

VPN | Troubleshooting

So, you've changed your password and now you can't get into your vpn! Here's a few troubleshooting steps.

Check for saved login info!

Your VPN may be using old credentials. If you've confirmed you're using the correct username and password, please proceed to the next page!

! WARNING

If you can't sign-in, please refer to our documentation on resetting your password via quickpass: [GadellNet Quickpass password reset](#)

If you need technical assistance, please reach out to help@gadellnet.com or call **314-942-7485**.



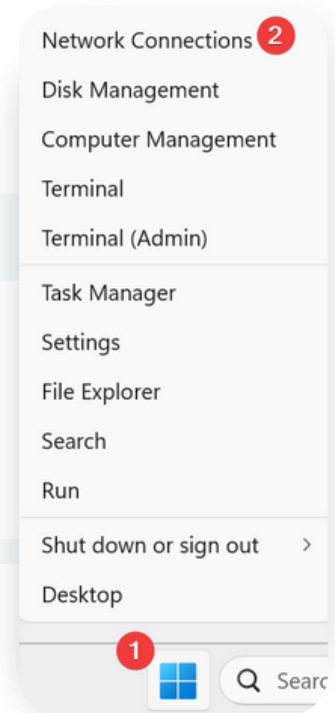
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Clearing VPN Credentials

Step 1

Right-click on the **Windows Icon**

Left-click **Network Connections**



Network & internet



Wi-Fi

Connected, secured



Wi-Fi

Connect, manage known networks, metered network



Ethernet

Authentication, IP and DNS settings, metered network



VPN

Add, connect, manage

Step 2

Click the **VPN** tab.

If you need technical assistance, please reach out to help@gadellnet.com or call **314-942-7485**.



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Step 3

Click **the arrow**.

Click **Advanced options**.

Network & internet > VPN

VPN connections Add VPN

VPN
Not connected Connect ¹

² Advanced options Remove

Step 4

Click **Clear**.

Click **VPN**.

Network & internet > ²VPN > VPN

Connection properties Edit ¹

Connection name
Server name or address
Type of sign-in info General authentication method

Clear sign-in info Clear

Step 5

Click **Connect**.

Network & internet > VPN

VPN connections Add VPN

VPN
Not connected Connect

If you still can't connect to the VPN, please restart your system
and call **314-942-7485**



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