

Forgot Your Password?

You can use this quick reference as a reminder of the basic steps for resetting your password if you forget your password when you try to log in to Access® Online.

Tip! Access Online randomly selects and presents one of your three authentication questions.

Welcome to Access Online!

Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

Login

[Forgot your password?](#)

[Register Online](#)

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Login
New Password

Please enter a new password between 8-20 alpha/numbers easy for you to remember but not for others.

User ID: cpsmith25
Organization Short Name: Acme

Enter New Password:

Re-enter New Password:

Save

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1. If you forget your password, type your organization short name and user ID and then click the **Forgot your password?** link.

3. Type a new password two times.
4. Click **Save**.

Tip! Passwords must be 8 – 20 alphanumeric characters, with at least one letter and one number. You cannot reuse a password for 12 months.

Login
Forgot Password

Enter the response to your authentication question. If you need assistance, contact your administrator.

User ID: cpsmith25
Organization Short Name: clark

Authentication Question: In what city does your nearest sibling live?

Enter the response to your Authentication Question:

Continue

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2. Type your authentication question answer and click **Continue**.

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