

WINDOWS LOGIN PASSWORD EXPIRED - USER GUIDE

1. Problem Description

Windows shows message password has expired

2. Possible Root Cause

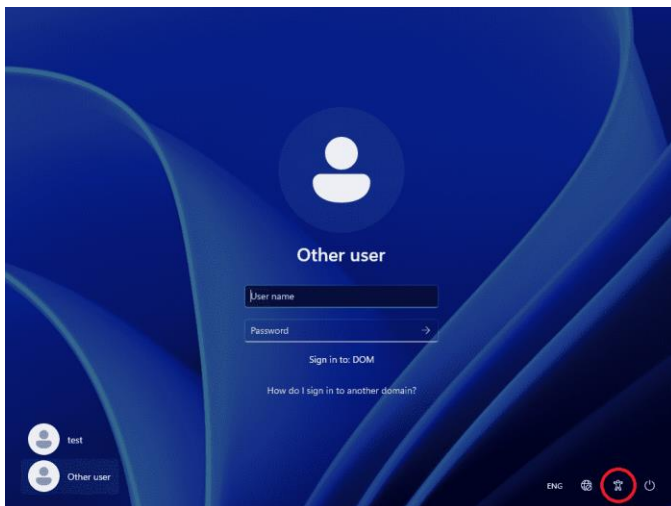
Windows login password may expire every **90 days** (Policy)

3. Resolution

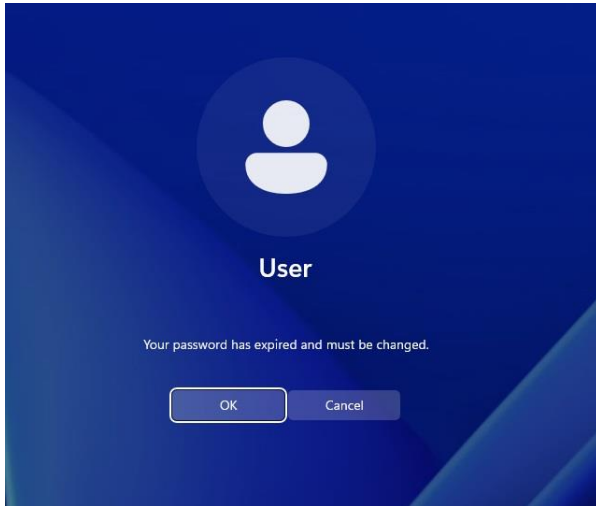
Windows prompted to reset password and User need change to new password (cannot same password with previous)

4. Steps of User Guide:

1. At the Windows logon screen, enter your current username and password.



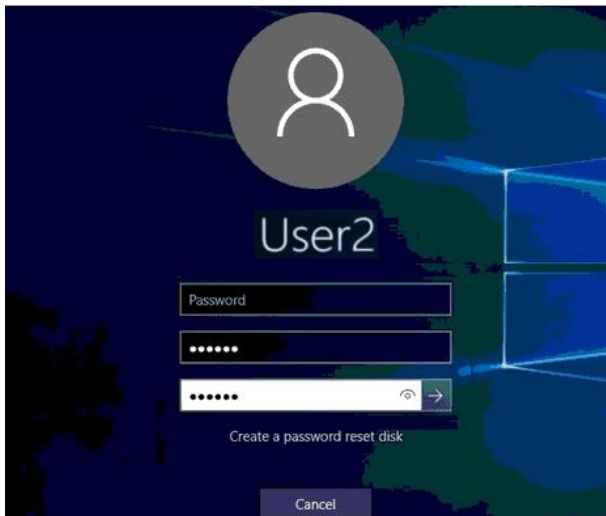
2. If your password has expired, Windows will display a message such as 'Your password has expired and must be changed.'. (Refer image below)



3. Click OK or Change Password to continue.

4. In the password change screen, complete the fields: (refer image below)

- Old Password: Enter your current/existing password
- New Password: Enter your new password
- Confirm Password: Re-enter your new password



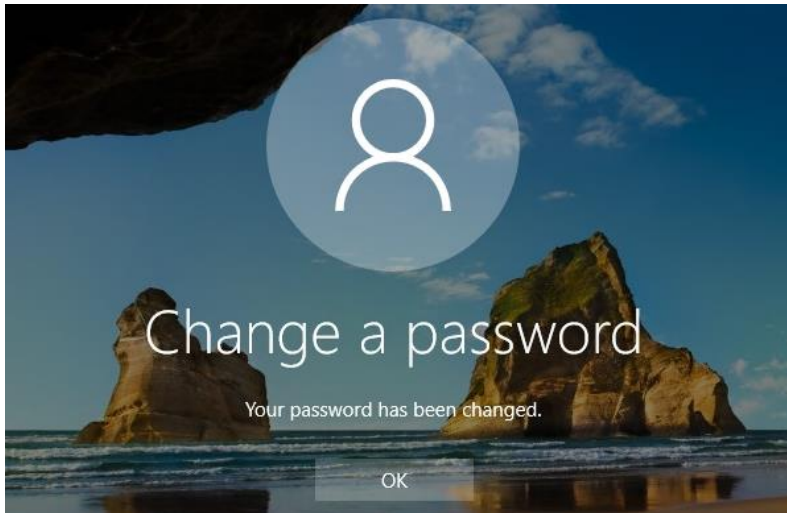
5. Follow password requirements, such as:

- Minimum 8–12 characters
- Include uppercase and lowercase letters

- Include numbers and special characters
- Do not reuse recent passwords

6. Click the arrow button or press Enter to submit.

7. If successful, you will see a confirmation message. (Refer image below)



8. Log in using your new password.

Password Reset Error troubleshooting

- Ensure the new password meets company security policy.
- Case sensitive to the password.
- Contact your IT support team if still not resolved.