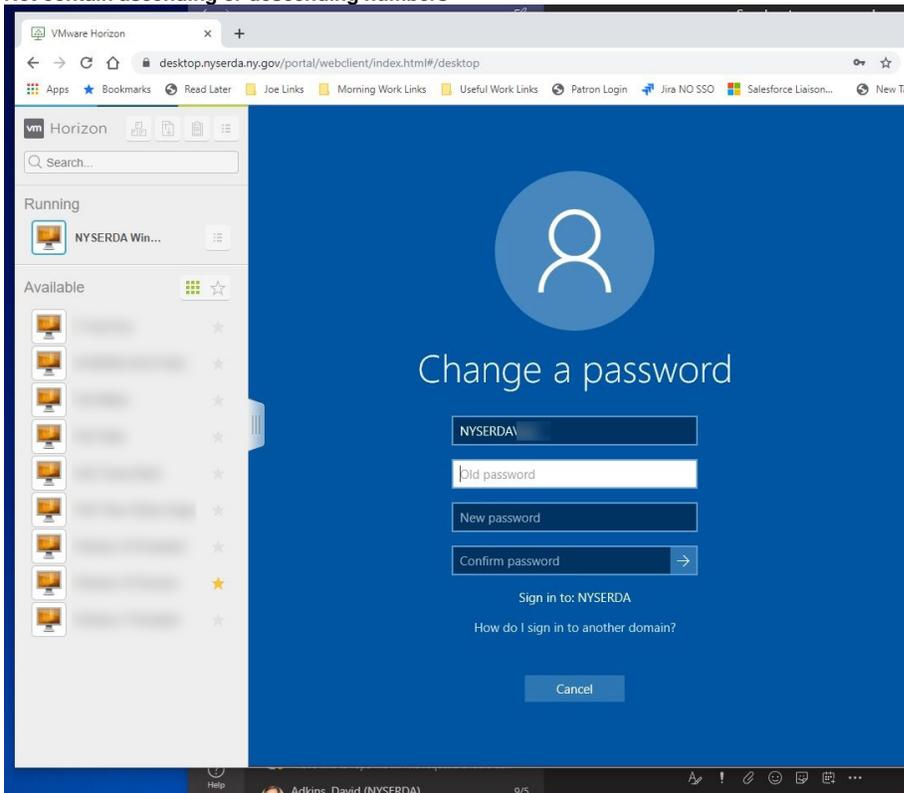
5. This brings up the VM options. Select the icon with the three keyboard keys circled, this is "send Ctrl-Alt-Del":



6. Select the option "Change a Password":



7. Input your old and new password. Remember, your password must be 8 characters or more and contain:
- Upper Case**
  - Number**
  - Symbol**
  - Not be any of your past passwords**
  - Not contain any "commonly compromised password phrases"**
  - Not contain the year**
  - Not contain ascending or descending numbers**



8.



Your password expires every 90 days per NYS law. IT is unable to extend your password

## Related articles

- [iOS: Multi Factor Authentication Token Renewal](#)
- [iOS: How to forget a wifi network](#)
- [Chromebook: Password Update](#)
- [Chromebook: Is a Chromebook right for me?](#)
- [SecureAuth: Configure Multi-Factor Authentication](#)