To reset your Horizon VPN password:

1. Click on this link: https://remote.ffm.vic.gov.au/RDWeb/Pages/en-US/password.aspx

   In Google Chrome, due to certificate issues, click the **Advanced** button, then click the link Proceed to remote.ffm.vic.gov.au

Your connection is not private

Attackers might be trying to steal your information from **remote.ffm.vic.gov.au** (for example, passwords, messages, or credit cards). Learn more

NET::ERR_CERT_SYMANTEC_LEGACY

Warnings may be common while websites update their security. This should improve soon.

☐ Help improve Safe Browsing by sending some system information and page content to Google. Privacy policy

Advanced   Back to safety

Hide advanced   Back to safety

This server could not prove that it is **remote.ffm.vic.gov.au**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

Proceed to remote.ffm.vic.gov.au (unsafe)

3. Enter **ffm** and your VPN user name, then enter your old and a new password, then click Submit

You should receive a message "Your password has been successfully changed. "