

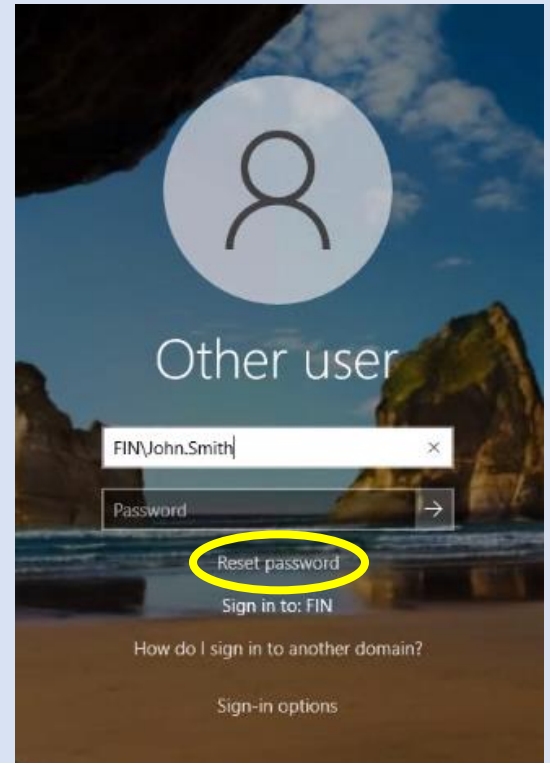
# Commonwealth Password Reset

## Self Service Password Reset Guide

COT has implemented a new method for unlocking and resetting your account password. This guide assumes you have already registered for Commonwealth Password Reset (SSPR) with 2 authentication methods previously. If you have not already registered, you may do so by going here: <https://aka.ms/mysecurityinfo>.

### Account Reset or Unlock:

1. There are two methods available for accessing the new SSPR portal.
  - a. The portal can be accessed from any web browser by navigating to:  
<https://myaccount.ky.gov>
  - b. When using a state-issued laptop, you may have the option to launch the portal from the login screen by clicking the Password Reset link below the password field.
2. Enter your Username or Email address and complete the captcha and click next.



**TEAM KENTUCKY**


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: \*

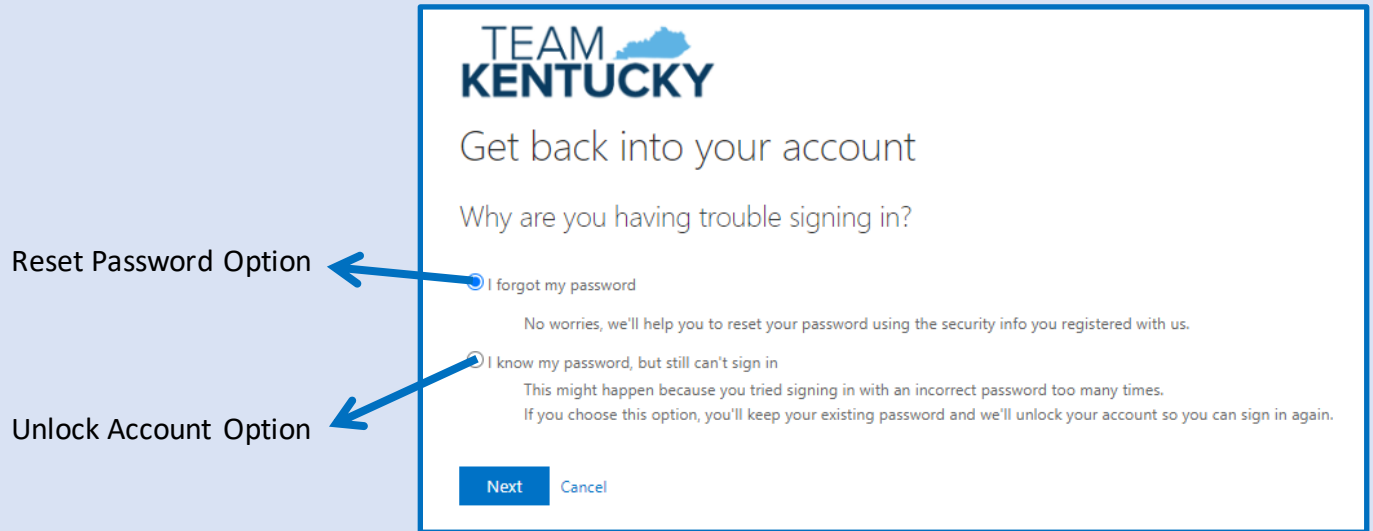
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

