



AZNet VPN User Account Setup and Password Change Instructions

Introduction

Welcome to the AZNet VPN User Account Setup and Password Change guide. These instructions will take you through the process of activating your VPN account and changing your password. State agency VPN accounts that are managed by the AZNet Level 1 Support Desk are required to change passwords every 45 days. The passwords can be reset in one of two ways, either by the Cisco AnyConnect client or the web interface. In order to use the web password reset, you must first setup your account. Follow these instructions to setup your account and change the password supplied to you by the ADOA Service Desk.

For questions, please contact the AZNet Level 1 Support Desk at 602-364-4444, Option 3, or by email at AZNETSUPPORTDESK@azdoa.gov.



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VPN User Account Setup

Account Setup Step 1

Open an internet browser and navigate to <https://vpnreset.aznet.gov>. In the Login box, enter the VPN credentials supplied by the ADOA Service Desk. Select **Login** to proceed to the next page.



Untitled Document - Windows Internet Explorer
https://vpnreset.aznet.gov/

ADOA VPN Password Reset

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Arizona Department of Administration

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Cisco AnyConnect VPN Password Reset

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VPN Login Page

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ADOA Home Page

Governor's Home Page

VPN Documentation

Please login using your VPN credentials.

Log In

User Name:

Password:

Log In

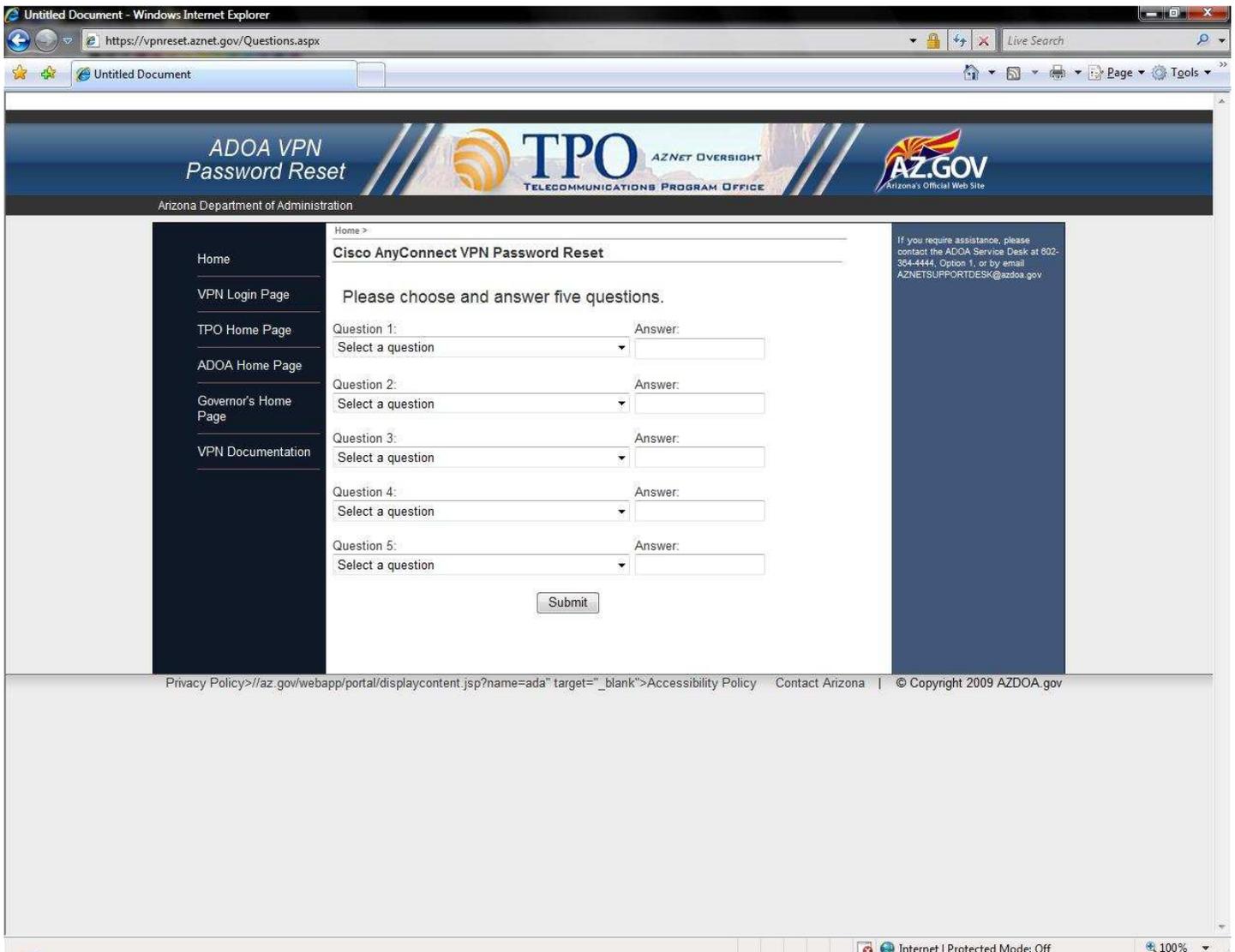
[Forgot Password?](#)

