Password Support Instructions

Password Support site: https://passwordreset.asrcfederal.com

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.

1. On the Password Support page, you will be presented with a list of scenarios. Click the one that best matches your situation.
2. On the **What you need to do** page, read through the information about next steps.
3. Click **Got it, continue.**

   If you selected one of the following scenarios in Step 1, go to the **I need help with my password** steps below:
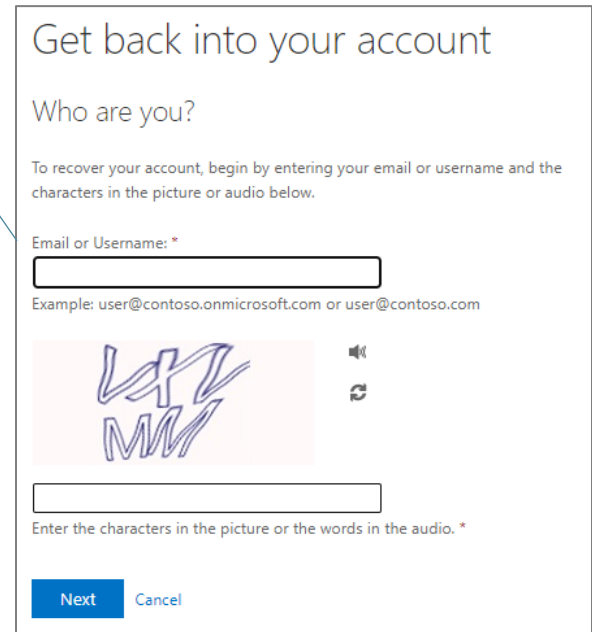   - My password is not working
   - I forgot my password
   - My password is expired and I need to create a new one
   - I am locked out of my account

   If you selected the scenarios below, 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

I need help with my password

1. On the **Get back into your account** page, type your **email address** into the **Email or Username** field.

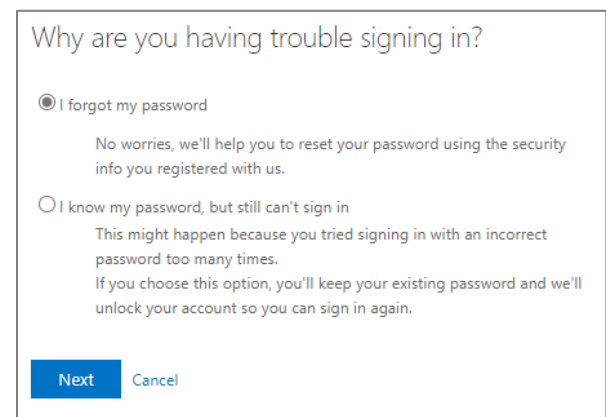2. Type the letters that display in the CAPTCHA box. Click **Next.**

3. 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.

4. Click **Next.**

5. 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. Allow several minutes for your credentials to update. This occurs in the background.

3. Press **CTRL + ALT + Delete.**

4. Click **Lock Screen.**

5. Login with your new password.

I want to change my password
PART 1: Change your password

1. Go to the Password Support page: https://passwordreset. asrcfederal.com

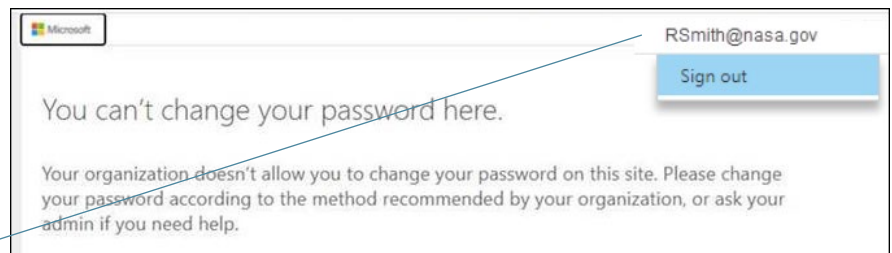2. Click **I want to change my password**.

> ### I want to change my password
> Choose this option if you know your current password and want to reset/change it.
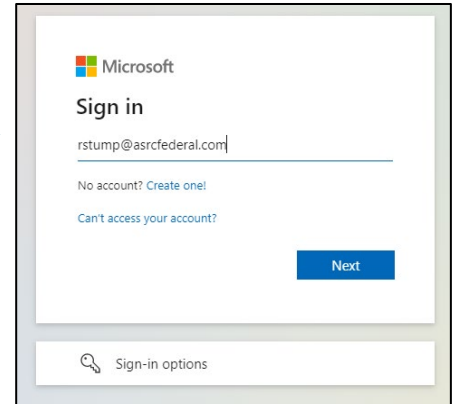
Uh oh. What's this?
If you get this notification, the site is attempting to log you in with a non-ASRC Federal account.

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

> Microsoft
>
> RSmith@nasa.gov
> Sign out
>
> You can't change your password here.
>
> Your organization doesn't allow you to change your password on this site. Please change your password according to the method recommended by your organization, or ask your admin if you need help.

4

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If prompted to sign in, type your **ASRC Federal email address,** click **Next** and step through the multifactor authentication process.

If you are not prompted to sign in, proceed to **Step 4**.

3. On the **Change Password** page, type your current password in the **Old password** box.
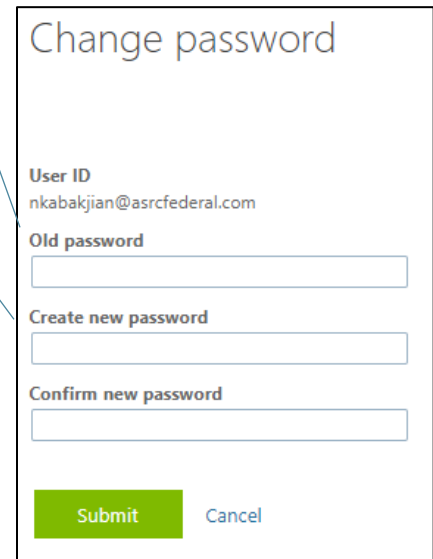
4. In the **Create new password** box, type your new password.

> **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**.

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. Allow several minutes for your credentials to update. This occurs in the background.

3. Press **CTRL + ALT + Delete.**

4. Click **Lock Screen.**

5. Login with your new password.