

UNLOCK ACCOUNT

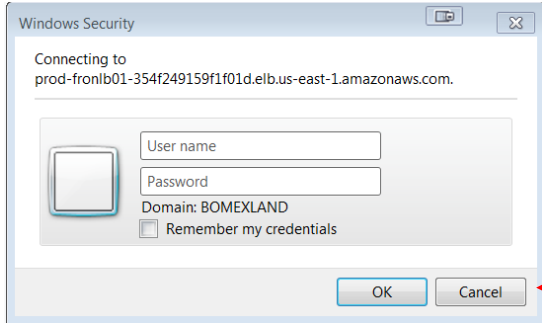
*****Make sure you have the Google Authenticator app (for Android go to Google Play Store, or for iOS go to App Store) installed and launch on your mobile device*****

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****

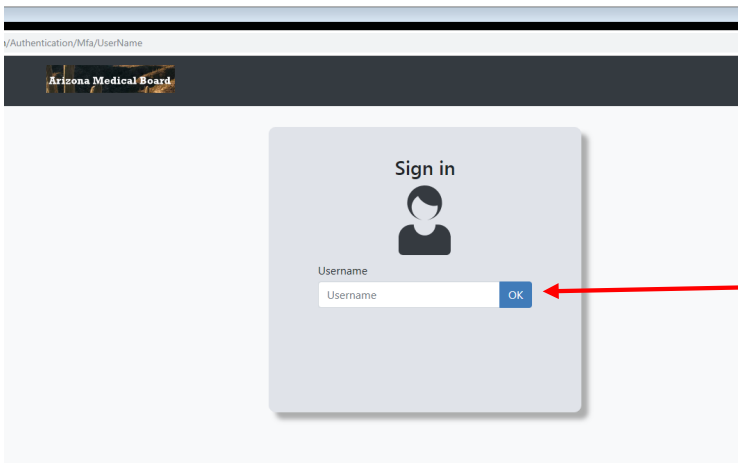
<https://login.specopssoft.com/Authentication/Password/Reset?domainName=azmd.gov>

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



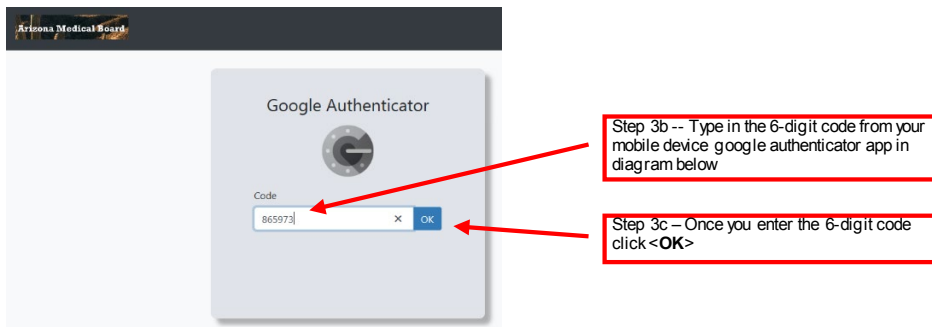
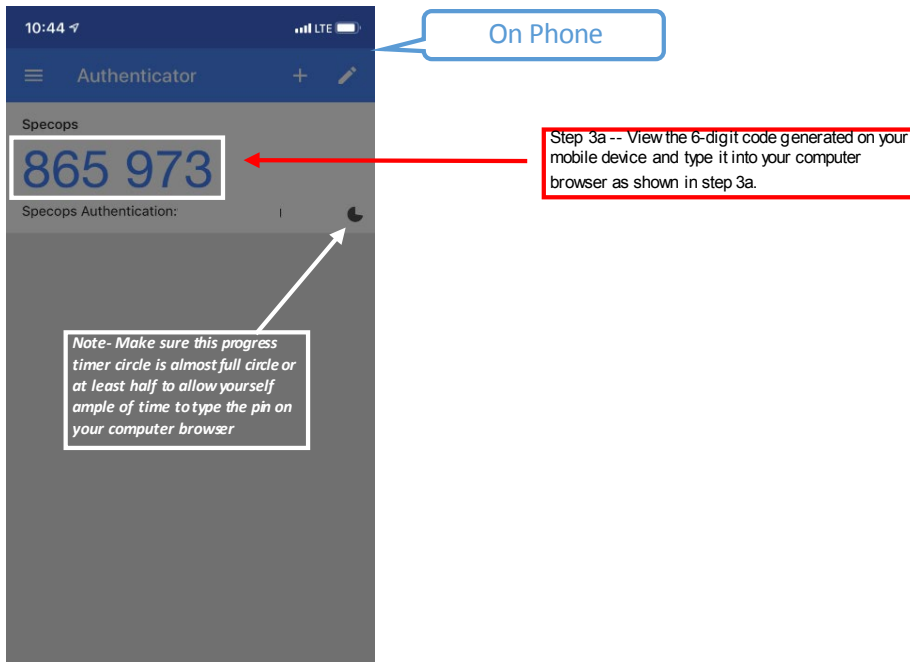
Step 1 – If this message is displayed, Click on **Cancel**

2. Type in your Username

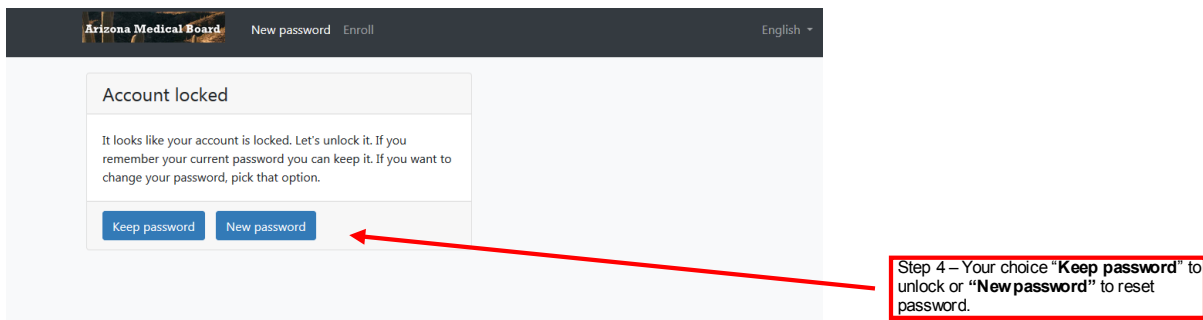


Step 2a – type in your user ID
Step 2b – click <OK>

- Requires the google authenticator app on your mobile device 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.*



- Select **Keep password** to unlock your account. However, if you need to reset your password after it has been locked then you may chose **New password** and you will be prompted to enter new password and confirm the password for the rest of the process



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

