

# How to Use the Browser to Unlock 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 \(service-now.com\)](https://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. Click **Unlock Account**. DO NOT enter new password unless you want to change the password.

### Reset Password

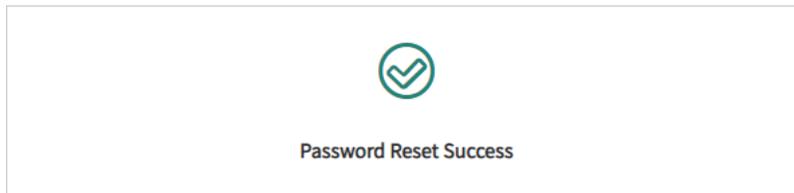
Account locked. Click [Unlock Account](#) or [Reset Password](#) for a new password.

\* New password

  
Strength

- ⊗ 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

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>*