

Password Support Instructions

Password Support site: <u>https://passwordreset.asrcfederal.com</u>

ASRC FEDERAL	
Password Support	
Click the one that best describes your situation:	
<u>My password is not working</u>	ASRC Federal IT Service Desk Hours: Available 24/7/365
I forgot my password	Phone: 301-837-5498 / 866-360-7728
<u>My password is expired and I need to create a new one</u>	Email: support@asrcfederal.com
I am locked out of my account	Password Support How-to Guide
 Lgot an email stating my passsword is about to expire and I need to reset/change it 	Set Up Multifactor Authentication
 None of the above, I just want to reset/change my password 	

Important

- Only one password change is allowed per 24 hours.
- **Before you change your password**... If you have an ASRC Federal-managed computer, it is best (but not required) to be on ASRC Federal's network or ASRC Federal's VPN so the new password can sync with your desktop login.
- It can take up to 30 minutes for the new password to sync to all ASRC Federal websites.

Select your scenario:

- 1. On the **Password Support page**, you will be presented with a list of scenarios. Click the one that best matches your situation.
- 2. If you selected one of the following scenarios in Step 1, proceed to the <u>I need help with my password</u> steps below:
 - My password is not working
 - I forgot my password
 - My password is expired and I need to create a new one
 - I am locked out of my account

If you selected one of these scenarios, go to the **I need to change my password** steps below.

- I got an email stating my passsword is about to expire and I need to reset/change it
- None of the above, I just want to reset/change my password

ASRC Federal IT



I need help with my password

- 1. Follow the steps in the <u>Select your scenario</u> section at the top of this guide.
- 2. On the **What you need to do** page, read through the information about next steps.
- 3. Click Got it, continue.
- 4. On the **Get back into your account** page, type your **email address** into the **Email or Username** field.
- 5. Type the letters that display in the CAPTCHA box. Click **Next.**

Get back into your account	
Who are you?	
To recover your account, begin by entering your email or username and the characters in the picture or audio below.	
Email or Username: *	
Example: user@contoso.onmicrosoft.com or user@contoso.com	
Enter the characters in the picture or the words in the audio. *	
Next Cancel	

6. On the **Why are you having trouble signing in?** page, select an option:

a. I forgot my password

- Choose this option if you **forgot** your password, or if you suspect your password is **expired**.
- This will take you through the steps to verify your identity using your security information, then guide you through creating a new password.

b. I know my password, but still can't sign

• Choose this option if you know your password, but still can't sign in. This can happen if you tried signing in with an incorrect password too many times.



- You'll keep your existing password. This will take you through the steps to verify your identity using your security information so your account will unlock and allow you to sign in again.
- 7. Click Next.
- 8. Follow the remaining prompts.

Note: If you are creating a new password, only one password change is allowed per 24 hours.



Password Requirements:

- at least 14 characters
- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 number

If you changed your password, sync your new password to your computer

If you have an *ASRC Federal-managed computer*, you need to connect to the network in order for your new password to sync with your desktop.

- 1. Log in to the network via VPN.
- 2. Press CTRL + ALT + Delete.
- 3. Click Lock.
- 4. Login with your new password.



I want to change my password

PART 1: Change your password

- 1. Follow the steps in the <u>Select your scenario</u> section at the top of this guide.
- 2. On the Important page, read through the helpful information about password changes.
- 3. Click Got it, continue.

Uh oh. What's this?

If you get this notification, the site is attempting to log you in with a non-ASRC Federal account.

and starting and the second	RSmith@nasa.gov
	Sign out
You can't change your password here.	

Simply click the **email address** in the top right corner of the page, **Sign out, close** your browser and return to **Step 1**.

If prompted to sign in, type your ASRC Federal email address, click Next and		
step through the multifactor authentication process.	-	Mici
If you are not assessed to size in an accord to Step 4		Sign i
If you are not prompted to sign in, proceed to Step 4 .		rstumn@

Sign in	
rstump@asrcfederal.com	
No account? Create one!	
Can't access your account?	
	Next

4. In the **Change your password** window, type your new password.

Password Requirements:

- at least 14 characters
- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 number
- 5. In the **Confirm new password** box, re-type your new password.
- 6. Click **Submit**.

	Change your password	\times
	User ID nkabakjian@asrcfederal.com	
	New password	
_	Confirm new password	
	Cancel Submit	

7. You will receive a confirmation message. Click Done.



PART 2: Sync your new password to your computer

If you have an ASRC Federal-managed computer, you need to connect to the network in order for your new password to sync with your desktop.

- 1. Log in to the network via VPN.
- 2. Press CTRL + ALT + Delete.
- 3. Click Lock.
- 4. Login with your new password.