



To: Signet North America Team Members  
From: Howard Melnick, Chief Information Officer  
Date: May 22, 2020  
Subject: Reminder: Password Management

As many of us continue working from home, we want to share a few reminders regarding password management. These steps for password management also apply to our team members who are currently on furlough and may need to reset their password to access Signet email accounts and/or Workday.

### **Password Management:**

*Please note: If you change your password using Office365 on your laptop, you must connect to the VPN to ensure that the new password syncs across all applications. If you are unable to connect your laptop to VPN, continue to use the old password on the laptop.*

The following are specific instructions for updating your password.

### **All Team Members**

- Workday – Use the “Forgot Password?” link. If you do not have challenge questions setup, please contact Human Resources.

### **Support Center Team Members (including VPROs and DMs)**

- To change your password:
  - Connect your laptop to VPN
  - Press Ctrl-Alt-Del and follow the prompts to change password
  - If you are unable to connect your laptop to VPN, use the steps below to change your password and continue to use your old password on the laptop – Once VPN access is restored the laptop will update the password.
- You may need to validate your new password with applications including Microsoft Teams and Outlook
  - To change your network password:
    - Visit <https://portal.office.com/> to reset your network password. Note: When working remotely, you may be asked to confirm your identity using a code sent to your phone or email.



- If you require additional assistance after following these steps, please contact IT Corporate Service Desk 844-550-5578 or [ITCSD@signetjewelers.com](mailto:ITCSD@signetjewelers.com).

### Store Managers

- *All Banners*
  - Signet Learning Portal – Use the “Forgot Password?” link. If you require additional assistance, please contact your banner’s helpdesk, or email [learning\\_development@signetjewelers.com](mailto:learning_development@signetjewelers.com).
- *Kay & Jared Banners*
  - Matrix+ and Clienteling – Use the “Reset Password” link. If you require additional assistance, please contact Store Technology Support at 800-877-8825.
- *Zales, Peoples & Pagoda*
  - Appointment Booking (SalesForce) – Use the “Self-serve” link; when asked for Birthplace use “Akron”. If you require additional assistance, please contact Store Technology Support at 866-772-8899.

As a reminder, please take a few moments to perform the following steps regularly while working remotely:

1. *Obtain system updates and security patches* - Connect your laptop to the Signet Jewelers VPN (virtual private network) at least once per week.
2. *Conserve our VPN bandwidth and performance* - Many applications do not require a VPN connection in order to use them. The applications that do not require a VPN connection include Microsoft Teams, Outlook, Workday and ServiceNow.
3. *Check your home internet service provider connection* - If you do experience VPN performance issues, please confirm that you can access websites through your personal home internet service provider without using the VPN before calling the Corporate Service Desk.
4. *Online resources* – Visit ‘Resources’ section of Signet Learning Portal at <https://signet.csod.com/> for documents to assist using technology when working from home.

If you require additional assistance or have any other questions, please contact the IT Corporate Service Desk at 1-844-550-5578 or email [ITCSD@signetjewelers.com](mailto:ITCSD@signetjewelers.com).