

# Forgot Your Password?

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

**Welcome to Access Online!**

Please enter the information below and login to

**Organization Short Name:**  
acme

**User ID:**  
cpsmith25

**Password:**

[Login](#)

[Forgot your password?](#)

[Register Online](#)

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

**Login**  
**Forgot Password**

Enter the response to your authentication question. If you cannot remember your authentication question, contact your program administrator.

**User ID:** blmpa3  
**Organization Short Name:** BLLM

**Authentication Question:** Who was your first em

Enter the response to your Authentication Question  
MrDonut

[Continue](#)

[<<Back to Login](#)

3. Type your authentication question answer.
4. Click **Continue**.

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

**Login**  
**Authentication Code**

Request and then enter your authentication code. If you cannot remember your authentication code, contact your program administrator.

**User ID:** blmpa3  
**Organization Short Name:** BLLM

**Request an Authentication Code:**

[Send a Code](#)

[<<Back to Login](#)

5. Click **Send a Code**.

**Login**  
Authentication Code

**i** We sent the code to your email address on file

Request and then enter your authentication code. If you contact your program administrator.

User ID: blImpa3  
Organization Short Name: BLLM

**7** Enter your Authentication Code:

Send me another code

**8** Continue

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6. Wait for an email with your authentication code (good for only 20 minutes).

**6**

**Access Online Authentication Code**  
donotreply to: chris.smith

There was a request for an Authentication Code to regain access to Access Online. Please use the following code to reset your password on the Forgot Password page.

**Authentication Code:**  
1ABCDE23

The code is active for 20 minutes. If you incorrectly enter the Authentication Code, the code will be deactivated. Contact your Program Administrator for assistance if you didn't request a code.

\*\*\*This is a system-generated message. For assistance, do not reply to this email. Please contact your Program Administrator. Thank you.\*\*\*

7. Go back to Access Online and enter the authentication code.
8. Click **Continue**.

**Login**  
New Password

User ID: blImpa3  
Organization Short Name: BLLM

New Password:

 **i**

Confirm New Password:

 **9**

**10** Continue

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9. Type a new password two times.
10. Click **Save**.

**Tip!** Your password must be 12 – 99 alphanumeric characters. Your password must contain *at least* one uppercase letter, one lowercase letter, one number, and one special character. You cannot use any part of your user ID, your first name, or your last name. You cannot reuse a password for 12 months. Passwords are case-sensitive.

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## **Survey**

Please take a few minutes to respond to a short [survey](#) on our training.