If you require assistance, please contact the ADOA Service Desk at 802-384-4444, Option 1, or by email AZNETSUPPORTDESK@azdoa.gov

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Account Setup Step 2

Choose 5 of the 10 supplied questions, type your answer for each question in the appropriate fields and select the **Submit** button.



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Please choose and answer five questions.

Question 1: Select a question Answer:

Question 2: Select a question Answer:

Question 3: Select a question Answer:

Question 4: Select a question Answer:

Question 5: Select a question Answer:

Submit

If you require assistance, please contact the ADOA Service Desk: at 802-384-4444, Option 1, or by email AZNETSUPPORTDESK@azdoa.gov

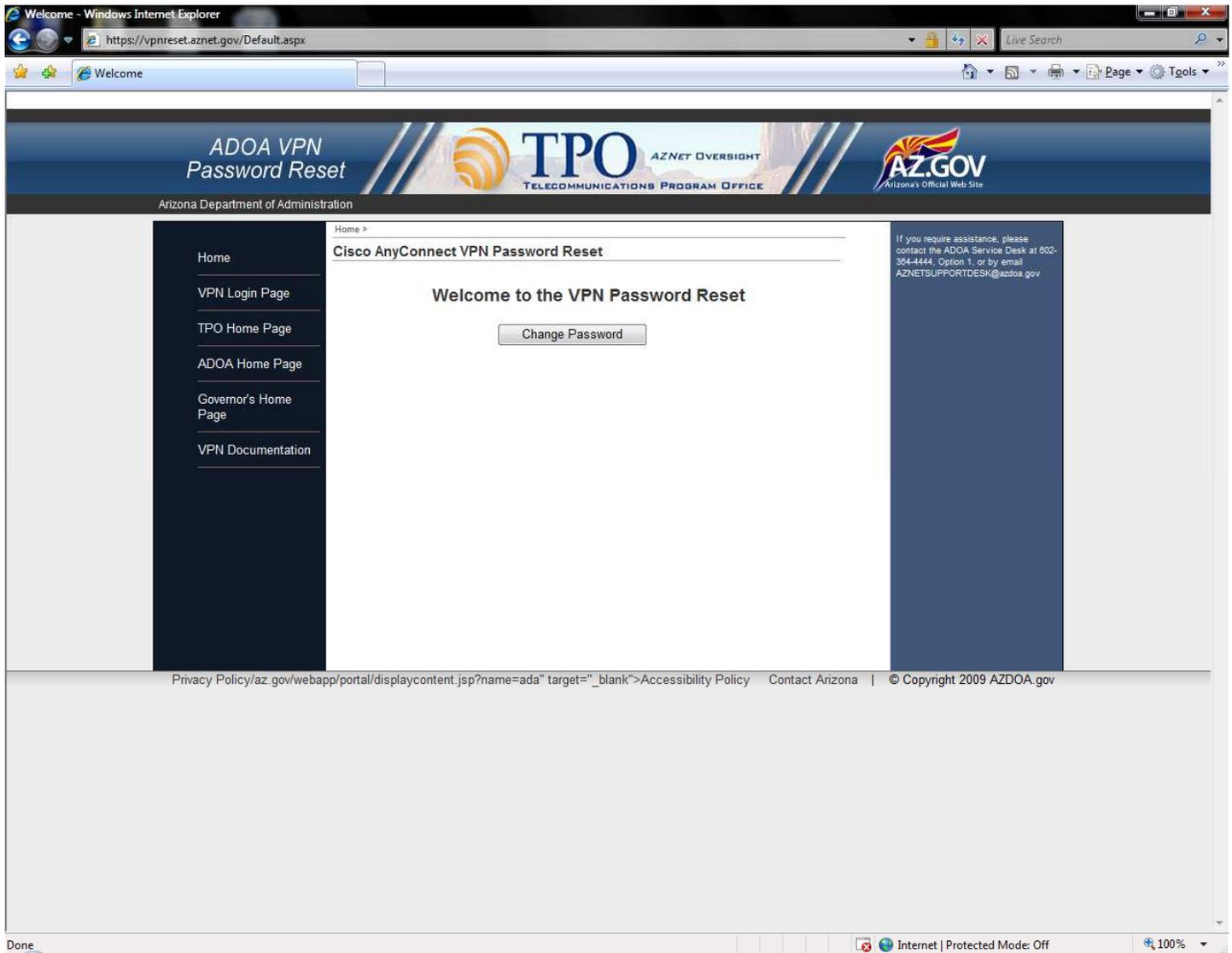
Privacy Policy > //az.gov/webapp/portal/displaycontent.jsp?name=ada" target="_blank">Accessibility Policy Contact Arizona | © Copyright 2009 AZDOA.gov



