

**Doceri:**

*Resetting your Desktop Connection Password*

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**Important information about your Doceri passwords**

Doceri requires that you create a password in order to connect the iPad app to the desktop client. Luckily, you only have to enter this password once and the Doceri app then remembers the password. However, your Doceri account and password are not linked across computers, so every computer on which you use Doceri will require that you create a unique password. For example, if I go to Rogers-Stout 124 and use Doceri it will ask me to create a password, but if I then go to Burleson 403 and use Doceri again it will also ask me to create a password. These instances of Doceri across campus do not “talk” to each other, and therefore aren’t aware that I’ve used Doceri elsewhere. You will have to create a password every time you use Doceri on a new computer for the first time. It is recommended that you use the same password everywhere, but if you aren’t cautious you could potentially create different passwords for every room where you use Doceri. This situation is less than ideal, but fortunately you can reset these passwords quickly and easily on your own if you lose or forget them.

**Resetting Your Password from the PC**

1. Make sure that the Doceri Desktop client is running on the PC that you are trying to connect to.

   If you are unsure as to whether Doceri is running, look in the Windows system tray for the Doceri logo (shown below). (The system tray is part of the taskbar, in the bottom right of the screen, to the left of the clock. You may see an arrow pointing up instead of a list of icons--click on the arrow if this is the case and you should see a box of program icons.) If Doceri is not shown in your system tray icons, click on the ‘Start’ button in the task bar, and then type in ‘Doceri’, you should get a programs search result called ‘Doceri Desktop’. Hit ENTER on the keyboard or click on the search result to start the application.

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**Support Contact:** Daniel Gibson, Technology Development Coordinator (gibsondv@etsu.edu; 439-8244)
2. Open the Doceri settings menu.

With Doceri Desktop running, go to the system tray and click on the Doceri icon, this will open a menu. From the menu, click on ‘Settings...’ (shown below). This will open a new window.

3. The settings menu has many tabs and options, but you should notice right away that the default tab is called ‘Password’ and it includes a ‘Set Password...’ button (shown below). Click on the ‘Set Password...’ button. This will open a new window.
4. Type in your new password both in the ‘New Password’ and ‘Confirm Password’ fields and click OK. You do not need to know the old password in order to change your password, so losing or forgetting your password should not prevent you from using Doceri in any environment.

5. Your password has been reset! You should now be able to use this new password to connect to the computer with your iPad. If you are experiencing difficulties then please contact Daniel Gibson (439-8244).

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