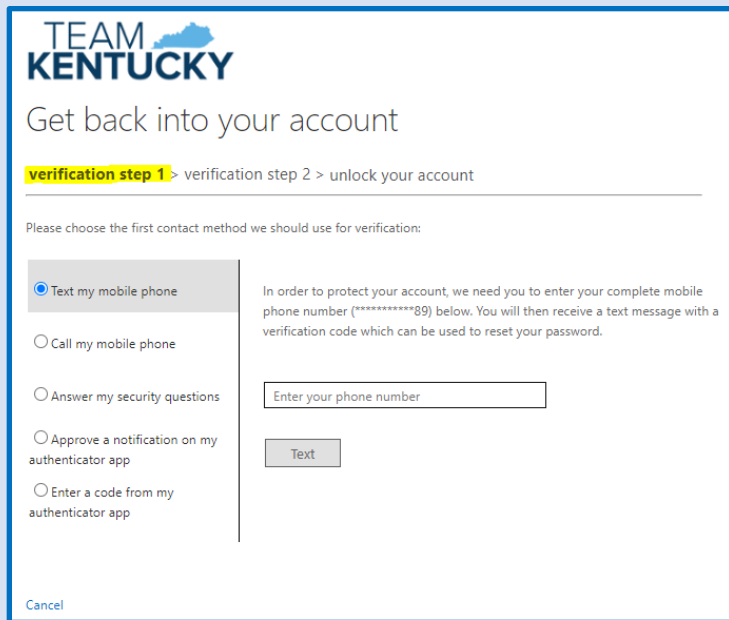
[Next](#) [Cancel](#)

- On the next page you will see two options. The first option “I forgot my password”, will allow you to reset your password. The second option “I know my password, but still can’t sign in” allows you to unlock your account. With this second option you know your password, but your account may be locked due to several invalid password attempts during login.

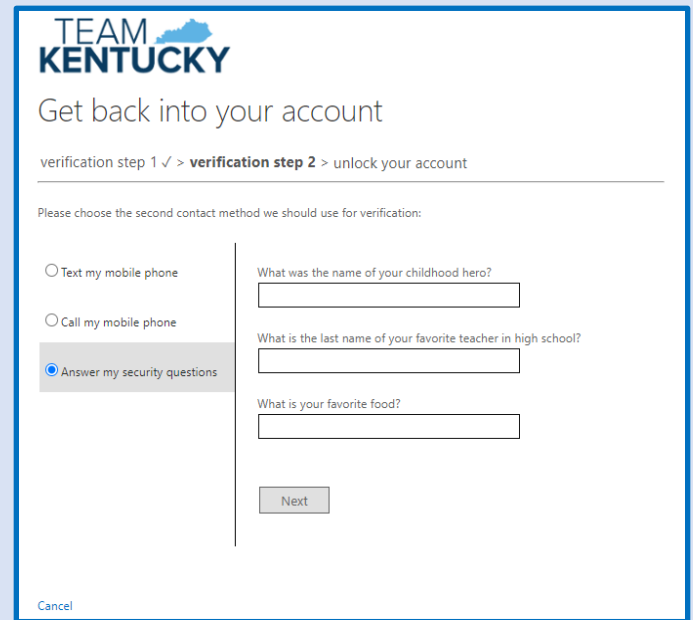


- Once you select an option and click next you will see a two-step verification page. This page will allow you to choose from a list of methods that you previously registered for SSPR. Two are required to complete the request to unlock your account or reset your password.

Verification Step 1:



Verification Step 2:



5. After verification you will be unlocked or able to set your new password depending on your selected option.

