HOW-TO: RESET MY PASSWORD

FOR: Public Users

DESCRIPTION: Process for how users reset their password. The reset password process is required for new users to access their account.

PREREQUISITES:

- The User must have a FACT SSO account.
- The User must have permission to the system being accessed.

PROCESS:

1. Navigate to an SSO enabled FACT system:
   - FACT Accreditation Portal
   - FACT Annual Compliance

2. Select *Forgot your Password?*

3. The *Forgot password* window displays. Enter your email address.

4. Select *Submit.*

You will receive an email notification from FACT (fact@factglobal.org).
5. Select the link in the email to reset your password.

6. Enter a password; ensure it meets the minimum password requirements.

7. Confirm your password in the field provided.

8. To remain logged in across other FACT systems, select **Keep me signed in**.

9. Select **Submit**.

10. After completing the password reset process, you will be redirected to the original system being accessed.