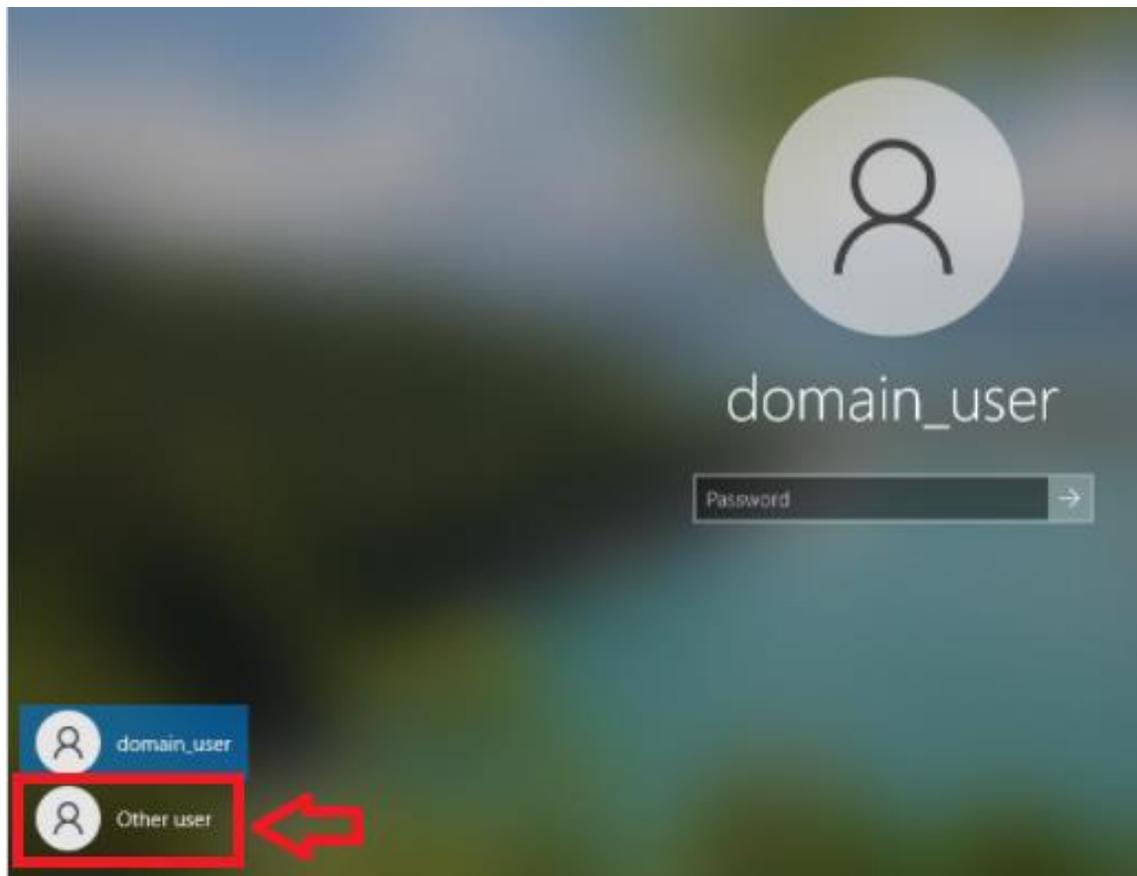


Logging into your IIA Windows computer with your new firstname.lastname@keylogic.com account

1. Login into your computer with the old firstinitialLastname account
2. Open a web browser (Chrome/Edge/Internet Explorer/etc.) and go to <https://secure.infointl.com>, sign in with firstname.lastname (current password is still valid).
 - Click on the **Start** button next to **Pulse Secure**.



