

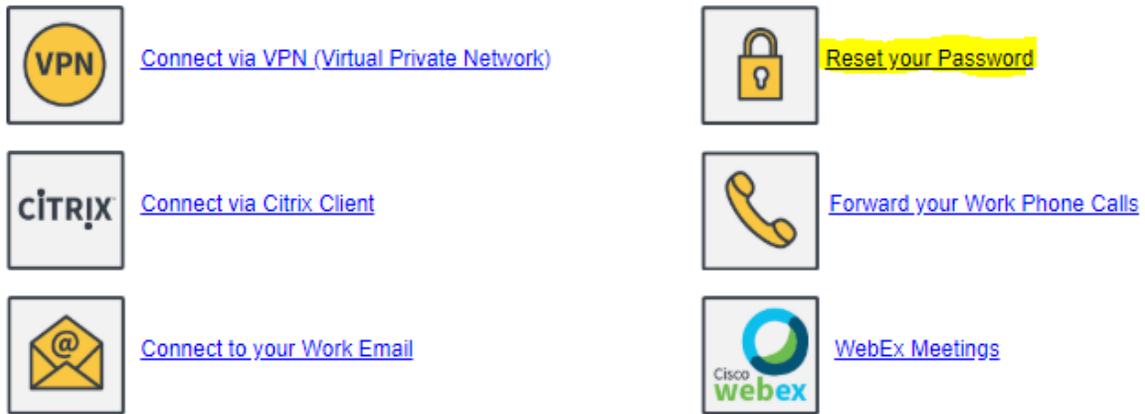
Federal Energy Regulatory Commission



Remote Password Reset User Guide

1. Do **NOT** use “CTRL-ALT-DEL” to reset your password or to change your PIN. Using “CTRL-ALT-DEL” to reset your password or PIN remotely will lock you out of your PC which can only be resolved by physically coming to the office to fix the issue.
2. To reset your password, open a web browser and type: “connect.ferc.gov”. Once on the webpage, click on the “Reset your Password” link:

What do you want to do?



3. The link will ask for your User ID which is your FERC e-mail address (ex. John.Smith@ferc.gov)

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

[Next](#) [Cancel](#)

4. You will be prompted to enter in your new password.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

Password Requirements include the following:

- a. Must be at least 12 characters in length
 - b. Must include one of each of the following characters: Uppercase letter, Lowercase letter, Numeric character (e.g., 1, 2, 3, etc.), and Special character (e.g., #, \$, %, etc.).
 - c. Passwords should not include birthdates, family member names, common names, repetitive characters (e.g. aaaaa), consecutive or sequential character strings (e.g., abcde, 12345), and should not contain a variation of the word "password" (e.g., P@ssw0rd1), or other easily identifiable information.
5. If your password has already expired or if you have any other password issues please contact the HelpDesk by calling 202-502-8163 and leaving a voicemail. The voicemail inbox will be monitored, and they will contact you to assist with your password reset.