

Business Portal Password Reset/Unlock Account

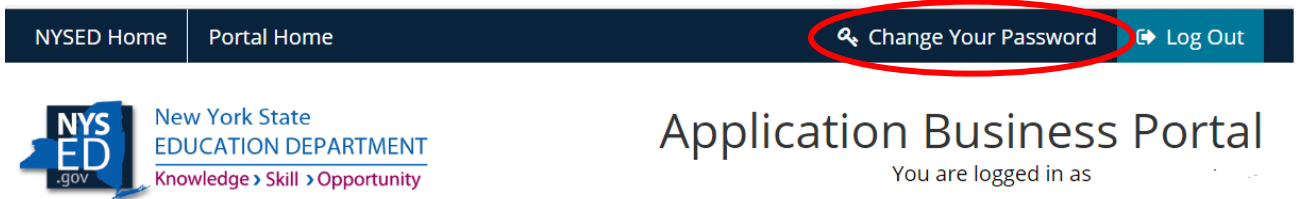
There are two ways to reset your password:

Option #1. Change Your Password While You Are Logged In.

Option #2. Change Your Password While You Are **Not** Logged In (is also the unlock process).

Option #1 Change Your Password While You Are Logged In:

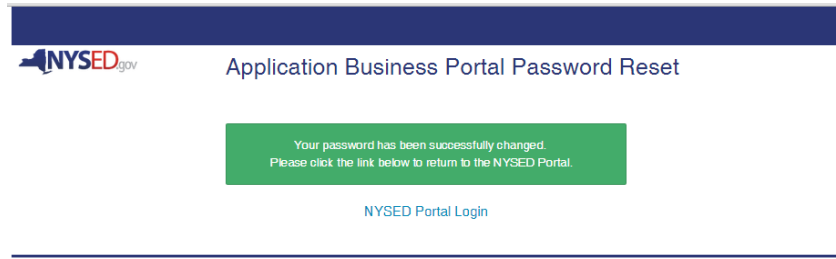
- a) From the Business Portal Home page while logged in click [Change your password](#).



- b) Enter your Current Password.
- c) Enter a New Password (using the password requirements below).
- d) Confirm Password by entering your new password again.
- e) Click [Submit](#).

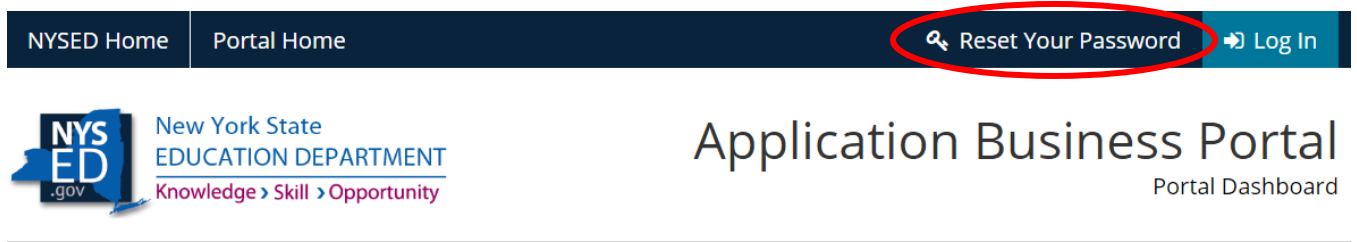
A screenshot of the 'Application Business Portal Password Reset' form. The form is titled 'Changing password for: mickey.mouse2'. It contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Below the fields are 'Cancel' and 'Submit' buttons. To the right of the form is a 'Password Requirements' box with a list of rules: 'At least 8 characters', 'At least 1 lower case letter', 'At least 1 upper case letter', 'At least 1 number', 'At least 1 special character', 'At most 3 repeating characters', 'New and Confirm must match', and 'Cannot reuse current password'.

- f) After clicking Submit, a window will open with confirmation your password has been changed.

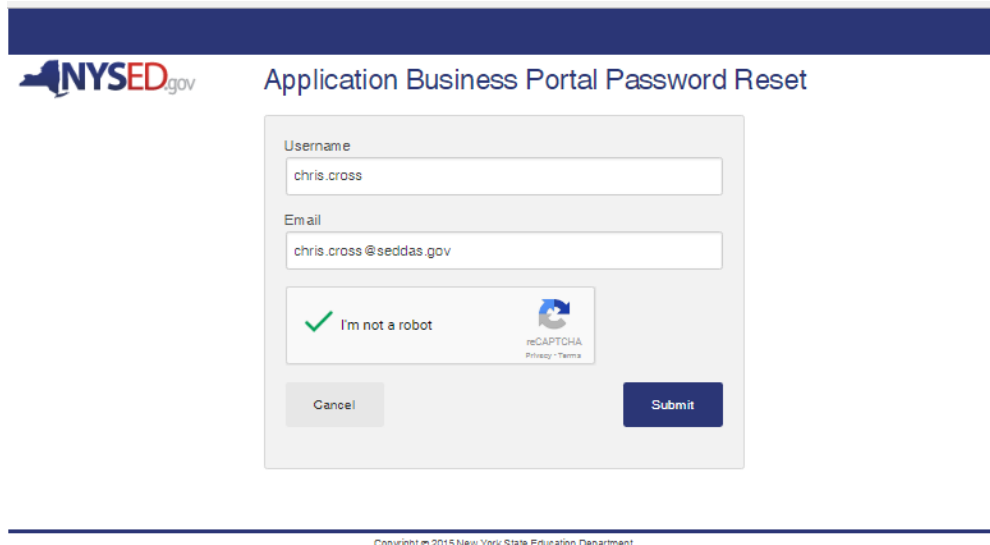


Option #2 Change Your Password When You Are Not Logged In (can be used to Unlock an Account).

