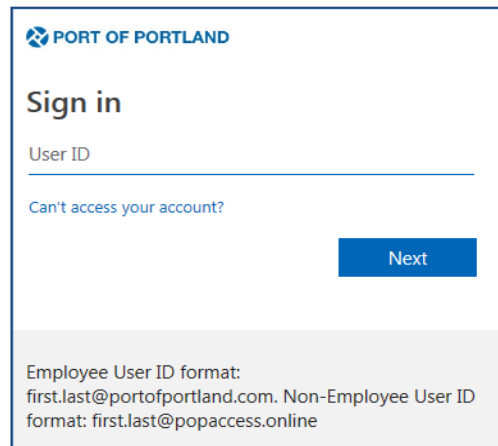
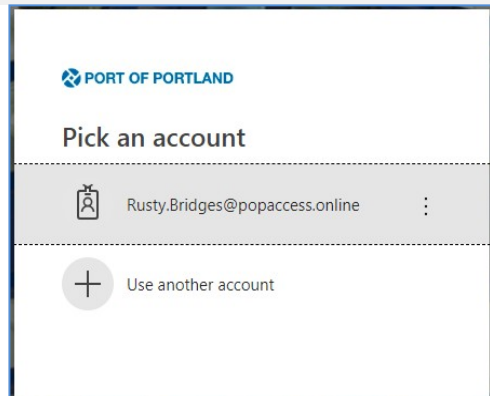


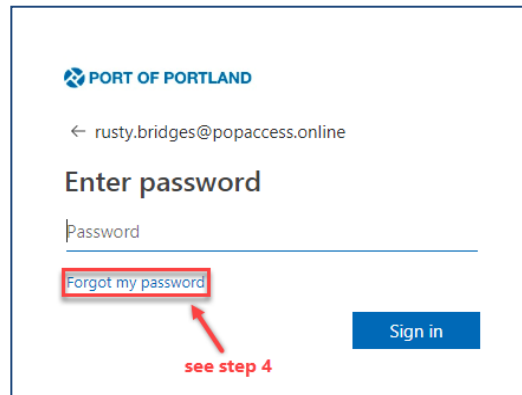
This guide provides step-by-step instructions for resetting your Port of Portland password for employees and external business partners. Follow these instructions if you want to change your existing account password.

IMPORTANT: You must have registered your account for password management to be able to use this password change tool. If you have not done so, or have forgotten the security information you used to register the account, please contact the Port [IT Service Desk](#) (503) 415-6789.

- 1
- From the application login page, select the user account or enter your user ID.
 - NOTE: If you use Microsoft authentication services for other personal or non-Port work (e.g. Office.com), you may need to select **use another account** to enter your Port user ID.
 - If you are asked to Sign In instead of seeing "Pick an account",
- Enter your Port User ID and select Next**
- There are two different user ID formats. Please make sure you enter the user ID that applies to you correctly:
- Port employees:**
Login with your Port email address.
- External Business Partners:**
- Use the following user ID format:
firstname.lastname@popaccess.online



- 2
- IF YOU KNOW YOUR PASSWORD**
- Enter it and click **Sign In**
 - Complete your multi-factor login process following the instructions provided on screen and go to step 3.
- IF YOU DON'T KNOW YOUR PASSWORD**
- Select the **Forgot my password** link on the sign-in page and skip to step 4.

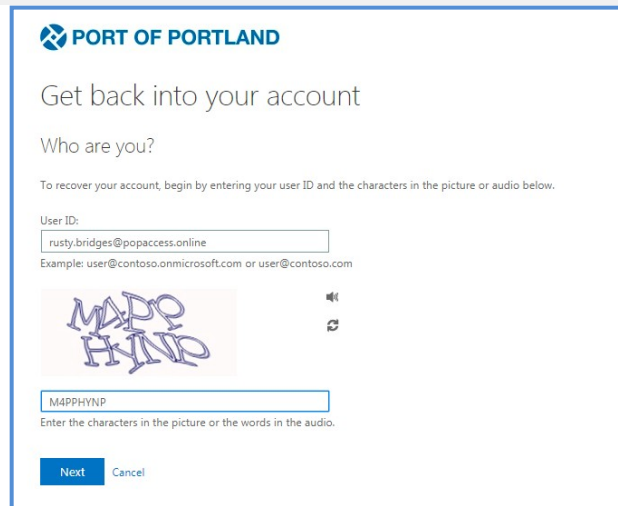


- 3
- On the "Change password" screen, enter your current password again.
 - Enter a new password.
NOTE: You'll be notified if the password does not meet complexity requirement.
 - Re-enter the password to confirm.
 - Select **Submit**.
 - **All Done** – you have set a new password.

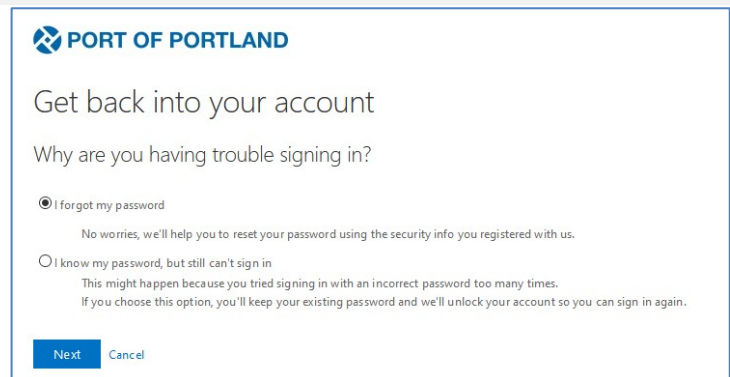


IF YOU DON'T KNOW YOUR PASSWORD

- 4
- Confirm the User ID matches your account and enter the character code shown to confirm your intent to reset the password.
 - Select **Next**.



- 5
- Select **I forgot my password** and select **Next**.



6

- Select an available security information option to authenticate your request.

These options will have been configured during your registration for self-service password management.

If you have not registered for self-service password management, please contact the IT Service Desk (503-415-6789)

- Check your chosen verification method for notifications to proceed.
- Repeat the process for a second verification method when prompted.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:


- Email my alternate email
- Text my mobile phone
- Call my mobile phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (to).

[Email](#)

4

- On the "Choose a new password" screen, create a new password. **NOTE:** You'll see a message if the password does not meet the Port's complexity requirements.
- Re-enter the password to confirm.
- Select **Finish**.

 **PORT OF PORTLAND**

Get back into your account


verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish
Cancel

- You'll now see confirmation that your password has been reset.
- Select the **click here** link at the bottom of the message to login.

 **PORT OF PORTLAND**

Get back into your account

✓

Your password has been reset

To sign in with your new password, [click here](#).