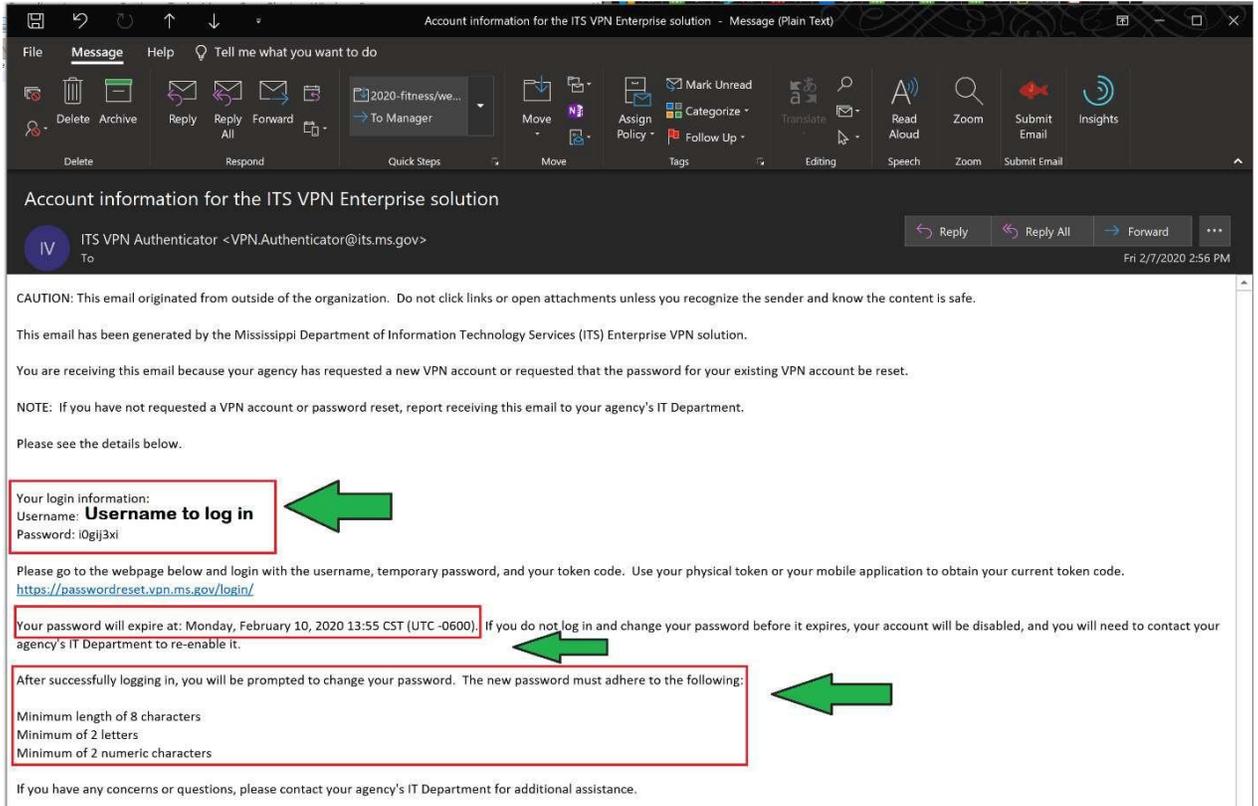# FortiToken Password Reset

The client should physically have their FortiToken hardware, or the FortiToken Mobile Software configured on their phone prior to this stage. Two Factor Authentication will be enabled at the beginning of this process. At the time of the onboarding or request of a password reset, a random password to email it to the user.

1. You will receive an email that has your username and temporary password as well as instructions for how to set your own password.
   a. your username and temporary password will be displayed
   b. Password expiration time will be shown – if you do not log in and change your password by this time your account will be locked
   c. You must meet the complexity requirements shown in the email or your password will not be changed.

2. Click the link or go to https://passwordreset.vpn.ms.gov/ (accept the warning)

3. Log in with your username, password (from the email) and token code (from the hard token or FortiToken Mobile Application)
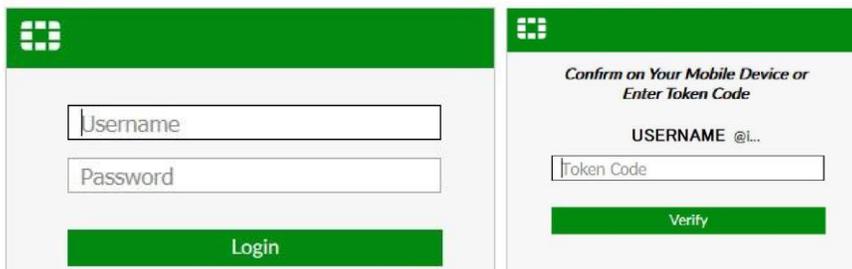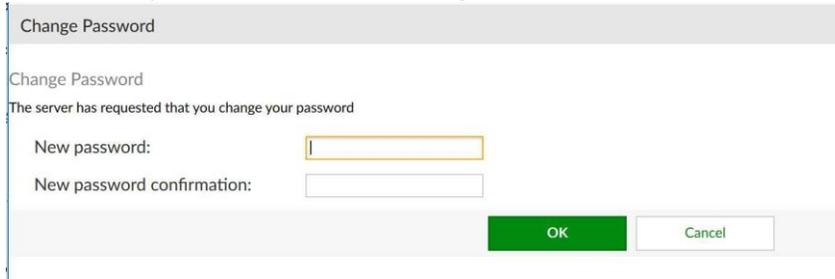
4. You will immediately be prompted to Change your password:
   a. NOTE: You must meet the complexity requirements shown in the email or your password will not be changed.

Change Password

Change Password

The server has requested that you change your password

New password: |

New password confirmation:

OK   Cancel

5. You will receive a confirmation that your password was changed:

Password change successful. Please log in with your new password.

6. You may now log into the following sites with your username, your new password, and your token code.
   https://passwordreset.vpn.ms.gov/
   https://vpn.ms.gov/

   as well as the SSL VPN client

VPN Connected

VPN Name vpn.ms.gov
IP Address 10.174.3.1
Username **UserName**@its.ms.gov
Duration 00:00:10
Bytes Received 286.04 KB
Bytes Sent 479.72 KB

Disconnect