

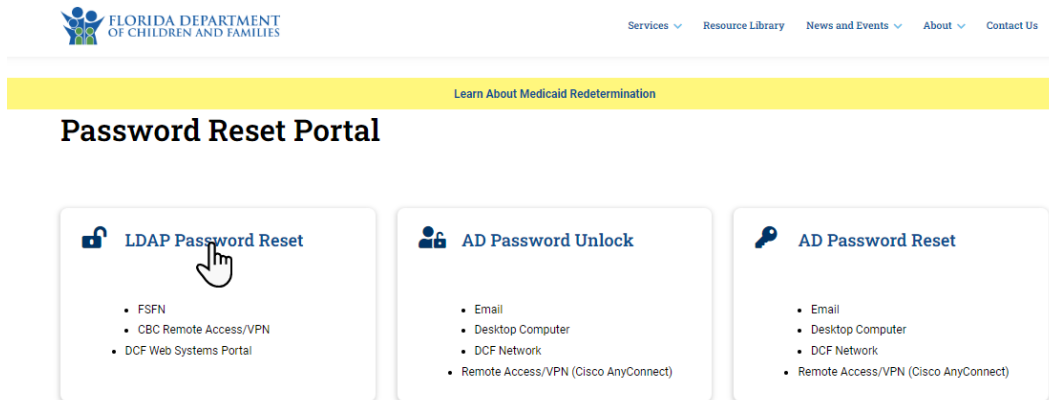
Password Reset Portal Guide

Website: <https://www.myflfamilies.com/password-reset>

LDAP Password Reset

For FSFN, CBC remote Access/VPN, DCF Web Systems Portal

1. Select **LDAP** Password Reset




FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES


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Password Reset Portal

**LDAP Password Reset**

- FSFN
- CBC Remote Access/VPN
- DCF Web Systems Portal

**AD Password Unlock**

- Email
- Desktop Computer
- DCF Network
- Remote Access/VPN (Cisco AnyConnect)

**AD Password Reset**

- Email
- Desktop Computer
- DCF Network
- Remote Access/VPN (Cisco AnyConnect)

2. Enter your **Username** and the **Last 5** digits of your **SSN**. Select **Validate**



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Password Reset Portal

Welcome to the Password Reset Portal! This tool is designed to help you reset your password quickly. In order to reset your password, please enter your LDAP or FSFN username and the last five digits of your Social Security Number (SSN). If you should have any questions or problems when using this system, please contact the DCF Service Desk at (850) 487-9400.

Username:

Last 5 Digits of Your SSN:

3. Enter New Password and **Re-enter** New Password. Then select **Reset Password**.

- Must be six (6) to eight (8) characters.
- Must contain at least one letter.
- Must contain at least one number.
- Must **NOT** contain more than three (3) repeating characters.
- Must **NOT** contain your username.
- Must **NOT** be the same as any of your last three (3) passwords.

Change Password

Enter New Password:

Re-enter New Password:

Password Rules:

- Must be six (6) to eight (8) characters.
- Must contain at least one letter.
- Must contain at least one number.
- Must NOT contain more than three (3) repeating characters.
- Must NOT contain your username.
- Must NOT be the same as any of your last three (3) passwords.

4. Your password has been changed, select **Close**.

Password Reset Portal

Change Password

Your password has been changed.

Ad Password Unlock

For Email, Desktop computer, DCF Network, Remote Access/VPN (Cisco AnyConnect)

1. Select **AD Password Unlock**

Password Reset Portal

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2. Enter your email address or username, if a **mobile number** has been **configured**, you may use the **Send SMS** or **Voice Call** option. If not, select **Send Email** to obtain your 6-digit code.



Unlock account

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

[Send SMS](#)

[Voice Call](#)

[Send Email](#)

[Back to sign in](#)

[Can't access email](#)

3. Enter the code you received and select **Verify**.



Enter verification code sent via SMS

Enter Code

[Re-send code](#)

[Verify](#)


[Didn't receive a code? Unlock via email](#)


[Back to sign in](#)

Powered by Okta

[Privacy Policy](#)

4. Enter your response for the Account Challenge question and select **Unlock Account**.





Answer Unlock Account Challenge

First Pet name

☐ Show


Unlock Account


[Back to sign in](#)

Powered by Okta

Privacy Policy

5. If successful, select **Back to sign in**.





Account successfully unlocked!