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Account Setup Step 3

Click on the “Change Password” button to proceed to the password reset page.

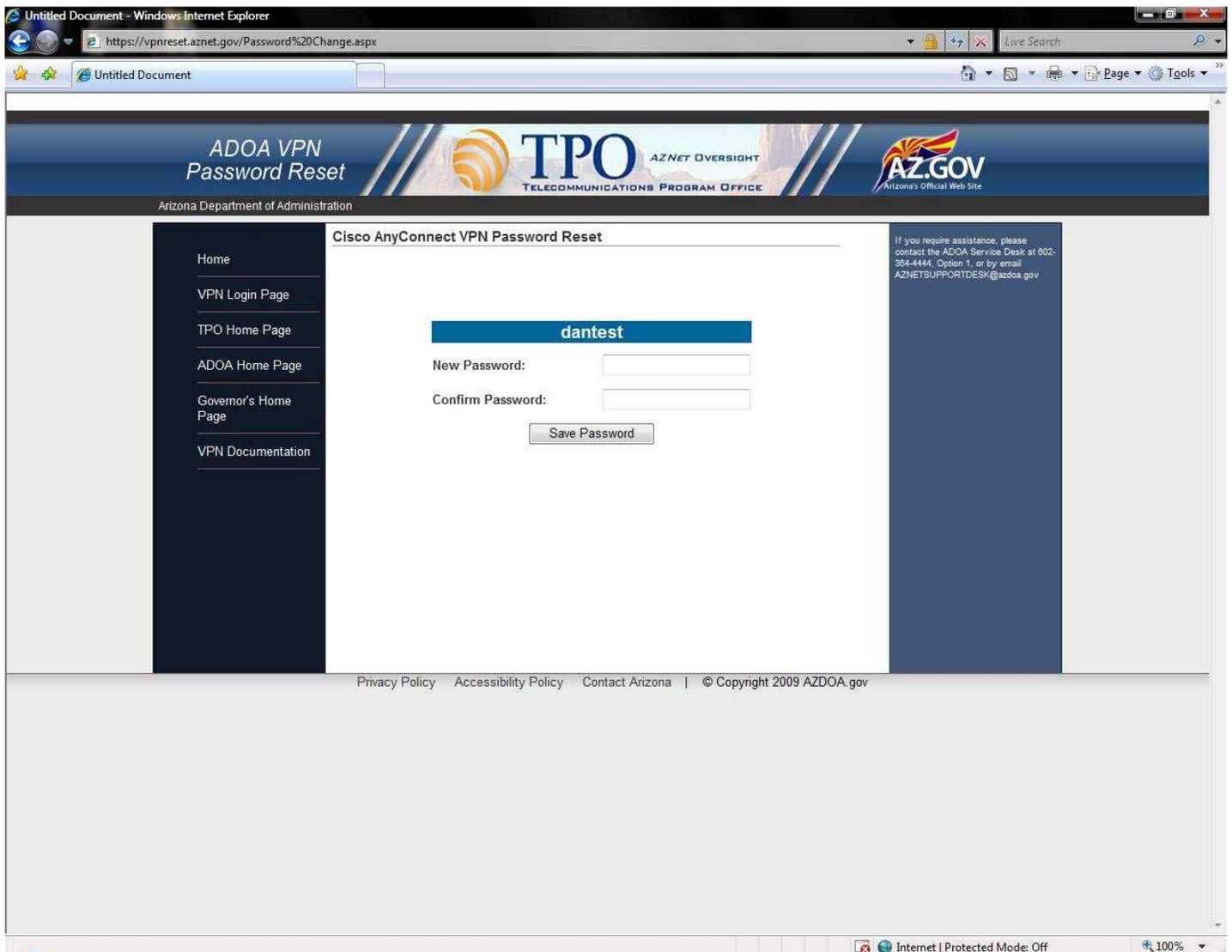


Account Setup Step 4

Now, the password that was supplied by the ADOA Service Desk has to be changed. The new password must meet the following requirements.

