

Reset your Federation Manager password

Step-by-step guide to reset your password

InCommon Operations supports automated *two-factor password reset* for Site Administrators. Follow these step-by-step instructions to reset your password.

Step 1: Make sure you have access to your verified email and phone number.

The Federation Manager uses your verified email address and phone number to perform password reset. Before you initiate password reset, make sure you have ready access to your email and your phone.

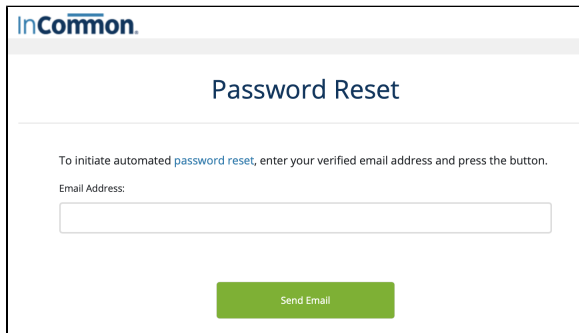
If your email address phone number changes, talk to your Executive. Only your InCommon Executive may change your contact information.

Step 2: Visit the Federation Manager reset password page.

configure [Reset my Federation Manager password](#)

Step 3: Request an password reset

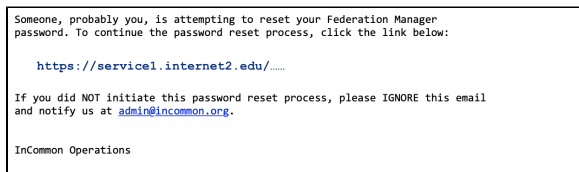
Entering your email address at the prompt. If the email matches your email on record, you'll receive a verification notice in your inbox.



The screenshot shows the InCommon Password Reset page. At the top left is the InCommon logo. The main heading is "Password Reset". Below this, a message reads: "To initiate automated password reset, enter your verified email address and press the button." There is a text input field labeled "Email Address:" and a green button labeled "Send Email".

Step 4. Verify your email

Click the link in the email to launch a secure landing page in a browser window.

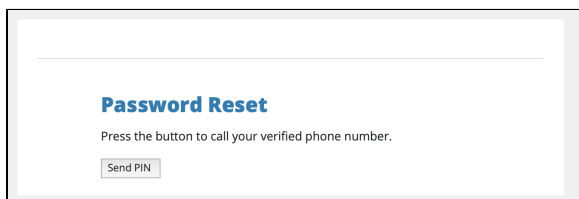


The screenshot shows an email verification message. The text reads: "Someone, probably you, is attempting to reset your Federation Manager password. To continue the password reset process, click the link below:" followed by a blue hyperlink: <https://service1.internet2.edu/.....>. Below this, it says: "If you did NOT initiate this password reset process, please IGNORE this email and notify us at admin@incommon.org." At the bottom, it says "InCommon Operations".

Step 5: Request an one-time PIN

Make sure you have access to your verified phone number at this point.

Pressing the button to send a PIN via an automated voice message to your verified phone number. You will receive a call very shortly after pressing the "Send PIN" button.



The screenshot shows the Password Reset page with the heading "Password Reset". Below the heading, it says: "Press the button to call your verified phone number." There is a button labeled "Send PIN".

Step 6: Verify the one-time PIN

Enter the PIN on on the web page.

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- [Understanding the Endpoint Encryption Score](#)
- [Review and submit metadata](#)
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You have just initiated an automated phone call to your trusted phone number and will receive a one-time PIN when you answer.

Password Reset

Step 7: Create a new password

Enter and confirm your new password at the prompts.

That's it! You are now ready to log into the Federation Manager.

Additional help

If you are unable to reset your password for any reason, please contact us at help@incommon.org.