

# 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.

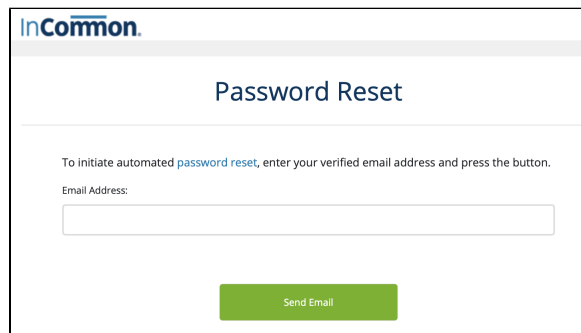
If your email address phone number changes, talk to your Executive. Only your InCommon Executive may change your contact information.

### Step 2: Visit the Federation Manager reset password page.

[configure Reset my Federation Manager password](#)

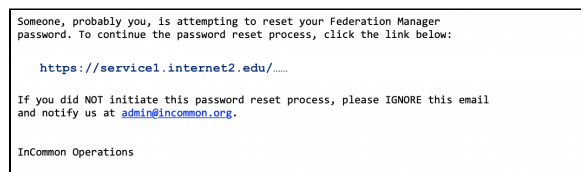
### Step 3: Request an password reset

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 is the InCommon logo. Below it, the title "Password Reset" is centered. A message states: "To initiate automated password reset, enter your verified email address and press the button." Below this is a label "Email Address:" followed by a text input field. At the bottom is a green button labeled "Send Email".

### Step 4. Verify your email

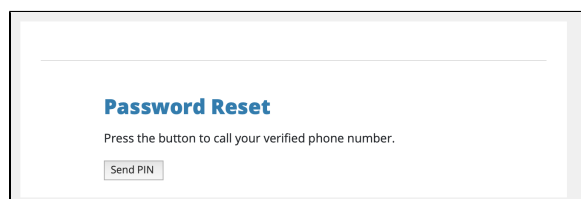
Click the link in the email to launch a secure landing page in a browser window.

The screenshot shows an email verification message. It starts with a warning: "Someone, probably you, is attempting to reset your Federation Manager password. To continue the password reset process, click the link below:". A URL is provided: "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." The email is signed "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. The title "Password Reset" is centered. Below it, a message says: "Press the button to call your verified phone number." At the bottom is a button labeled "Send PIN".

### Step 6: Verify the one-time PIN

Enter the PIN on on the web page.

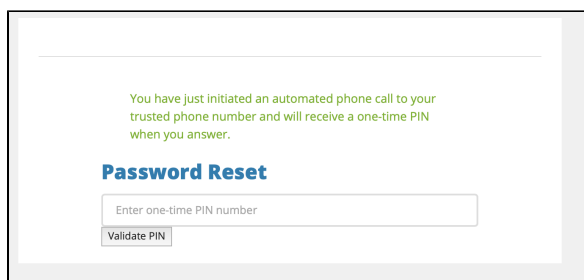
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You have just initiated an automated phone call to your trusted phone number and will receive a one-time PIN when you answer.

### 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](mailto:help@incommon.org).