The password cannot contain your user account name or parts of your full name that exceeds two consecutive characters. It must also be at least eight (8) characters in length and contain characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)



Untitled Document - Windows Internet Explorer
https://vpnreset.aznet.gov/Password%20Change.aspx

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Cisco AnyConnect VPN Password Reset

dantest

New Password:

Confirm Password:

Save Password

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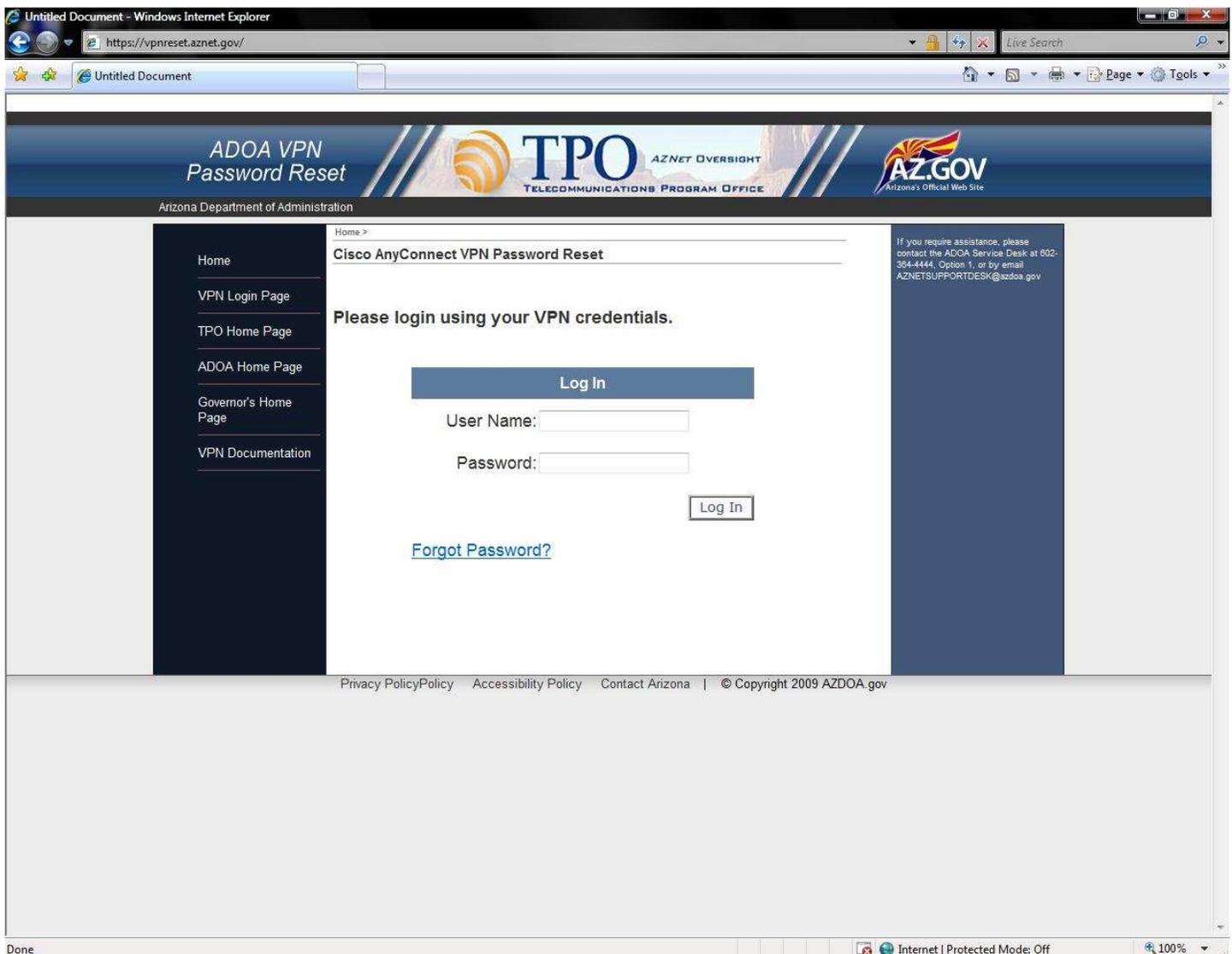
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Internet | Protected Mode: Off 100%

VPN Password Reset

There are four ways that a password can be reset.