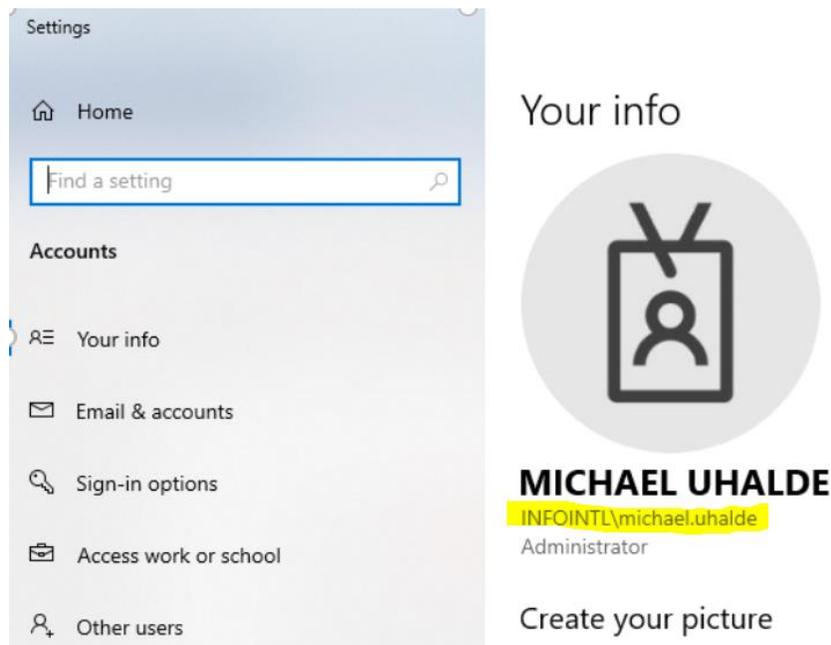
- Click **Yes** on the user access control popups.
 - You are now connected to the IIA VPN. To verify, locate the Pulse Secure icon  in the system tray and hover your mouse arrow over top of it.
3. Lock the computer (press keys: ctrl+alt+delete), select the Lock option, click "Other user" in the bottom left of the user logon screen, type in your firstname.lastname username and current password.



4. Sign out of your account in the Teams desktop app.
 - Click your Teams profile icon in the top right of the Teams window.
 - Select Sign Out at the bottom of the drop-down menu.

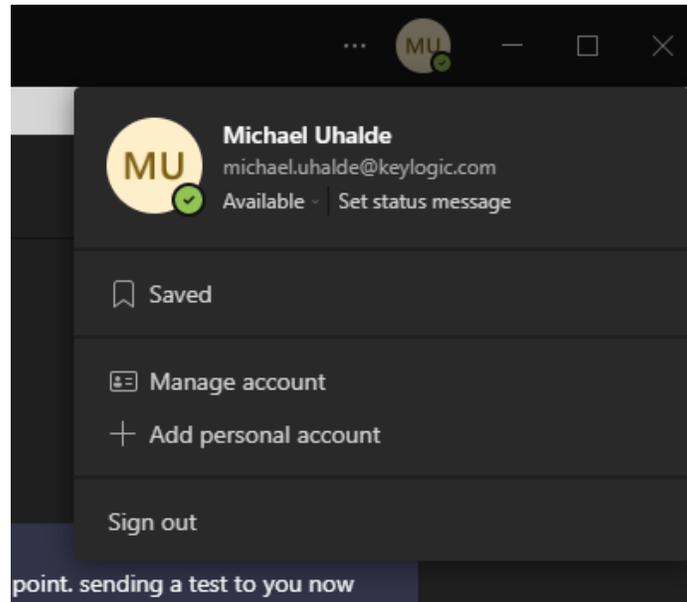


5. After signing out of your account in the Teams app, restart the computer. Once the computer has restarted, login to your computer again by selecting “Other User” and entering your firstname.lastname username. Then, verify that you are signed into the correct account.
 - Right click the Windows icon in the bottom left of your desktop screen.
 - Click Settings.
 - In the settings popout window, click Accounts. Your username will be listed and should read INFOINTL\firstname.lastname.



6. If your account name is still listed as INFOINTL\fistinitialLastname please lock the computer (ctrl+alt+delete), click other user in the bottom left of the screen and enter firstname.lastname in the account name. Once you have logged in, please restart the computer.
7. If, when initially logging into your computer, you receive an invalid username error, please click “Other User” in the bottom left of the screen, and enter your firstname.lastname account name along with your current password.

8. Once you have logged into your computer with your `firstname.lastname` account and have verified that your account info lists your account as `INFOINTL\firstname.lastname`, please follow the next steps to ensure your 365 apps are listing the correct account.
9. In the Teams desktop app, click the account icon in the top right of the app and your firstname.lastname@keylogic.com account will be listed.



10. The Teams app should automatically detect your new account information and update itself. If it still hasn't updated, and you are unable to login to the app with your firstname.lastname@keylogic.com account, please restart your computer again.
11. To reset your Outlook desktop app information please follow this guide: <https://portal.iiaweb.com/wp-content/uploads/2021/09/IIA-Outlook-Desktop-App-Actions-ProfileSignature.pdf>
12. Once the computer's Account Info screen, and the Teams app, display the new `firstname.lastname` account, you should no longer need to click the "Other User" option to login to your computer.

Please reach out to Support@keylogic.com if you have any questions or issues.