

HOW-TO: RESET MY PASSWORD

FOR: Public Users

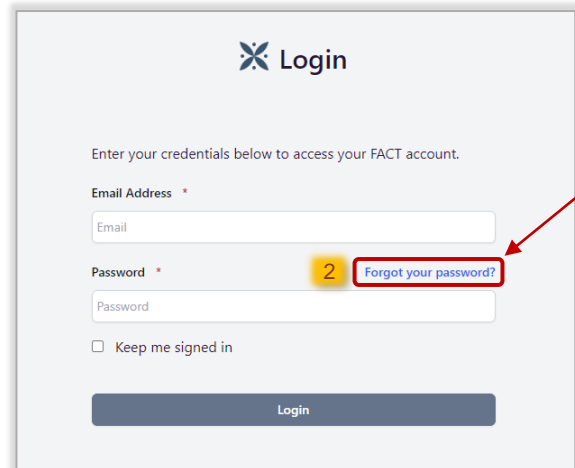
DESCRIPTION: Process for how users reset their password. The reset password process is required for new users to access their account.

PREREQUISITES:

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

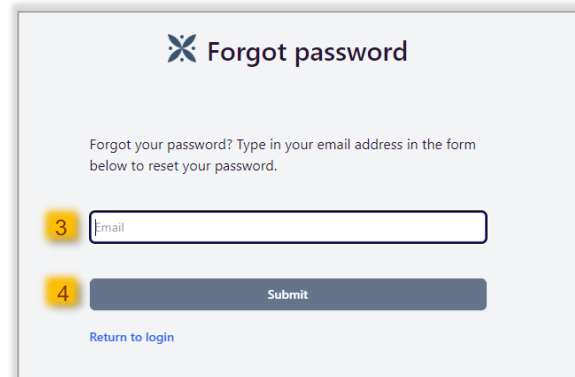
PROCESS:

1. Navigate to an SSO enabled FACT system:
 - [FACT Accreditation Portal](#)
 - FACT Annual Compliance
2. Select [Forgot your Password?](#)

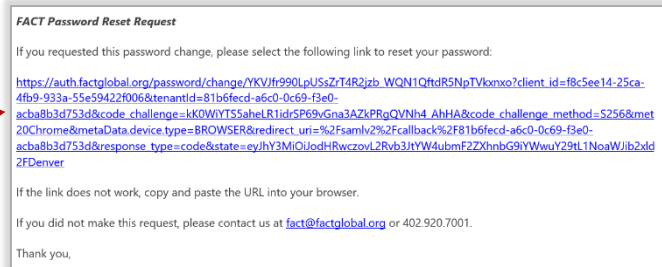


3. The *Forgot password* window displays. Enter your email address.
4. Select **Submit**.

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**.

Update Password

Password Complexity Requirements:

- Must be between 12 and 256 characters in length
- Must contain both upper and lower case characters
- Must contain at least one non-alphanumeric character
- Must contain at least one number
- Must not match the previous 5 passwords

Password

Confirm password

Keep me signed in

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