

WHAT DO I DO IF I FORGET MY PASSWORD?

Follow the steps below to learn how to reset your password.

my LASERS

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1 If you forgot your password, you can always reset it by going to the Sign In page. Click **Need help signing in?** to show the **Forgot password?** option.

The screenshot shows the LASERS Sign In page. At the top is the LASERS logo. Below it is the 'Sign In' heading. There is an 'Email' input field containing 'janedoe@gmail.com' and a blue 'Next' button. Below the button are three links: 'Need help signing in?' (highlighted in blue), 'Forgot password?', and 'Help'. At the bottom, there is a link for 'Don't have an account? Sign up'.

2 Click **Forgot password?** to get to the screen with password reset options.

Enter your email address. If you have set up SMS as your multi-factor authentication method, you can select **Reset via SMS** or **Reset via Email**.

If you have set up Voice Call as your multi-factor authentication method, you can select **Reset via Voice Call** or **Reset via Email**.

The screenshot shows the LASERS Reset Password page. At the top is the LASERS logo. Below it is the 'Reset Password' heading. There is an 'Email' input field containing 'janedoe@gmail.com'. Below the field is a note: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Reset via SMS', 'Reset via Voice Call', and 'Reset via Email'. At the bottom left is a link for 'Back to Sign In'.

If you select **Reset via SMS** or **Reset via Voice Call** option, you will receive an SMS

3 or a phone call with a six-digit verification code. Enter the code and click **Verify**.

The screenshot shows the LASERS verification code screen. At the top is the LASERS logo. Below it is the heading 'Enter verification code sent via SMS'. There is an 'Enter Code' input field containing '945255' and a 'Re-send code' button. Below these is a large blue 'Verify' button. At the bottom, there is a link for 'Didn't receive a code? Reset via email' and a link for 'Back to Sign In'.

If you did not receive a code, select **Didn't receive a code? Reset via email** option under the **Verify** button.

If you select **Reset via Email** option, you will receive an email from LASERS stating "Account password reset" in the subject line. Click the green **Reset Password** button in the email and taken to the reset screen.

4 Enter your new password, confirm it and click **Reset Password**.

The screenshot shows the LASERS password reset page. At the top is the LASERS logo. Below it is the heading 'Reset your password'. There is a section for 'Password requirements:' with a list of rules:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

Below the requirements are two input fields: 'New password' and 'Repeat password', both containing masked characters. At the bottom is a blue 'Reset Password' button and a link for 'Sign Out'.

If the password was successfully reset, you will be taken to the MFA screen.