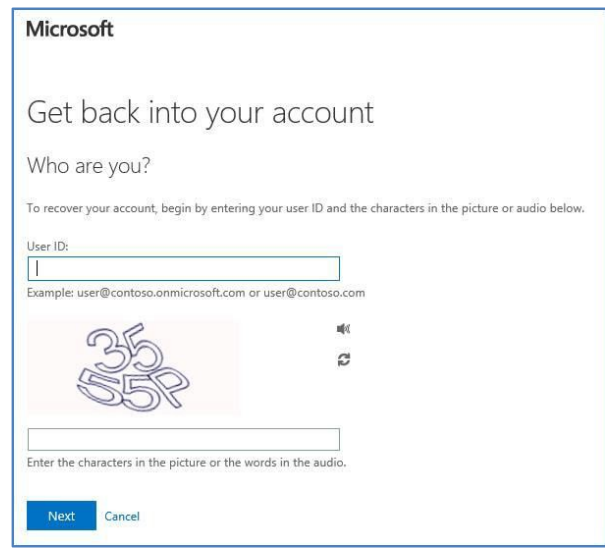


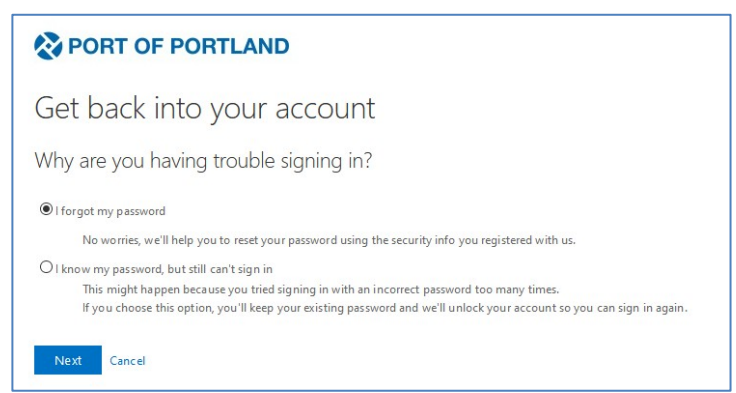
This guide provides step-by-step instructions for resetting your Port of Portland password for employees and external business partners. Follow these instructions if you've forgotten your password.

IMPORTANT: You must have registered your account for password management to be able to use this password reset 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
 - After clicking the Reset Your Password button on the Port's [Password Assistance Portal](#), **enter your Port User ID.**
NOTE: There are two different user ID formats. Please enter the user ID format that applies to you:
External Business Partners
Use the following user ID format:
firstname.lastname@popaccess.online
Port employees
Login with your **Port email address**
 - Select **Next**.



- 2
 - Select the option that applies to your account access issue and select **Next**.



- 3
- 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**.



Get back into your account

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

* Enter new password:


* Confirm new password:

[Finish](#) [Cancel](#)

- 5
- You'll now see confirmation that your password has been reset.
 - Select the **click here** link at the bottom of the message to login.



Get back into your account

 Your password has been reset

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