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.

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**.

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**.

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**.

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