# How to Reset Your GlobalProtect VPN Password
## After a Password Reset in Windows

If you recently reset your UTEP password it may be necessary to update your password in order to successfully access the VPN (Global Protect) application since it remembers your previous credentials.

If the Duo client is Version 4 and up, please follow these instructions to change your saved credentials:

Open the GlobalProtect (GP) client from your "**System Tray**" (**Step 1**); next, open the main GP window by right-clicking on the "**GP icon**" 🌐 in the tray (**Step 2**); next choose "**Show Panel**" (**Step 3**).
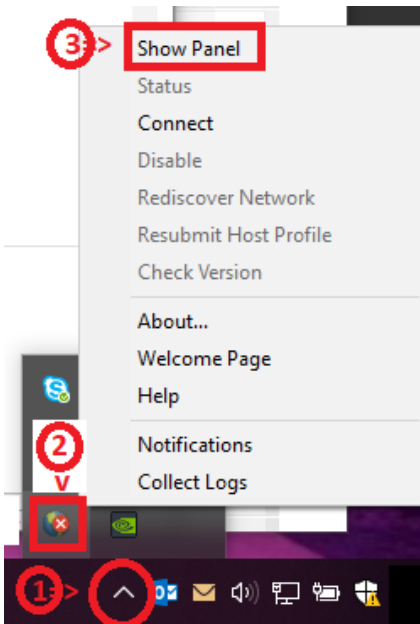
If your credentials are stored/saved, your username will be shown in the top right corner. If your username is not displayed then most likely your credentials have not been saved, you may disregard the rest of these instructions and proceed to log onto the GlobalProtect VPN. If your username is displayed as shown below please continue to the next step.
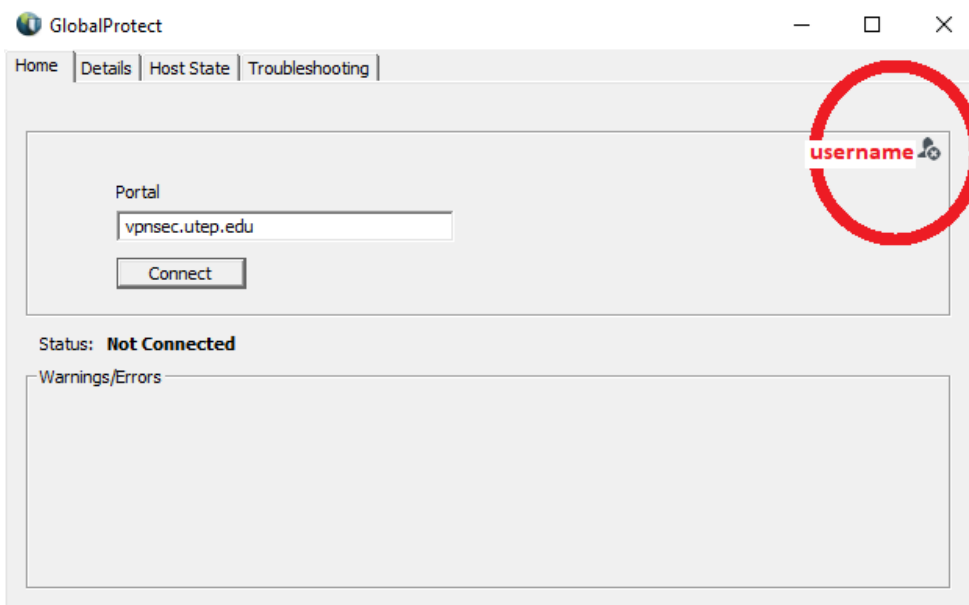
To clear your credentials, simply **click** on the **icon** ![icon] next to your username.   You will be asked whether you to clear the saved credentials from GlobalProtect; please click on "**OK**" (Yes).
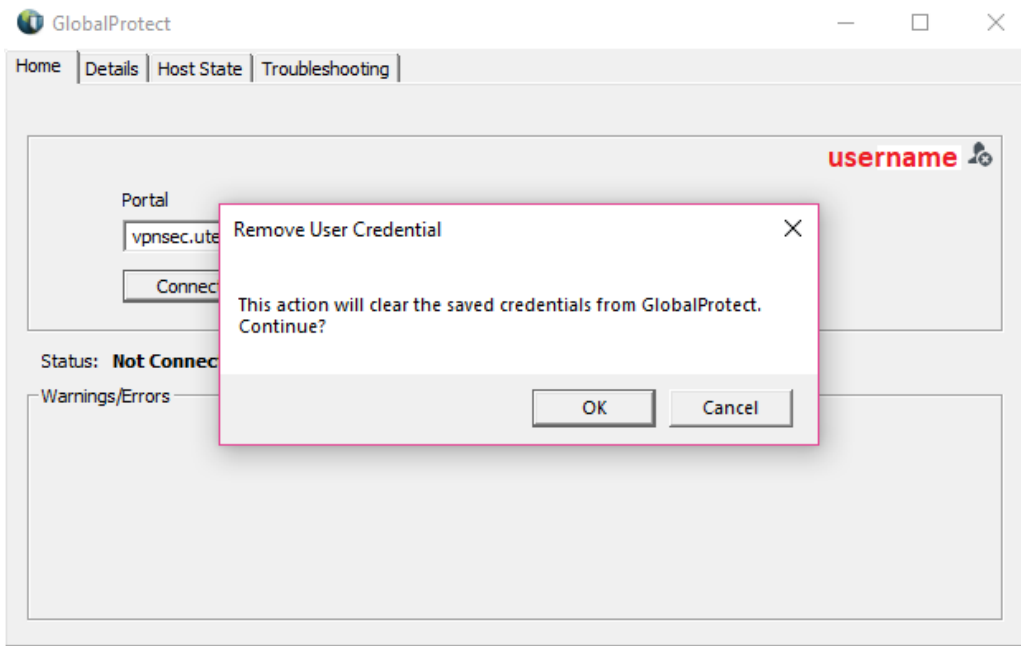
You can now exit this window if it does not automatically close and log onto the GlobalProtect VPN application as usual. Please enter your new credentials when prompted.