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.

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

(3) An email from 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.
(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’.

(5) A successful password change dialog box will appear to confirm. 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.