

CEMEX ID expired password – VPN Connection

The Cemex Security policy includes specific rules to renew the password.

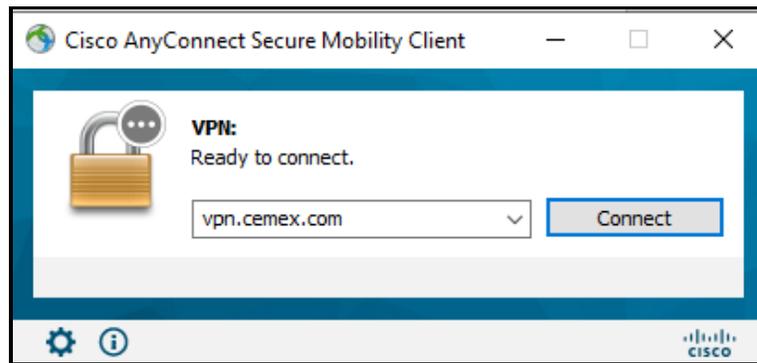
When the expiration date is reached the users must renew his password.

If you are working in remote location and your password expire you do not receive a special message to inform about it. But when you connect to VPN the process detects the expired password condition and you will be request for a change password procedure.

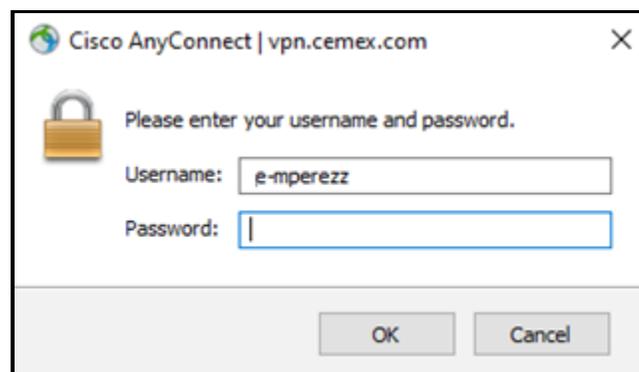
The following steps describes the connection process for a user with expired password.

Open the CISCO VPN client, select the VPN and click on the **Connect** button

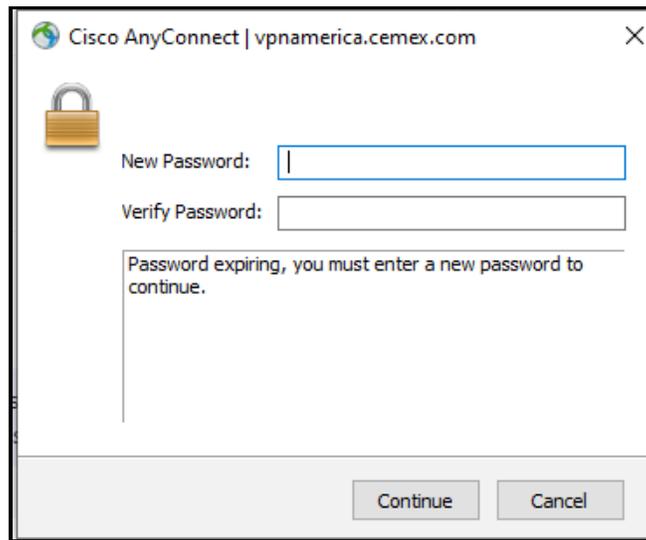
The procedure applies to the 3 available VPN services (vpn.cemex.com, backupvpn.cemex.com, vpnamerica.cemex.com)



Username and password are required. Type your CemexID and password



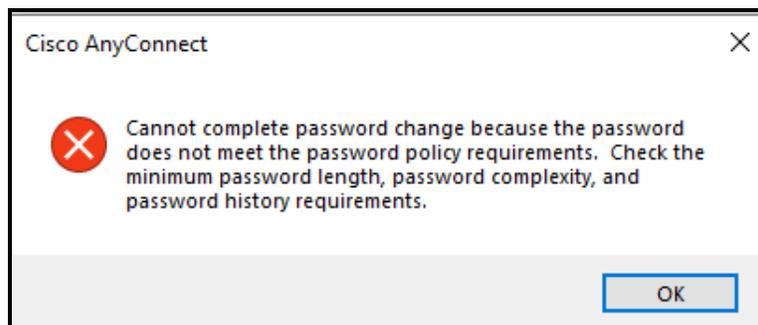
After that the system detects the password expired condition and request for the change password process.



