How to reset your password from offsite or remote location

Option 1:   VPN access using TUKHS-provided laptop from remote location
(THIS MUST BE DONE BEFORE YOUR PASSWORD EXPIRES)

1. Go to https://password.kumc.edu/
   a. Log in using current password
   b. Change your password
   c. Wait until password reset is complete
2. Connect to VPN using your new password
3. Lock your laptop/workstation (Windows Key + L)
4. Unlock your laptop/workstation using the new password. (This will replace the cached credentials on the local laptop/workstation.)
5. Reboot your laptop/workstation
6. Log in using your NEW password

Option 2:   Citrix access from remote location
If using a personal device (Windows or Mac):

1. Log out of Citrix
2. Go to https://password.kumc.edu
3. Log in using your current password
4. Change password
5. Wait for password change to complete
6. Log in to Citrix with your NEW password

If using a TUKHS-provided laptop/workstation:

1. Log out of Citrix
2. Go to https://password.kumc.edu
3. Log in using your current password
4. Change password
5. Wait for password change to complete
6. Lock your laptop/workstation (Windows Key + L)
7. Unlock your laptop/workstation using the new password. (This will replace the cached credentials on the local laptop/workstation.)
8. Reboot your laptop/workstation
9. Log in to your laptop/workstation using your NEW password
10. Log in to Citrix with your NEW password

If you need to reset your password, after your password has expired:

1. Go to https://password.kumc.edu
2. Log in using current expired password
3. Change your password. Wait until password reset is complete.

Tips to consider after changing your password

- Please update Microsoft Intune (Company Portal) with your NEW password.
- Update any other devices that could have your credentials stored, such as legacy mobile devices.
- If you are a KUMC user or work out of University buildings, check your wireless settings for KUMC-Secure WIFI saved password credentials on your mobile device or laptop.
- Ensure that you are not logged into any other devices with your old credentials.
- Check for saved password credentials anywhere else that could be locking your account.

If you need further assistance or have any questions, please call the HITS Service Desk at 913-945-9999.