

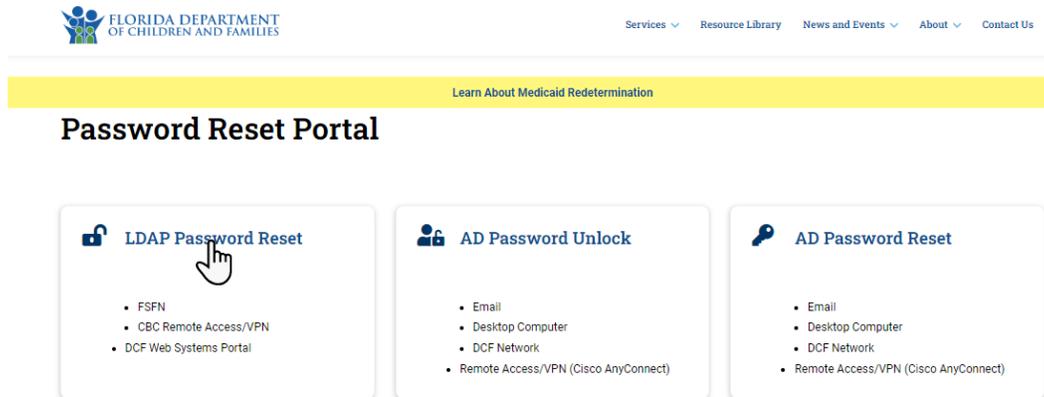
Password Reset Portal Guide

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**



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



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.

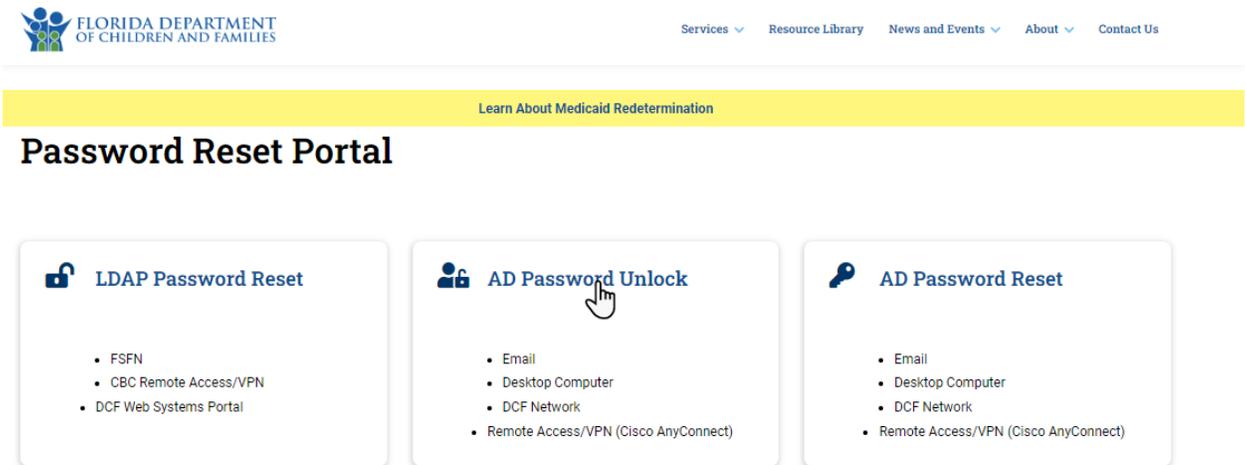
4. Your password has been changed, select **Close**.



Ad Password Unlock

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

1. Select **AD Password Unlock**



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 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](#)

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[Privacy Policy](#)

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



Account successfully unlocked!

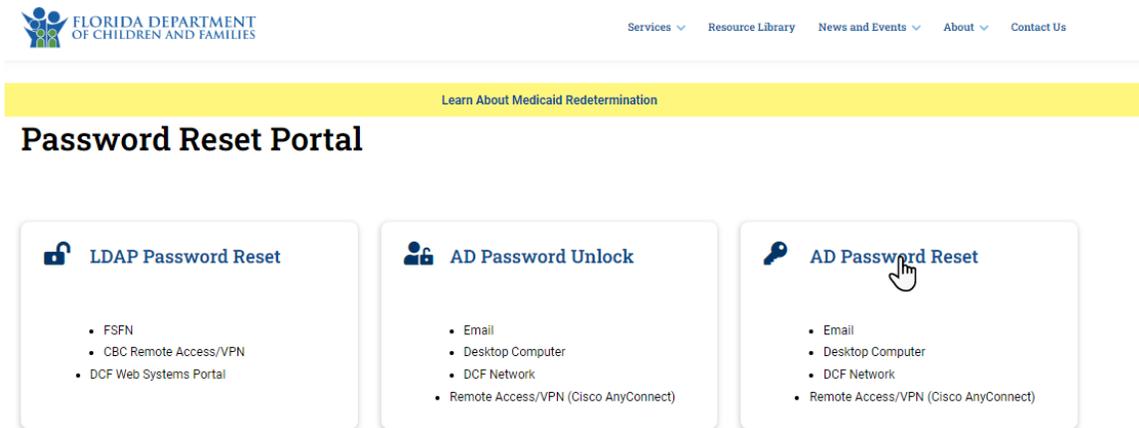
You can log in using your existing username and password.

