

Changing your network password just got easier!

In recognition of some past challenges that users have experienced when changing their network passwords, Tech Support has introduced a new and more straightforward way of making password changes.

This replaces the previous process and is now the preferred approach when you have **1. forgotten your password or 2. your password has expired.**

A video eLearning module is available to guide you through the initial set-up. You can locate this through Colart Academy [here](#).

Go to [this link](#) to start the initial set up. **We recommend that you bookmark this page on your browser.**

Here are some key features of this process:

- It covers all Colart users whether you use Windows, Mac or Linux.
- You need to enter a series of personalised security questions which you can use to recover forgotten passwords.
- This process is not just for forgotten
- . Use this to reinstate accounts that have expired by using your most recent password.
- You will receive email reminders when your password is due to expire, scheduled at 14, 3 and 1 day(s) before the password expiry date.

We hope this provides a more streamlined process for you. As always, our Tech Support team are available if you require any further guidance.

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