

Resetting Your Password

You must reset your password in any of the following situations:

- You forgot your password.
- You didn't activate your account within 30 days of receiving the activation email.
- The TIDE administrator locked your account.

To reset your password:

1. Display the **Login** page by following steps [1–3](#) in the section [Logging in to TIDE](#).
2. If you did not yet activate your account, do the following (otherwise go to step [3](#)):
 - a. In the **Login** page, enter your email address and the temporary password. A password expiration page appears.
 - b. Enter your TIDE email address, and click **OK**. TIDE sends you an activation email with a new temporary password.
 - c. Go to step [6](#).
3. In the **Login** page, click **Forgot Your Password?**. The **Password Reset** page appears.
4. Enter your TIDE email address, and click **Next**. Your security question appears.
5. Enter the response to the security question, and click **OK**. TIDE sends you an activation email with a new temporary password.
6. Return to the login page, enter your username and the temporary password from step [5](#), and click **Secure Login**. The **Reset Password** page appears.
7. In the *Old Password* field, enter the temporary password from step [5](#).
8. In the other password fields, enter a new password. The password must be eight characters long and have at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !. Your password cannot be the same as your current or previous password.
9. Click **Submit**. TIDE resets your password. The **Select a Security Question** page appears.
10. Review and modify your answers to the security question as necessary, and click **Save**.

The TIDE home page appears.