**Reset Password Guide**

Follow the seven (7) 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.

2. Enter the email address of the established ISA account and select ‘Next’

3. Answer the Challenge Question established when ISA account was initially created.
(4) An email from FDOT.ServiceDesk@dot.state.fl.us will be sent to the email address used to establish the ISA account with a temporary password. The email may be directed to your spam folder or blocked by your email provider.

(5) Return to the Logon page. Enter the email address and temporary password. Select logon

(6) Enter your new password, the same, in both boxes. Password must be at least 8 characters long, include at least one uppercase and a numeric value or special character.

(7) A successful password change page will appear to confirm. Select ‘Return to Logon Page’ to enter your email and new password. This will be your new password.