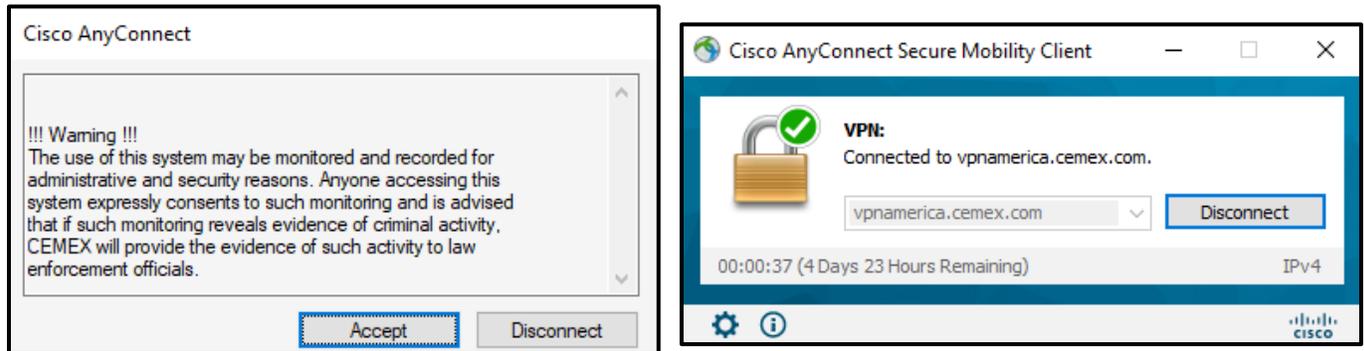
You must assign a new password that complies with the following rules:

- Minimum 8 characters
- Include 3 of the following characters: lower case, upper case, numbers, and special characters.

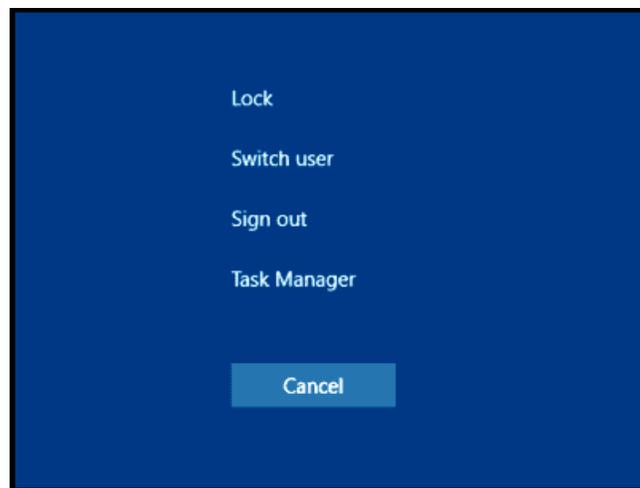
If the password does not meet the requirements, then the system ask for a correct password.



After you change the password. The VPN connection is established.



The last step is sync password with the local computer. Only type CTRL + ALT+ DEL and select lock computer, unlock the computer with the new password.



For Additional Support call to GSC:

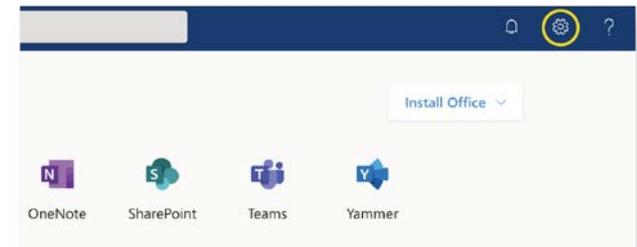
<https://cemex.sharepoint.com/sites/ProcessIT/SitePages/Help-Desk-Global-Phone-List.aspx>

If you need to change your password or it has expired, you can use Office 365 Portal.

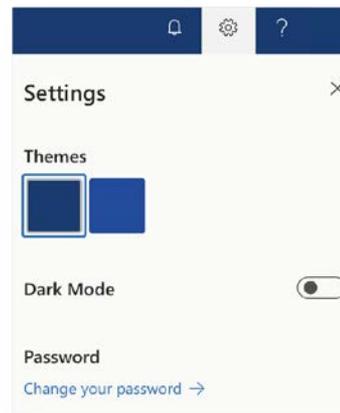
1. Open your office 365 portal <https://portal.office.com>

2. Log in using your current username and password.

3. From the Office 365 Portal select the Settings Option.



4. Select Change your password.



5. Submit new password.

A screenshot of the Office 365 password change form. The form is titled 'User ID' and has four input fields: 'Old password', 'Create new password', and 'Confirm new password'. At the bottom of the form are two buttons: a green 'submit' button and a blue 'cancel' button.

After you change your password it is important that you run a VPN connection to update the information from Cemexnet . And after that lock your computer CTR-ALT-DEL and unlock using you new password, this step synchronizes the password on your local computer.