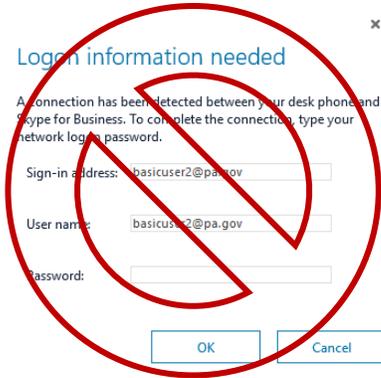


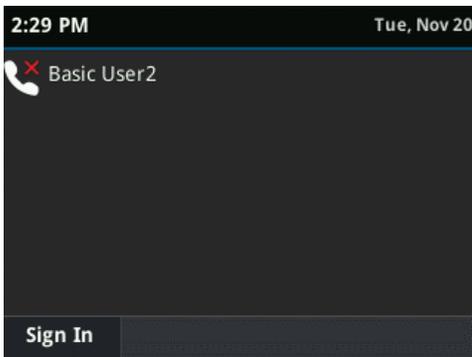
What to Do with Your Phone When Changing Your CWOPA Password

The following will give you step-by-step instructions to change your CWOPA password and sync your Polycom VVX phone. Please follow these instructions carefully to ensure a successful login.

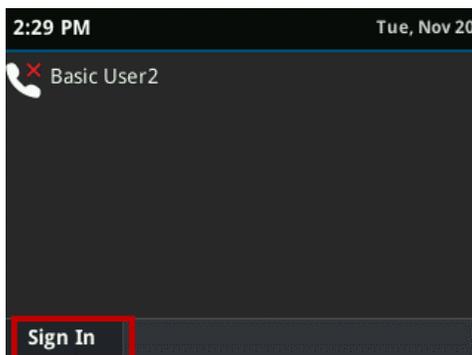
1. When it is time to update your CWOPA password on your computer, please sign out of your phone first. To sign out, on your phone screen you will see options on the bottom of your screen: press the **More** button, then press the **Sign Out** button. Now change your CWOPA password on your computer, you will receive the following prompt from your Skype for Business Client. **IGNORE THIS PROMPT AND GO IMMEDIATELY TO STEP 2.**



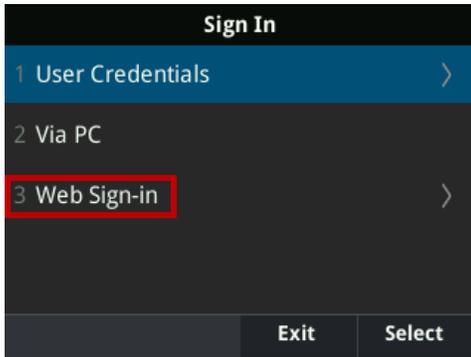
2. This is what you should see on your phone screen. This may take a few minutes.



3. Press **Sign In**.



4. Choose **Web Sign In**.



5. The phone will display a code and website.



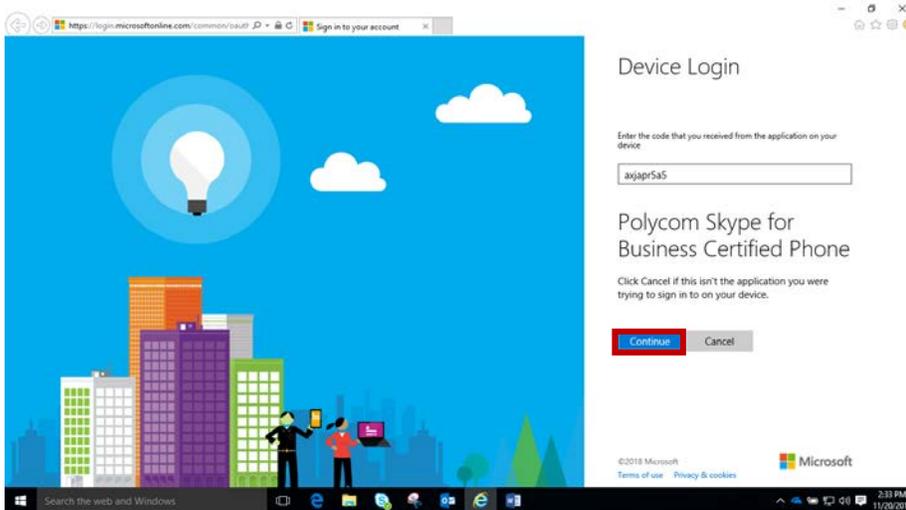
6. Open an **Internet Explorer** browser on your computer and go to the website <http://aka.ms/sphone>.