1. If the password has not yet expired (under 45 days old), it can be changed on the VPN Password Reset website. Open an internet browser, navigate to <https://vpnreset.aznet.gov> and login using your VPN credentials.



Untitled Document - Windows Internet Explorer
https://vpnreset.aznet.gov/

ADOA VPN Password Reset

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Cisco AnyConnect VPN Password Reset

Please login using your VPN credentials.

Log In

User Name:

Password:

Log In

[Forgot Password?](#)

If you require assistance, please contact the ADOA Service Desk at 802-394-4444, Option 1, or by email: AZNETSUPPORTDESK@azdoa.gov

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Done Internet | Protected Mode: Off 100%

- If the password has already expired (password older than 45 days) the password can be reset simply by using the VPN Login website <https://vpn.aznet.gov>. When you login to the website using your VPN credentials, you will be prompted to change your password.



New Password Required

Password change required, you must enter a new password with minimum length 8 to continue.

New Password

Verify Password

- If you attempt to connect to the VPN using the Cisco AnyConnect client instead of the VPN Login Website, you will also be prompted to change your password.



Cisco AnyConnect VPN Client

Connection | Statistics | About



Connect to: 

New Password:

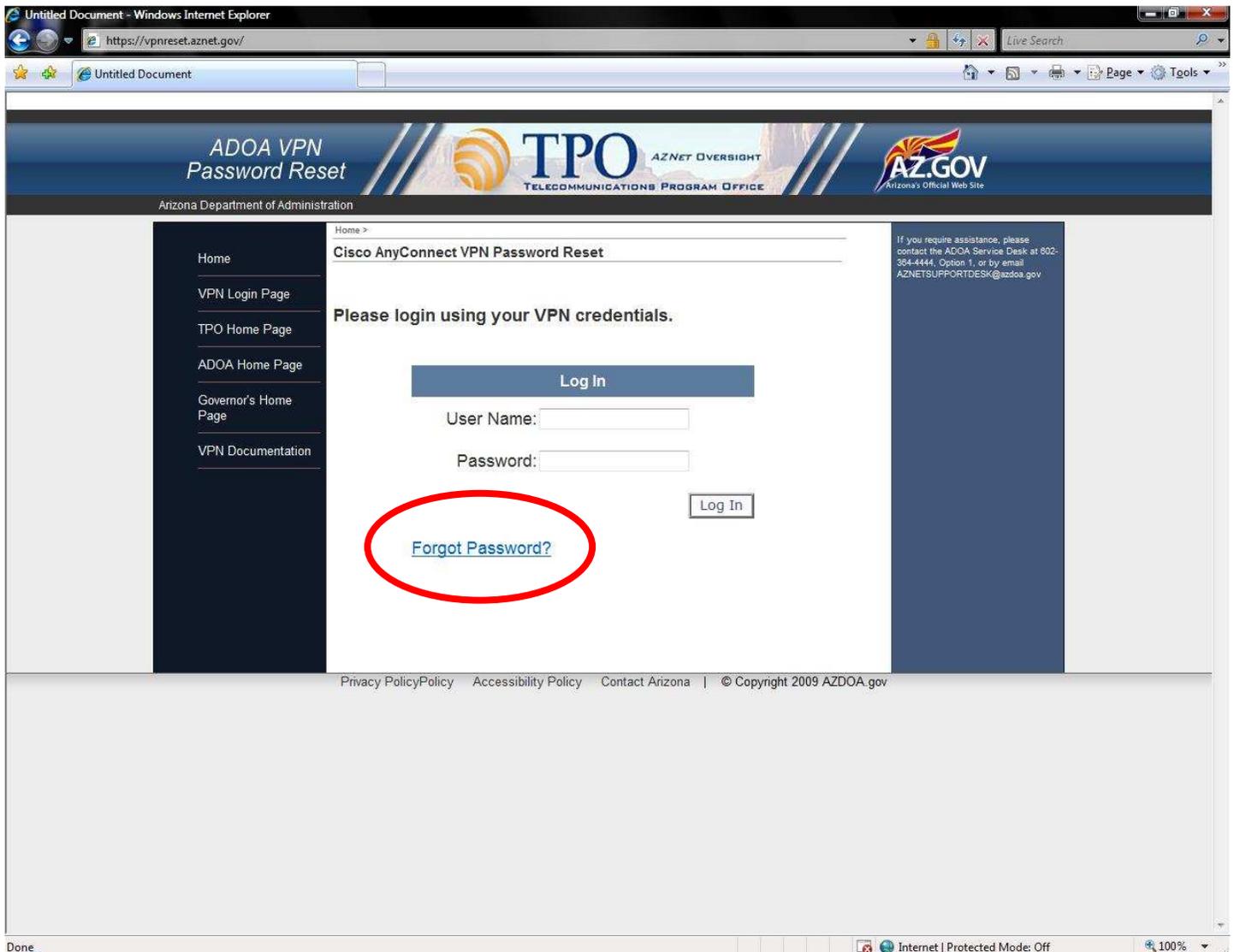
Verify Password:

Authentication Message

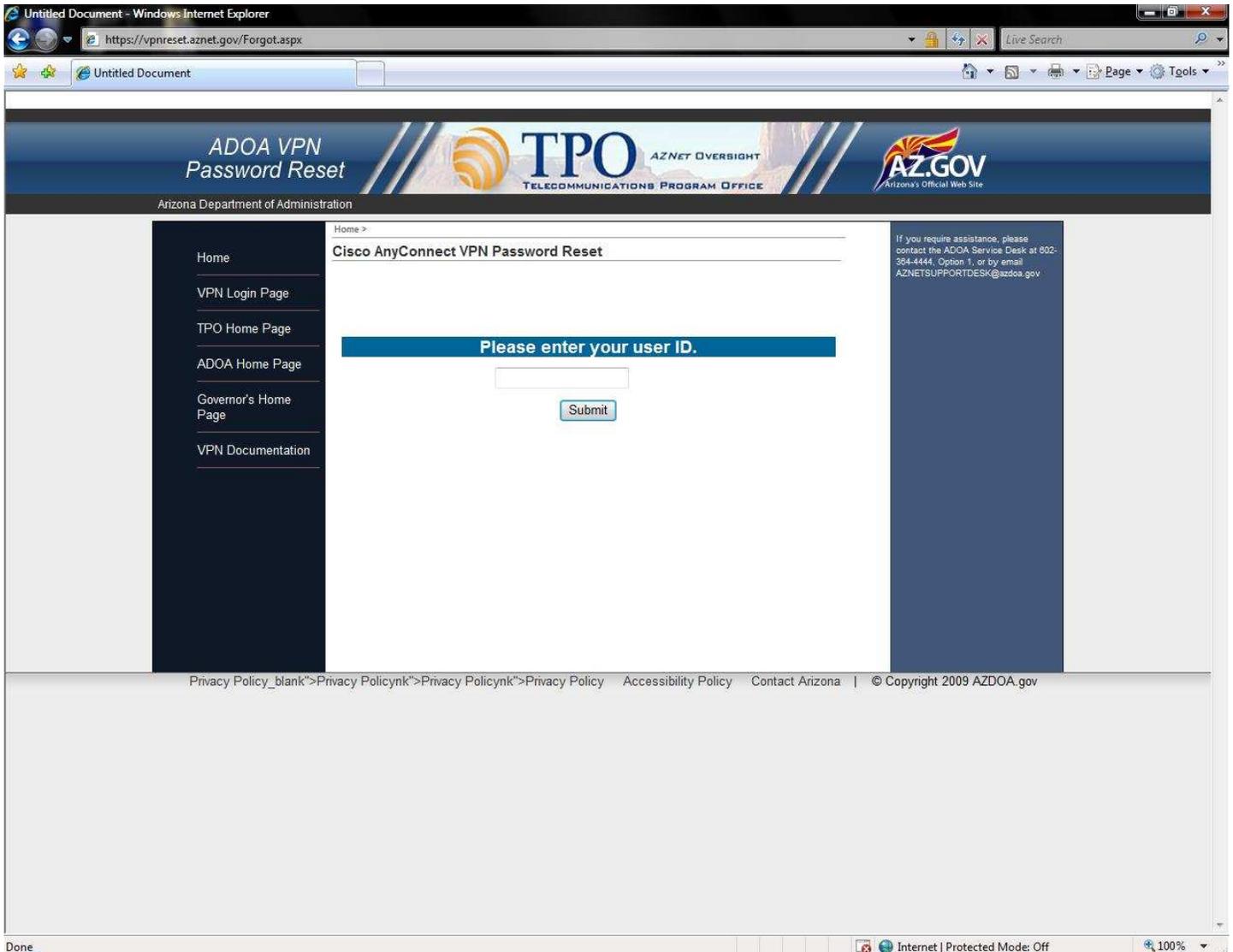
Password change required, you must enter a new password with minimum length 8 to continue.

