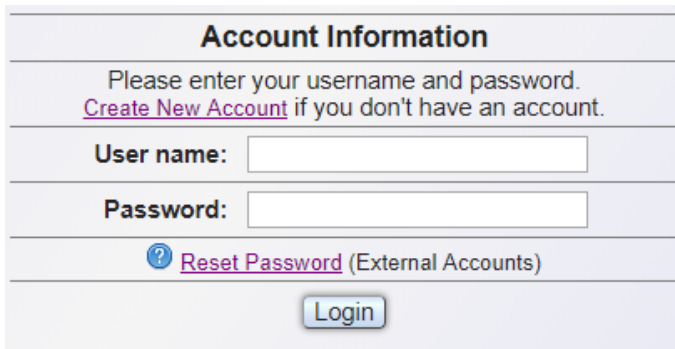


## Reset Password Guide

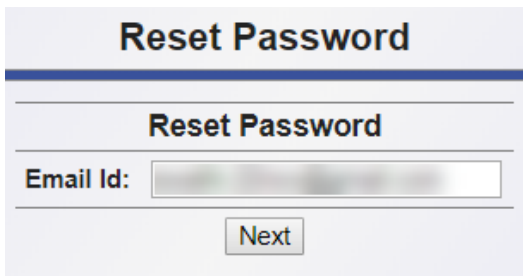
Follow the Six (6) steps below to reset your password if you have forgotten your password or your account is locked.

- (1) Select 'Reset Password' from the PAS logon page.



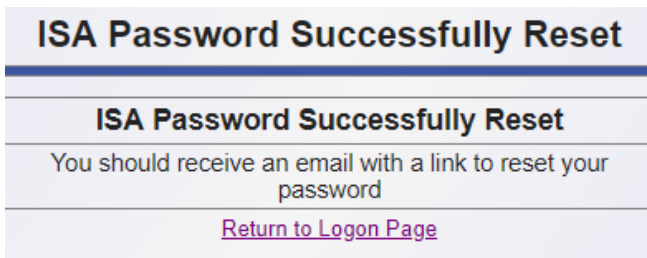
The screenshot shows a web form titled "Account Information". Below the title, it says "Please enter your username and password. [Create New Account](#) if you don't have an account." There are two input fields: "User name:" and "Password:". Below these fields is a link with a question mark icon: "[Reset Password](#) (External Accounts)". At the bottom of the form is a "Login" button.

- (2) Enter the email address of the established ISA account and select 'Next'.



The screenshot shows a web form titled "Reset Password". Below the title, it says "Reset Password". There is one input field labeled "Email Id:". Below the input field is a "Next" button.

- (3) An email from [FDOT.ServiceDesk@dot.state.fl.us](mailto:FDOT.ServiceDesk@dot.state.fl.us) will be sent to the email address used to establish the ISA account with a link to reset your password. The email may be directed to your spam folder or blocked by your email provider.



The screenshot shows a confirmation page titled "ISA Password Successfully Reset". Below the title, it says "ISA Password Successfully Reset". The text below reads "You should receive an email with a link to reset your password". At the bottom, there is a link: "[Return to Logon Page](#)".

- (4) When you click the provided emailed link, you will be redirected to Internet Subscriber Account, enter your new password, the same, in both boxes and select 'Reset Password'. This will be your new password. Password must be at least 8 characters long, include at least one uppercase and a numeric value or special character.

To complete the password change process, enter your new password below and click 'Reset Password'.

Enter New Password

 [Show Password](#)

Confirm New Password

 [Show Password](#)

- (5) A successful password change dialog box will appear to confirm. You will now be redirected to your account management view.

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isatest.fdot.gov says

You have successfully changed the password to your account. You will now be redirected to your account management view.

- (6) Return to the PAS Logon page. Enter the email address and New password. Select logon.

Account Information	
Please enter your username and password. <a href="#">Create New Account</a> if you don't have an account.	
User name:	<input type="text"/>
Password:	<input type="password"/>
<a href="#">Reset Password</a> (External Accounts)	
<input type="button" value="Login"/>	