[Back to sign in](#)

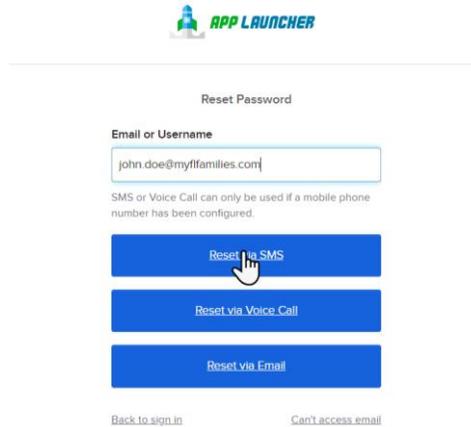
Ad Password Reset

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

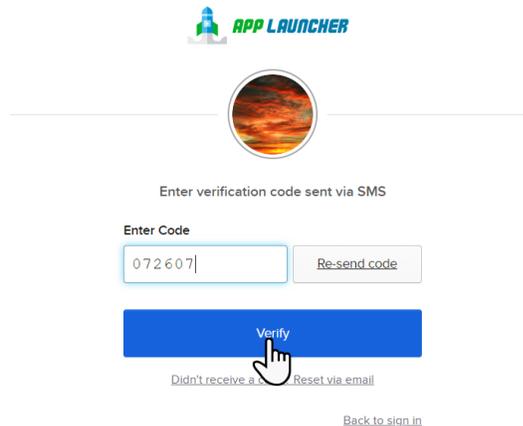
1. Select **AD Password Reset**



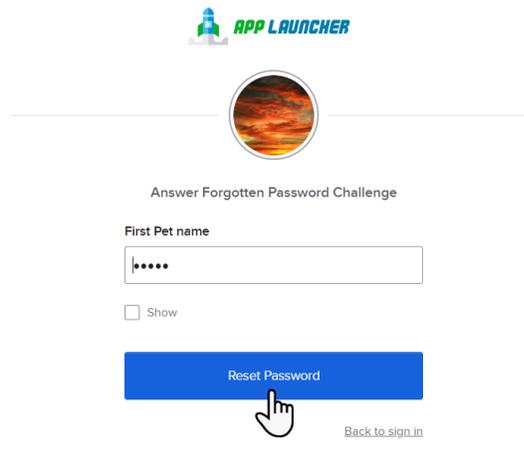
2. Enter your email address or username, if a **mobile number** has been **configured**, you may select the **Reset via SMS** or **Voice Call** option. If not, select **Send Email** to obtain your 6-digit code.



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



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



APP LAUNCHER

Answer Forgotten Password Challenge

First Pet name

.....

Show

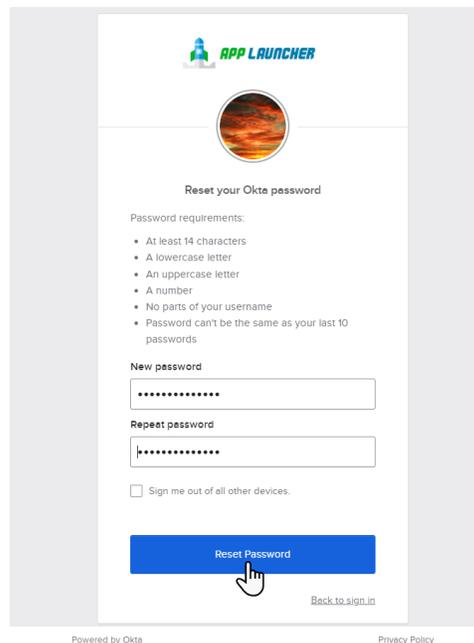
Reset Password

[Back to sign in](#)

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.



APP LAUNCHER

Reset your Okta 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

New password

.....

Repeat password

.....

Sign me out of all other devices.

Reset Password

[Back to sign in](#)

Powered by Okta [Privacy Policy](#)

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