WARNING

DO NOT use "**CTRL-ALT-DEL**" to reset your password

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

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Step 1: Connect to VPN

- If you need help connecting to VPN, click here to access the VPN User Guide

Step 2: Navigate to Connect.FERC.gov

- Select "Reset your Password"

Step 3: Enter your username and complete the prompt

Get back into your account

Who are you?

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

Email or Username:

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

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

Step 4: Complete two-step verification (if required)

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Text my mobile phone

- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********98) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Step 5: Create new password

- Password requirements
  - Minimum 12 characters in length
  - Must include uppercase letter, lowercase letter, number, and special character (#,$,%, etc)

Step 6: Log out, then log back in

- Press the Windows key (⊞) + L to lock the computer, then log back in with your new password.

Step 7: Update your password on other devices and for Office accounts as needed