

Resetting your LSBU Password via the VPN

If your password has expired, you can reset it via the LSBU Virtual Private Network (VPN). To do this:

- 1) Login to the VPN from: <https://secure.lsbu.ac.uk> using your current username and password.

Note about accessing the VPN:

This site works best with internet explorer.

Please add this site to the allowed list on your browser popup blocker settings.

To do this on Internet explorer:

- Go to Internet explorer, Tools, Options, Privacy, pop up blocker settings, ensure <https://secure.lsbu.ac.uk> is added to allowed list.
- Close browser and open again

When logging in to VPN, you should get prompt to download the juniper plugin as there has been an update.

You may also receive a prompt to install the latest java plugin, if this appears follow prompts to install.

The screenshot shows the login interface for the London South Bank University VPN. At the top left is the university logo. Below it are three input fields: 'Username', 'Password', and 'Realm'. The 'Realm' dropdown menu is currently set to 'Staff'. To the right of the input fields is the text 'This system is provided for use by authorised users only'. At the bottom left is a 'Sign In' button.

- 2) In the prompt that appears to Change your Primary Password, enter your old password and a new password in the appropriate fields. (See ¹ below about the **requirements for acceptable passwords**.) Click on the Change Password button.

The screenshot shows the 'Change Primary Password' page. At the top left is the university logo. Below it is a yellow banner with the text 'Change Primary Password' and 'Your password must be changed. You must create a new password to continue.' Below the banner are three input fields: 'Old Password', 'New Password', and 'Confirm Password'. The 'Confirm Password' field has a small arrow icon on the right. At the bottom is a 'Change Password' button.

- 3) When successfully changed, you will be redirected to a log-in page with the notification that the password was successfully changed.

London South Bank University

Successfully changed password. Please enter your username and new password.

Username This system is provided for use by authorised users only

Password

Realm

¹ New passwords must meet the LSBU password requirements.

If your password is less than 8 characters long, you will see the message below after clicking the Change password button.

London South Bank University

Change Primary Password
Could not change password. New password must be at least 8 characters long.

Old Password

New Password

Confirm Password

If your password is one of the ones you have previously set, you will see the message below after clicking the Change password button.

London South Bank University

Change Primary Password
Could not change password. New password must not be one of the previous 5 password(s).

Old Password

New Password

Confirm Password

If your password has expired and you cannot use the VPN above to change your password you will need to attend the ICT Helpdesk who can change your password for you.

If your password has expired and you are away from the University you will need to contact a member of staff who can vouch for you with the ICT Helpdesk to obtain a password reset on your behalf.