

## RESET PASSWORD

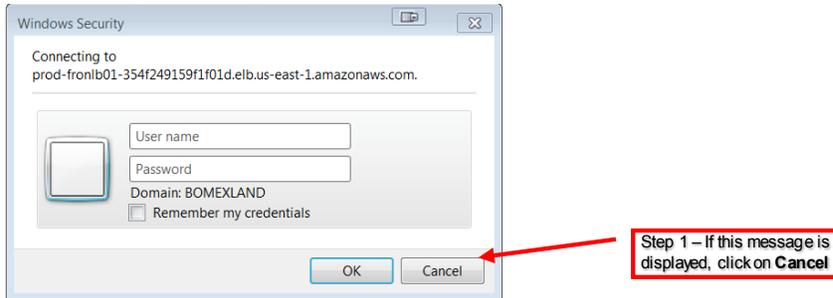
**\*\*\*Make sure you have the Google Authenticator app (for Android go to Google Play Store, or for iOS go to App Store) installed and launch on your mobile device\*\*\***

1. In order to unlock your account, [click here](#) to begin the process.

**\*\*If the link above does not work, copy and paste the link below into your web browser\*\***

<https://login.specopssoft.com/Authentication/Password/Reset?domainName=azmd.gov>

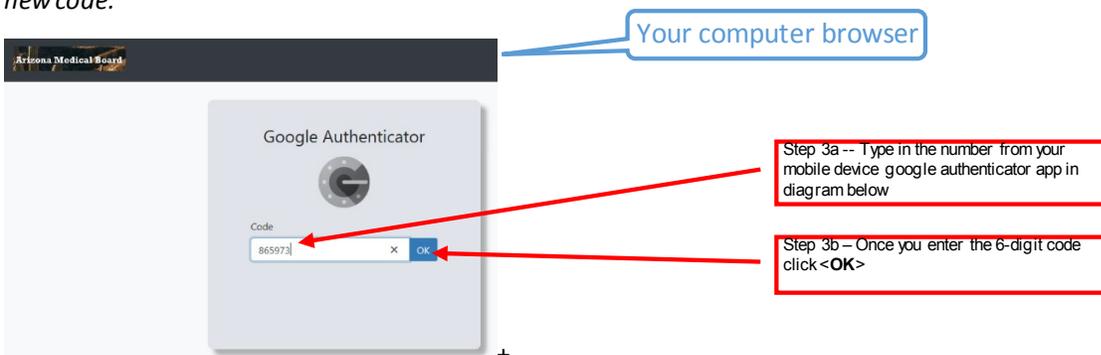
**\*\*If for any reason, you see this message displayed, click on Cancel\*\***

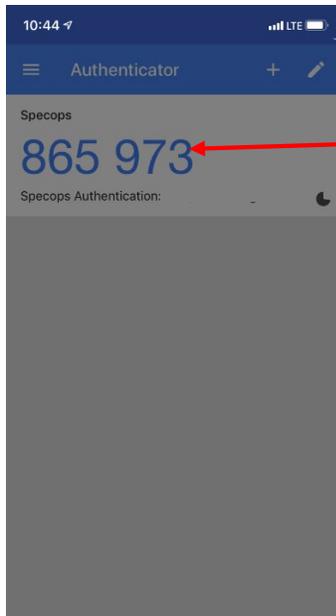


2. Type in your Username



3. Refer to google authenticator on your phone and type the code before it expires. *Wait for google authenticator to generate another code and make sure the circle is either full or at least half to allow more than 20 seconds to type in the new code.*



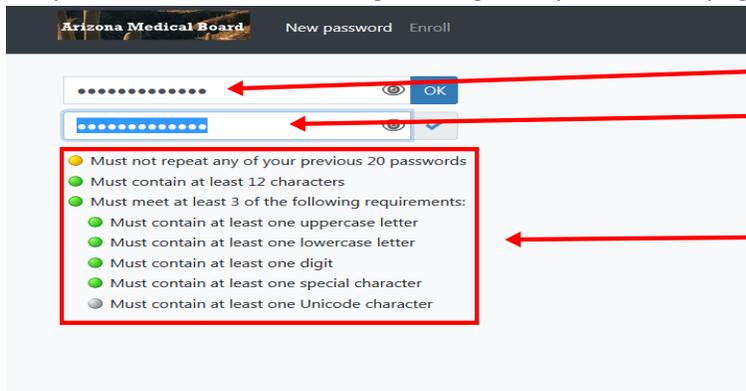


On Phone

Step 3c -- View 6-digit code generated on your phone and type it in your computer browser

Note- Make sure this progress timer circle is almost full circle or at least half to allow yourself ample of time to type the pin on your computer browser

4. Type the new password and enter it again on second field to confirm the new password is correct. Once all the password statements change to all green, yellow or stays grey click <OK> to accept the changes.

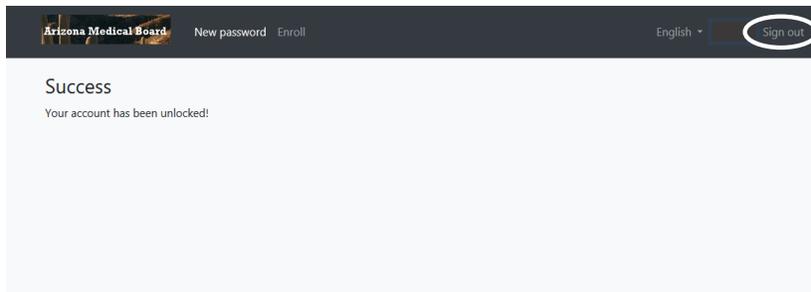


Step 4a -- Type in your new password.

Step 4b -- Confirm your new password

Step 4c -- Click <OK> once you see green, or yellow on all conditions (grey is optional)

5. Upon completion you will receive the success message below.



Step 5 -- Click "sign out"