

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**.

1 Identify 2 Verify 3 Reset

Forgot password?

UserID (Example: ag12345) *

CAPTCHA *

☐ I'm not a robot

reCAPTCHA
Privacy · Terms

Next

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

Text Verification

Click **Send Verification Code** to send a code to the following device(s):

- xxxxxx6010

Send Verification Code

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**.

Text Verification

Click **Send Verification Code** to send a code to the following device(s):

- xxxxxx6010

The verification code has been sent and is valid for 10 minutes. If you do not receive the code within the next few minutes, resend and try again.

Resend Verification Code

* Enter verification code

Next

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

Reset Password

Account is not locked

* New password

.....

Great

- ✓ Minimum 8 characters
- ✓ Maximum 28 characters
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ At least 1 digit(s)
- ✓ At least 1 special character(s) from these options `~!@#\$%^&*()_+=[]\`


* Retype password

.....

- ✓ Passwords must match

Unlock Account

Reset Password



Password Reset Success

6. Proceed to login.

*****If you're NOT 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>