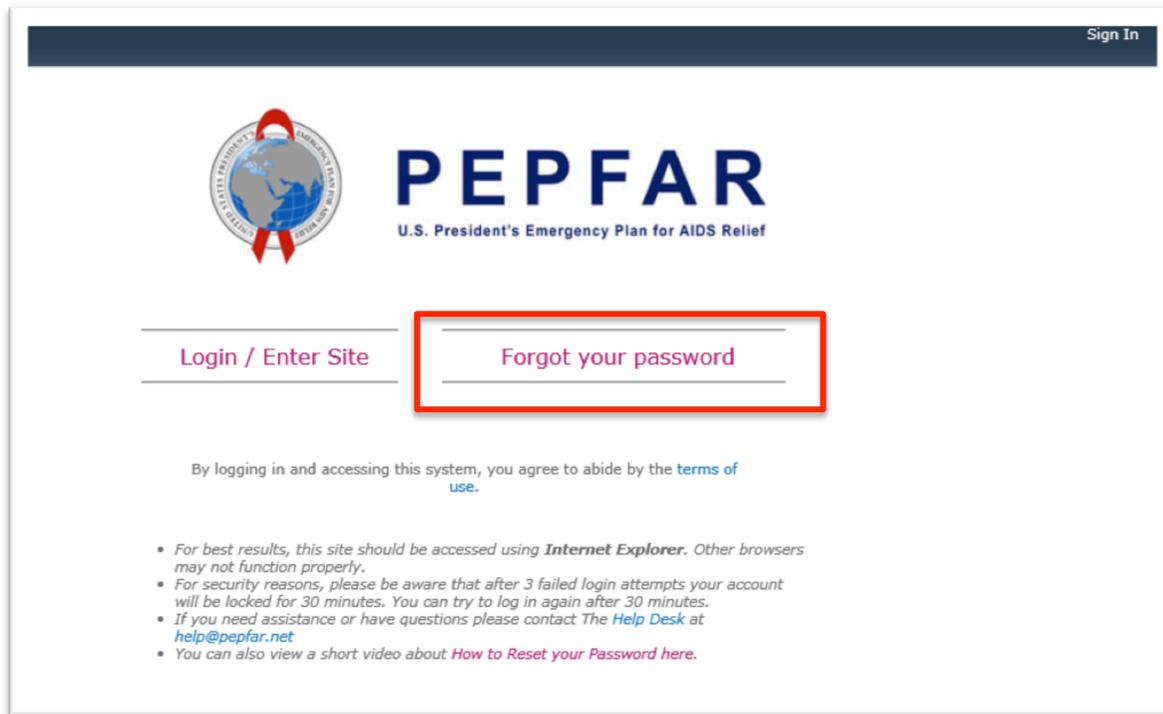




# How to Reset Your Password - Quick Start Guide

## Step 1:

- Navigate to <https://www.pepfar.net>.
- Once at the PEPFAR.net login page, click on the “Forgot your password” link. The Forgot Password page will then appear.



## Step 2:

- Enter your user name and your email address associated with your account. Note the red message that appears: You will either see a message that says your request has been confirmed, or an error asking you to reenter your information.

**Forgot Your Password?**

When resetting or retrieving your password:

- User name: This should be entered in the following fashion: LastNameFirstInitial (e.g. John Smith would be SmithJ)

User Name:

E-mail:



**Forgot Your Password?**

When resetting or retrieving your password:

- User name: This should be entered in the following fashion: LastNameFirstInitial (e.g. John Smith would be SmithJ)
- E-mail: Make sure to enter the U.S. government email address that you provided initially for the creation of your account in PEPFAR.net
- If you have any questions or face any issues, please send an email to [help@pepfar.net](mailto:help@pepfar.net)

A confirmation request has been sent to this e-mail account. In case you don't see it in your Inbox, please check the spam/junk folder. Please click on the link in that message to complete the password reset process.

Cancel

## Step 3:

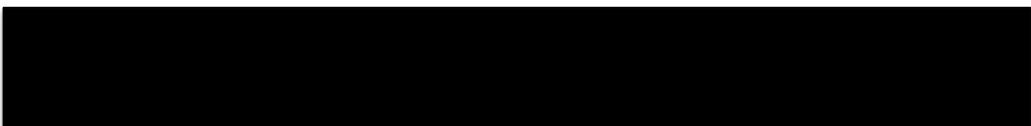
- After successfully submitting your user name and email address, you will receive an email like the one below. Click the link provided in the email to be taken to the password reset screen.

 **help@pepfar.net** 11:52 AM (0 minutes ago) ☆  

to me ▾

Please click [here](#) to reset the password.

Please note: you may need to copy the website address and paste it into your internet browser if it is not a "live link" in this email.



If you did not request a password change to PEPFAR.net, please email us at [help@pepfar.net](mailto:help@pepfar.net)

## Step 4:

- Create your new password in accordance with the Password Policy (on the left side of the page) and confirm by reentering it.
- Click “Submit”. If you receive a red error message, verify your password meets the requirements, then reenter the new password twice.



The screenshot shows a web interface for password reset. At the top right is a "Sign In" link. The main heading is "Password Reset". Below it is the "Password Policy" section, which lists five requirements: at least 12 characters, no account name, at least one lowercase letter, at least one digit, and at least one non-alphanumeric character. To the right of the policy is a text prompt: "Please read the Password policy on the left before creating your new password." Below this are two input fields: "New password:" and "Re-type New Password:". Two red arrows point to the policy list and the "Re-type New Password:" field. At the bottom are three buttons: "Submit", "Clear", and "Cancel".

## Step 5:

- If your password is accepted, you will see the below confirmation message.
- Click “Here” to be taken to the PEPFAR.net login page.



The screenshot shows the same web interface as Step 4, but now with a confirmation message. The "New password:" and "Re-type New Password:" fields are no longer visible. A red message box on the right side of the page reads: "Password has been changed successfully. A confirmation email has been sent to you. Please click here to access the site using your new password." Below the message is a "Cancel" button. The "Password Policy" section remains on the left.

## Step 6:

- On the PEPFAR.net login page, click “Login / Enter Site”.
- A pop-up will appear, as shown below, where you will enter your user name and new password.



# PEPFAR

U.S. President's Emergency Plan for AIDS Relief



Login / Enter Site

Forgot your password

