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:

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Delete Browsing History

- Preserve Favorites website data
- Temporary Internet files and website files
- Cookies and website data
- History
- Downloads
- Form data
- Passwords
- Tracking Protection, ActiveX Filtering and Do Not Track

About deleting browsing history
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![Screenshot of the Delete Browsing History window with all boxes selected and the Delete button highlighted.]

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

![Screenshot of the FireFox browser with the History menu and the Clear Recent History option highlighted.]

![Screenshot of the Clear Recent History window with the All selected option highlighted and the Clear Now button.]}

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).