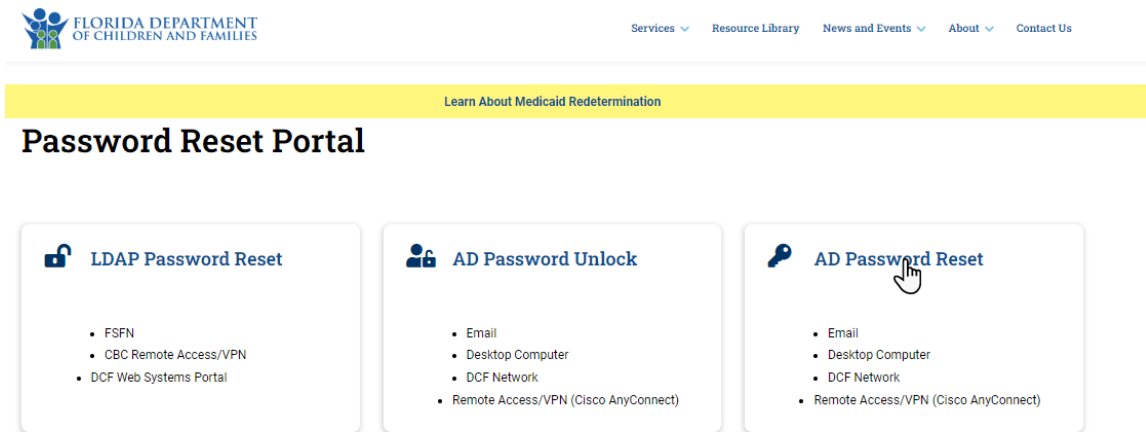
You can log in using your existing username and password.

[Back to sign in](#)

Ad Password Reset

For Email, Desktop Computer, DCF Network, Remote Access/VPS (Cisco AnyConnect)

1. Select **AD Password Reset**



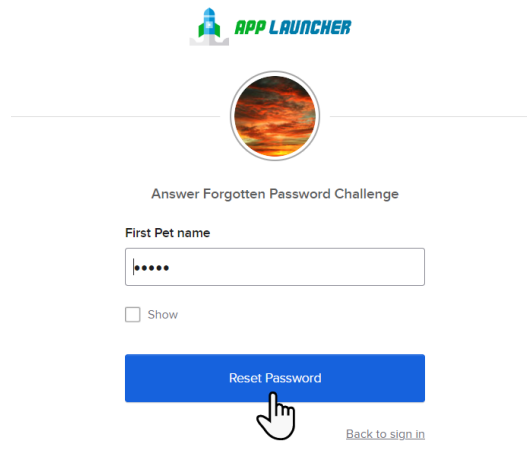
2. Enter your email address or username, if a **mobile number** has been **configured**, you may select the **Reset via SMS** or **Voice Call** option. If not, select **Send Email** to obtain your 6-digit code.

The screenshot shows the "AD Password Reset" form. At the top, there is a logo for "APP LAUNCHER". Below it, the heading "Reset Password" is centered. The form has a section for "Email or Username" with a text input field containing "john.doe@myflfamilies.com". Below this, there is a note: "SMS or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons: "Reset via SMS", "Reset via Voice Call", and "Reset via Email". A mouse cursor is pointing at the "Reset via SMS" button. At the bottom, there are two links: "Back to sign in" and "Can't access email".

3. Enter the code you received and select **Verify**.

The screenshot shows the verification form. At the top, there is a logo for "APP LAUNCHER". Below it, there is a circular image of a sunset. The heading "Enter verification code sent via SMS" is centered. The form has a section for "Enter Code" with a text input field containing "072607". To the right of the input field is a button labeled "Re-send code". Below the input field, there is a blue button labeled "Verify". A mouse cursor is pointing at the "Verify" button. At the bottom, there are two links: "Didn't receive a code" and "Reset via email". At the very bottom, there is a link: "Back to sign in".

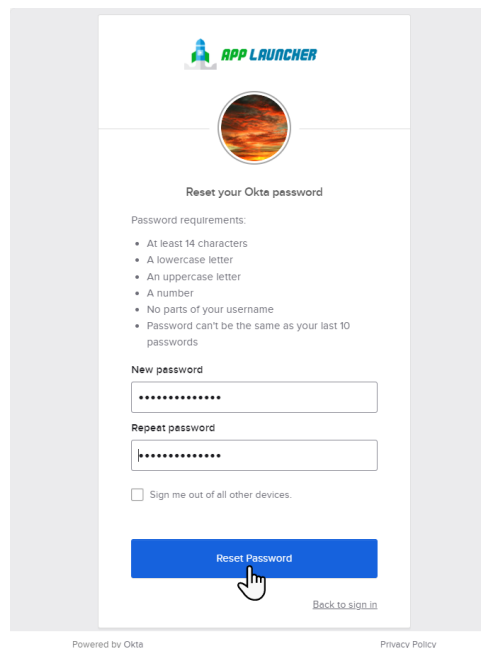
4. Enter your response for the Password Challenge question and select **Unlock Account**.



5. **Enter** a new password and **repeat** password. Select **Reset Password**.

Password requirements:

- At least 14 characters
- A lowercase letter
- An uppercase letter
- A number
- **No** parts of your username
- Password can't be the same as your last 10 passwords.



If successful, select **Back to Sign In**.