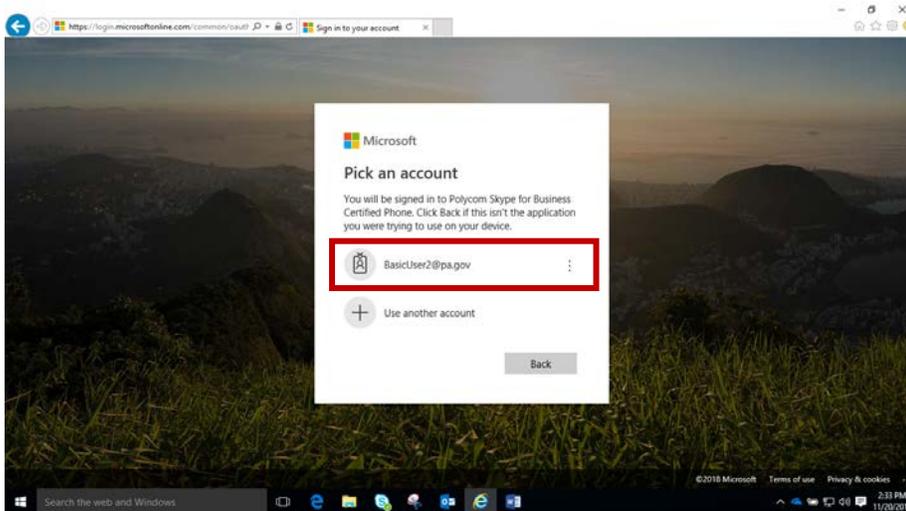
7. At the **Device Login** screen, type the code shown on the phone in the **Code** box.



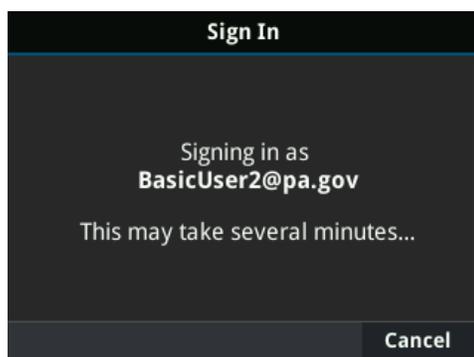
8. Once the code is entered, you will see **Polycom Skype for Business Certified Phone**. Click continue.



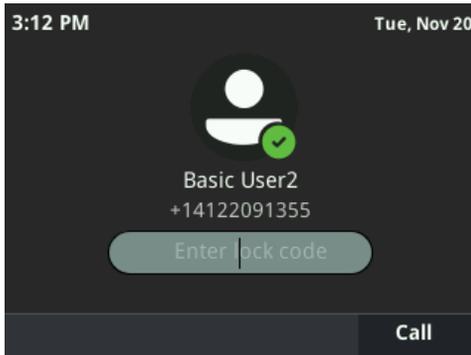
9. When you receive **Pick an account**, click on your account. Or it may prompt you to type in your full email address - include @pa.gov.



10. The phone screen will indicate that your account is now logging in.



11. Once signed in, your phone will prompt you for a **new** lock code. Type in your new 6-digit number. Please remember your lock code. If you forget it, contact Chrystal Mathiot, who will have to contact OA to have it reset for you.



12. If you try to dial a phone number and you receive a fast busy signal, the phone needs to be rebooted. To reboot your phone, press the numbers **1, 3, 0 all at once** and hold down until the phone beeps. The phone will come back on line shortly and you should be able to make phone calls.

*For assistance with logging into your phone, please contact the 24/7 Vitalyst Training Help Desk at **844-580-6957**.*

The 24/7 Vitalyst Training Help Desk is available to all employees at anytime. They can assist with any phone, conferencing or Skype questions or issues.