Reset Password

To reset your password, complete the following steps:

1. From the *Fiscal Service Single Sign On* page, click **Forgot your Password?** The *Self-Service Account/Password Reset* page appears as shown in **Figure 1**.

Figure 1. Single Sign on Page (Forgot Your Password? Link)

2. Enter your **User ID** and click **Submit** as shown in **Figure 2**. A *Confirmation* page appears stating that an email was sent to the email address associated with the User ID.

Figure 2. Self-Service Account/Password Reset

3. Click **Close Browser**.

💡 **Application Tip**

You will receive an email (Resetting your Forgotten Password) to your official email address with further instructions on how to complete the Self-Service Account/Password Reset process.

4. Check your email. You will receive the email link to reset your password. Copy and paste the entire link (including the equal sign "=") into your web browser. The *Answer Challenge/Responses Questions Provide Responses* page appears.

Application Tips

- The reset password web link you receive is unique.
- The email is generated by an automated notification system. The link expires 24 hours after creation, after which the process needs to be reinitiated.

5. Enter your responses for the challenge questions and click **Reset My Password**. The *Answer Challenge/Response Questions – Change Password* page appears.

Application Tip

Three invalid attempts to answer your challenge questions results in your account being locked. If your account is locked, call Customer Support at 866-945-7920 or DSN 510-428-6824, Options 1, 2, 4 to re-activate your account.

6. Enter your **New Password**, **Confirm New Password** and click **Change My Password**. The *Challenge/Response Questions – Completed* page appears.
7. Click **Close Browser**.