RESETTING AUTHORIZED USER PASSWORD (LOCKED OUT)

1. If you have tried 3 or more times incorrectly you will be locked out.
   a. Follow steps 2 a-e and wait 15 – 30 minutes before trying again.

2. Clear browser history and all passwords
   a. In Internet Explorer (optional) – Select Internet Options in the Settings drop down box or in the menu bar under Tool, Internet Options:

   b. Select delete under the General Tab under Browsing History:
c. Make sure that all boxes are selected and click Delete:

![Screenshot of Delete Browsing History dialog box]

- **Preserve Favorites websites data:** Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
- **Temporary Internet files and website files:** Copies of web pages, images, and files that are saved for faster viewing.
- **Cookies and website data:** Files or databases stored on your computer by websites to save preferences or improve website performance.
- **History:** List of websites you have visited.
- **Download History:** List of files you have downloaded.
- **Form data:** Saved information that you have typed into forms.
- **Passwords:** Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
- **Tracking Protection, ActiveX Filtering and Do Not Track:** A list of websites excluded from filtering, data used by tracking protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

![Screenshot of Delete Browsing History dialog box]

- **Delete**
- **Cancel**

![Screenshot of Firefox browser]

- **File**
- **Edit**
- **View**
- **History**
- **Bookmarks**
- **Tools**
- **Help**

- **Bing**

- **Clear Recent History...**

![Screenshot of Firefox Clear All History dialog box]

- **Time range to clear:**
  - **Everything**
  - **Last Hour**
  - **Last Two Hours**
  - **Last Four Hours**
  - **Today**

- **All selected**
- **This of**

- **Clear Now**
- **Cancel**

![Screenshot of Firefox Clear All History dialog box]

- **Check boxes for**
  - **Browsing & Download History**
  - **Form & Search History**
  - **Cookies**
  - **Cache**
  - **Active Logins**
  - **Offline Website Data**
  - **Site Preferences**

- **Clear Now**
- **Cancel**

**In **Firefox** (required) - Select the menu bar and click History, Clear Recent History:**

![Screenshot of Firefox Clear Recent History dialog box]

- **Clear Recent History...**

**e. Select the range for clearing and then select Clear Now:**
3. If you continue to have login issues: follow steps 2 a-e and request temporary password sent to your email:

4. If you request a new password, open a browser and log in using your temporary password (no waiting).