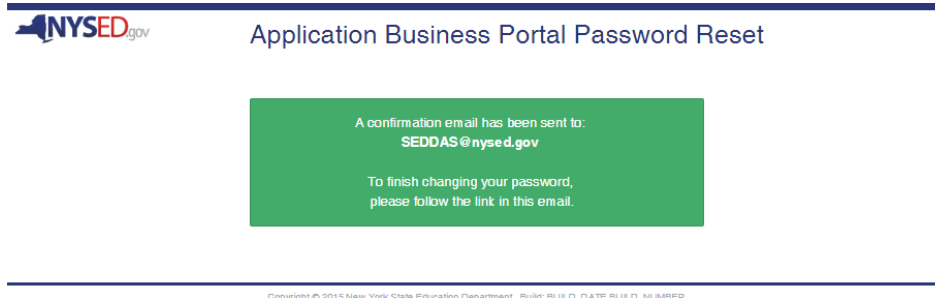
- a) Navigate to portal.nysed.gov.
b) Click [Reset Your Password](#).



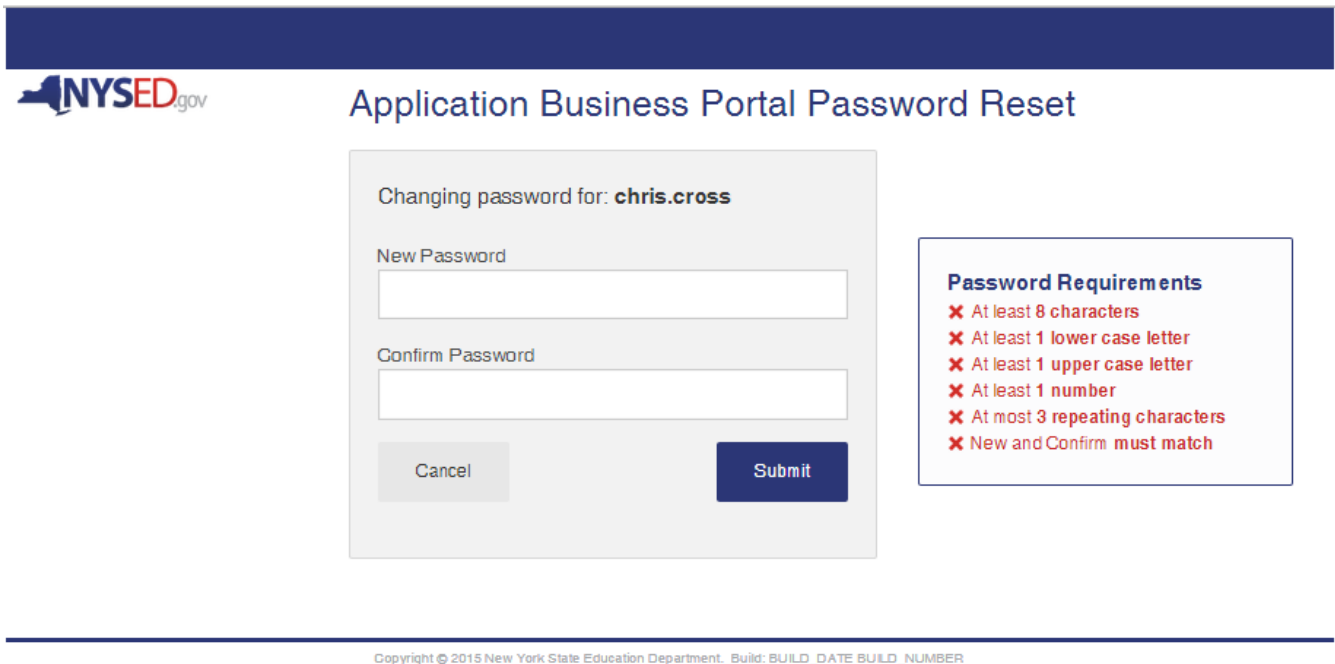
- c) A new window will open, enter your [Username and Email](#)
d) Click the "[I'm not a robot](#)" box. A green check box will be returned or you will be asked for more information



- e) Click [Submit](#)
- f) You will be notified that “A confirmation email has been sent to: “Your Email Address”



- g) Click on [Reset Password](#) in the Confirmation email you received.
- g) A New Password/Confirm Password window will open.



- h) Enter a New Password following the password requirements.
- i) Confirm Password by entering your new password again.
- j) Click [Submit](#).
- k) To stop and go back click [Cancel](#).
- l) You will see a confirmation that your password has been successfully changed and to click the link to return to the NYSED Portal.