Forgot Password

If you have forgotten your password, you will need to use the VPN Web Password Reset page. Open your internet browser and navigate to <https://vpnreset.aznet.gov> and click on **Forgot Password?**

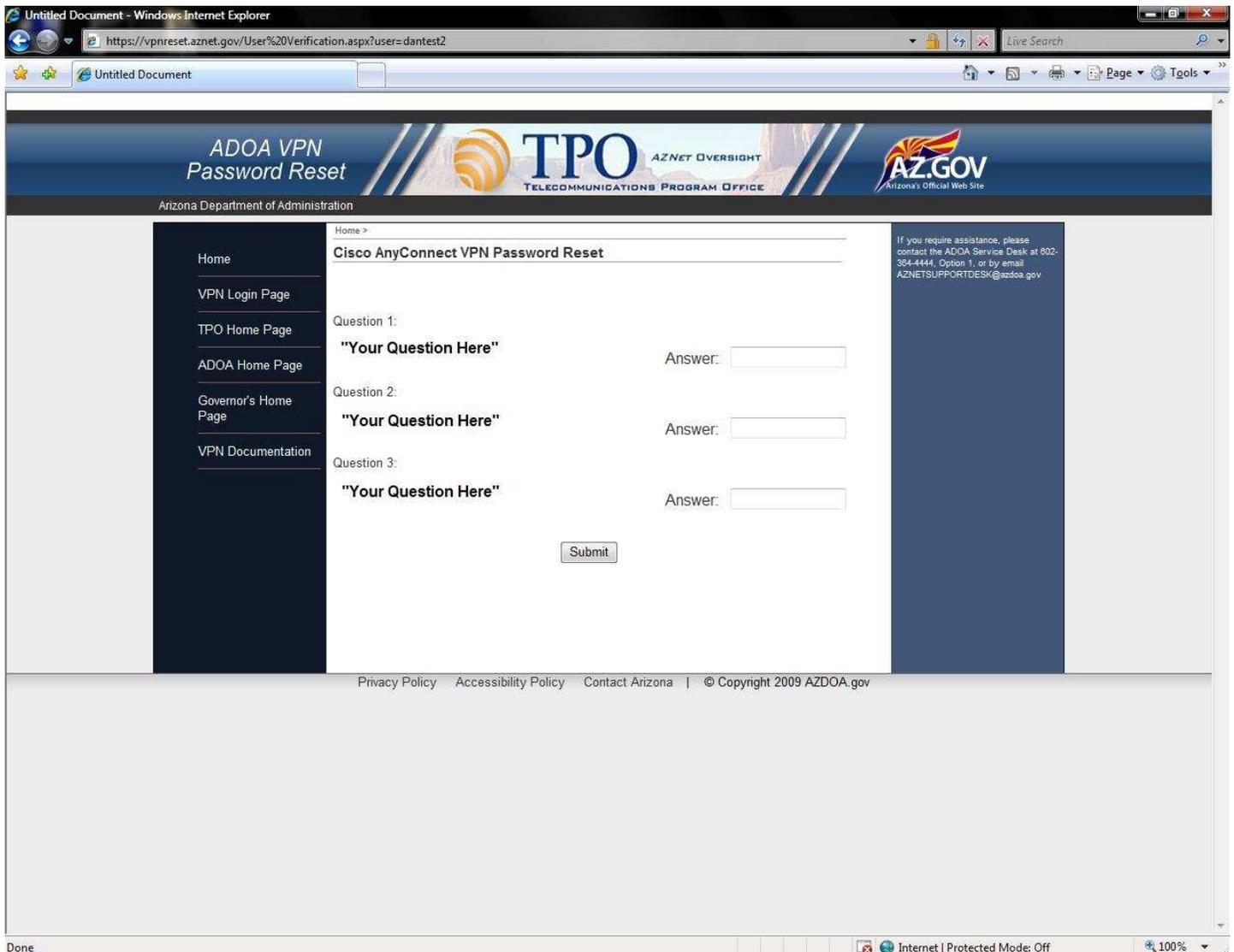


Next, enter your VPN username and click on the **Submit** button.



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You will be prompted to answer three of the five questions you originally answered during your account setup process to verify your identity. Please type your answers in the appropriate fields and click on the **Submit** button.



