



## How To Reset Your Forgotten Password Using AccountSelfService?

### How to reset your forgotten password:

1. From the Account Self Service Portal, click the “Reset Password” link as shown below.



**Reset Password**  
Reset your forgotten password

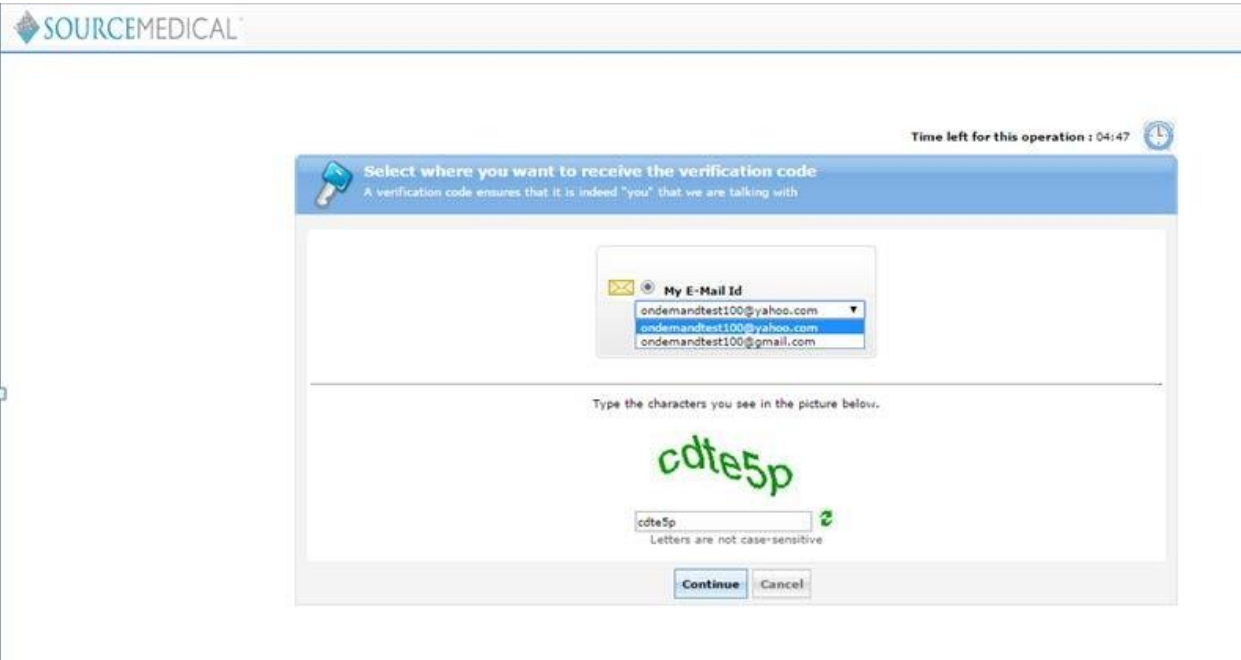
2. Next, you will need to type your username in the “Domain User Name” field as shown below and click the “Continue” button.

**Reset Your Password**  
Please provide your user name and domain name.

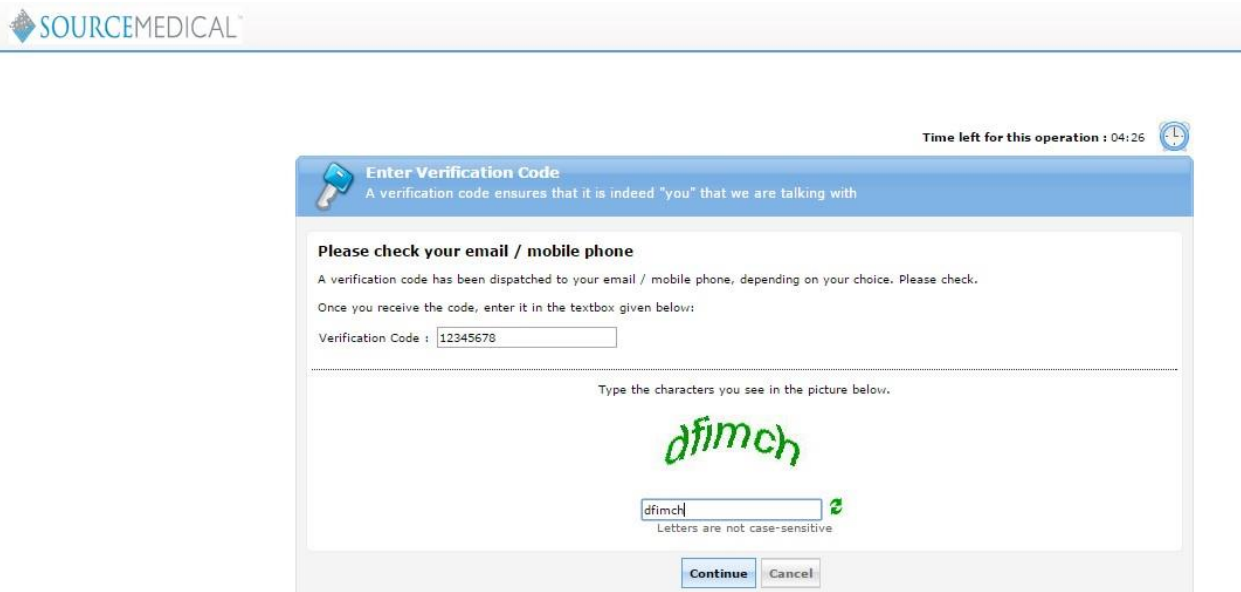
Domain User Name:  (Example : Jsmith)

Domain Name:

3. Next, you will be taken to the Verification Code page in which you have the option to select a single email address you entered during the enrollment process. If you entered multiple email addresses during the enrollment process, simply click the drop down arrow next to the email address and your additional email addresses will be available to select. After you select your email address in which you want to receive the verification code and type the green characters in the appropriate field for security purposes. See below screenshot. Click continue and check your email for the verification code from [noreply@sisfirst.com](mailto:noreply@sisfirst.com).



4. Once you receive your verification code in your email inbox, type it in the Verification Code field as shown in the below screenshot and type the green characters in the appropriate field for security purposes.



5. Next, you will be taken to a page to reset your password as shown in the below screenshot.

**Reset Password**  
Please enter a new password in the boxes below:

**Domain Password Policy Requirements**

- The minimum password age is 0
- The maximum password age is 45
- The minimum password length is 8
- No. of Passwords Remembered is 4
- The password complexity property is Enabled

**Reset Password**

New Password : [password mask]

Confirm New Password : [password mask]

Type the characters you see in the picture below.

233hcc

233hcc [refresh icon]

Letters are not case-sensitive

**Reset Password** Cancel

6. Once the reset password process is complete, you will receive a successful message as shown in the below screenshot. Click “Back to home” which will sign you out.

✓ The password reset has been done successfully.

[Back to home](#)