How to Use the Browser to Reset your Password
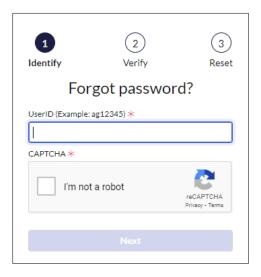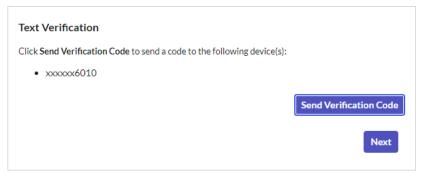
1. Click Password Reset.

2. Enter **UserID**, check the box **I'm not a robot,** and click **Next**.
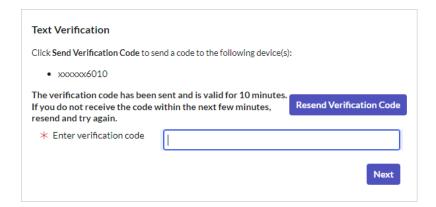

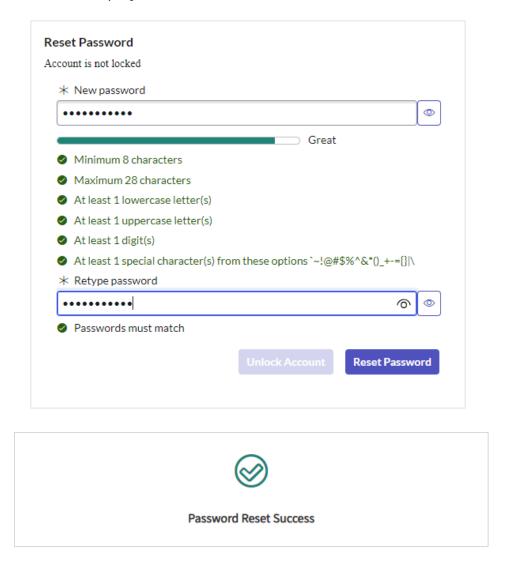3. Click **Send Verification Code** and click **Next.**

   NOTE: If the last 4 of your mobile number doesn't appear on the screen, submit a ServiceNow request to have your mobile number updated in your ServiceNow profile.
   ServiceNow: Update User Account Information - Service Portal (service-now.com)

4. Enter Verification Code and click **Next.**

5. Enter new password twice and click **Reset Password.** As each requirement is met, a green check mark will be displayed.

Password Reset Success

6. Proceed to login.

If you're <u>NOT</u> on the State Network you will need to log into your computer with your Old password then log into VPN with NEW password.

The Password Automation program is designed to offer a user-friendly, self-service password reset solution for state personnel, contractors, and vendors seeking access to internal State systems. As part of this program, the password automation system sends a link via SMS text to your mobile device. Message & Data rates may apply. Terms and conditions and Privacy Policy are found in https://www.tn.gov/content/tn/finance/strategic-technology-solutions/ccc/password-automation/mobile-messaging-terms---conditions.html