

HOW-TO: RESET MY PASSWORD

FOR: Public Users

DESCRIPTION: Process for how users reset their password. The reset password process is required for new users to access their account.

PREREQUISITES:

- The User must have a FACT SSO account.
- The User must have permission to the system being accessed.

PROCESS:

1. Navigate to an SSO enabled FACT system:
 - [FACT Accreditation Portal](#)
 - FACT Annual Compliance_(NAVEXOne®)
2. Select [Forgot your Password?](#)

✖ Login

Enter your credentials below to access your FACT account.

Email Address *

Email

Password *

2 [Forgot your password?](#)

Password

Keep me signed in

Login

3. The *Forgot password* window displays. Enter your email address.
4. Select **Submit**.

You will receive an email notification from FACT (fact@factglobal.org).

✖ Forgot password

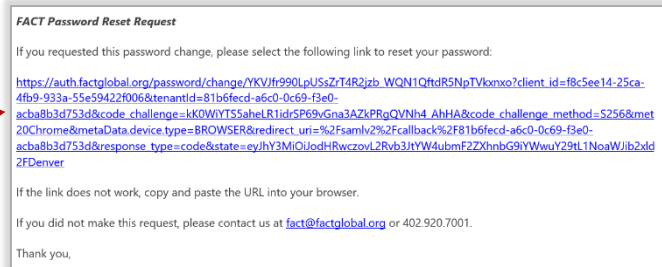
Forgot your password? Type in your email address in the form below to reset your password.

3 Email

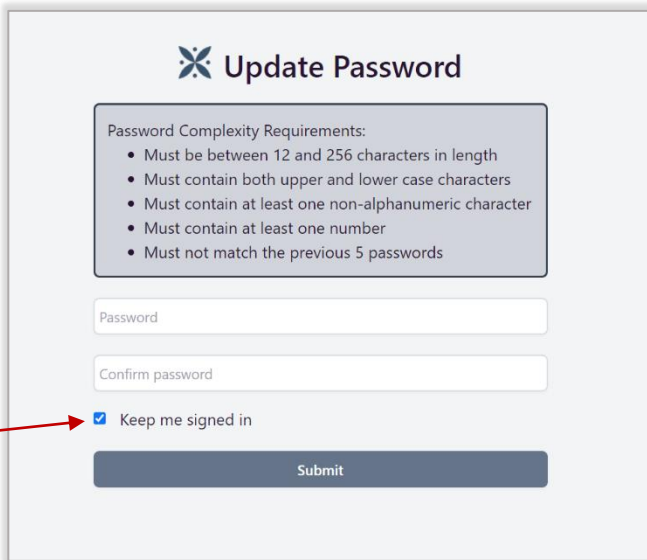
4 Submit

[Return to login](#)

5. Select the link in the email to reset your password.



6. Enter a password; ensure it meets the minimum password requirements.
7. Confirm your password in the field provided.
8. To remain logged in across other FACT systems, select **Keep me signed in**.
9. Select **Submit**.



10. After completing the password reset process, you will be redirected to the original system being accessed.