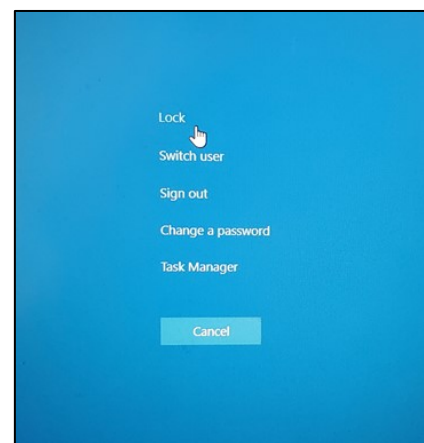
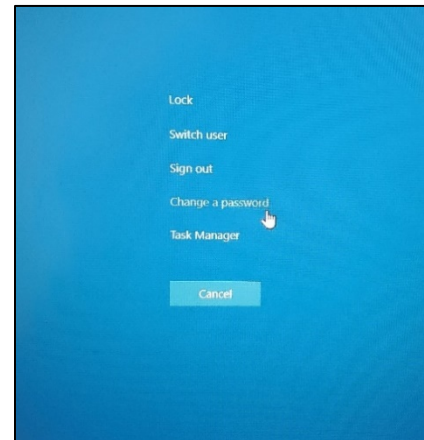
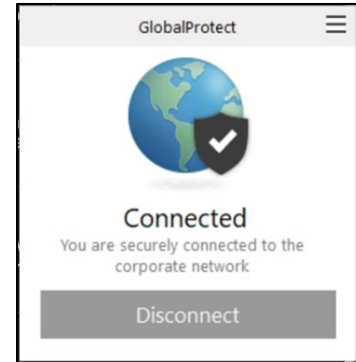


1. To update your JC account's password on the VPN, first connect to the VPN with your current JC password.
 - a. This process will update the password on your JC account (JetNet, Email, JetStream, etc) and it will update the login password on your computer.

2. Next, press CTRL+ALT+DEL and select the "change a password" option
 - a. Enter your new password on this screen.

3. Next, lock your computer using CTRL+ALT+DEL and select the "lock computer" option
 - a. Now login to your computer using the new password, this will update your local login password on your JC computer.
 - b. Once you complete this step, your login will be the same for your local account on your computer, JetNet, JetStream, Colleague, email, etc.

4. You're all set after this. If you notice any other login issues after a password change, try restarting your computer. If that does not resolve the issue contact the Solution Center at 517-796-8639 or at jcsolutioncenter@jccmi.edu



Note For Okta Verify Issues: If you replaced the smartphone or tablet that the Okta Verify app (used for Multi-Factor Authentication, MFA) is connected to and are unable to login as a result, then you'll need to contact the Solution Center to have a technician reset your Okta MFA settings. However, if you've set up your Okta MFA settings using SMS authentication rather than the Okta Verify app, then you will not experience this issue when replacing your phone if you maintain the same phone number. If you do not maintain the same phone number, you will need to contact the Solution Center.

Note: Jackson College provides SMS Authentication as a convenience to our users that may not own a smartphone or tablet. The preferred and more secure method of MFA is to use the Okta Verify app.