Untitled Document - Windows Internet Explorer
https://vpnreset.aznet.gov/User%20Verification.aspx?user=dantest2

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Question 1:
"Your Question Here" Answer:

Question 2:
"Your Question Here" Answer:

Question 3:
"Your Question Here" Answer:

Submit

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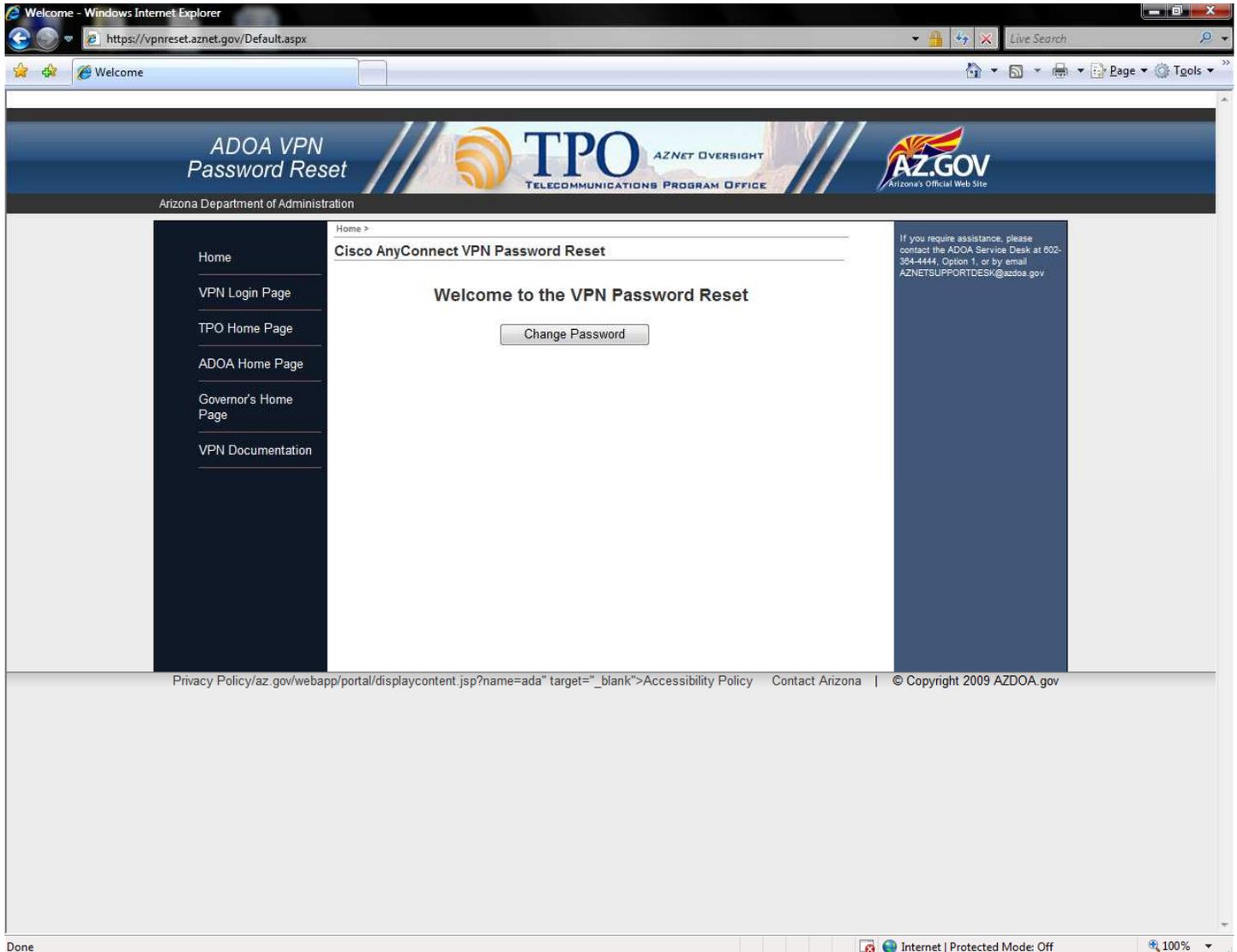
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AZNet VPN User Account Setup and Password Change Instructions

Click on the “Change Password” button to proceed to the password reset page.



Now, you can change your password. The password must meet the following requirements.

The password cannot contain your user account name or parts of your full name that exceeds two consecutive characters. It must also be at least eight (8) characters in length and contain characters from three of the following four categories:

- English uppercase characters (A through Z)
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