# Forgot My Password

If you have forgotten your password, you may go through the following steps to reset your password.

NOTE: You must have established a security question and answer. If you did not set this up, or do not remember you answer, email [FACT-Support@fema.dhs.gov](mailto:FACT-Support@fema.dhs.gov?subject=Password%20Reset) for a password reset.

1. On the Sign-in Screen, select **ArcGIS**
2. Select **Forgot My Password** under the Sign-in button
3. Enter your username and select continue
4. Type the answer to your security question
   1. Note: The answer is Case Sensitive. You must enter your answer exactly as it was entered when you established your security question and answer.
5. Enter a new password. Passwords must meet the following rules:
   * 1. Not match username
     2. Be at least 12 character(s) long
     3. Contain at least 1 upper case letter(s) (A-Z)
     4. Contain at least 1 lower case letter(s) (a-z)
     5. Contain at least 1 letter(s) (A-Za-z)
     6. Contain at least 1 number(s) (0-9)
     7. Contain at least 1 special (!"#$%&'()\*+,-./:;<=>?@[]^\_`{|}~) character(s)
     8. New Password must be different than the last 8 password(s)
6. Re-enter your new password
7. Select **Reset**
8. You will be returned to the Sign-in page
9. Select **ArcGIS** and sign-in with your username and new password