



Self-Service Account Recovery and Password Reset Quick Reference Guide

Follow these instructions to change or reset your password or if you have been “locked out” of your Windows account due to forgetting password or entering the wrong password too many times. These instructions will not work if your account has been disabled or has expired. Contact the Service Desk via Live Chat (using a non-ACS computer or mobile device) at helpme.cancer.org if you need further assistance.

Issue	In an ACS office	Not in an ACS office (including home-based workers)
Change password from an ACS computer	<ol style="list-style-type: none"> 1. Close out of all Microsoft applications, including Outlook. In Microsoft Teams, click your profile picture, then select Sign out. 2. Confirm you are connected to the internet. 3. Press Ctrl-Alt-Delete on your keyboard. 4. Select Change a Password. 5. Enter/confirm new password*. 6. Log in with new password. 	<ol style="list-style-type: none"> 1. Close out of all Microsoft applications, including Outlook. In Microsoft Teams, click your profile picture, then select Sign out. 2. Confirm you are connected to the internet. 3. Connect to VPN. 4. Press Ctrl-Alt-Delete on your keyboard. 5. Select Change a Password. 6. Enter/confirm new password*. 7. Log in with new password. 8. Stay logged in to your system with VPN for at least 45 minutes. <p>Note: If you experience problems when logging in to Trend Micro screen after changing your password, click here.</p>
Locked out of computer; forgot password; or using a personal non-ACS device. <i>(Your account will unlock in 30 minutes if you want to wait and try to log in again.)</i>	<ol style="list-style-type: none"> 1. Go to helpme.cancer.org (on any internet-connected device). 2. Go to Password Issues, then PingOne portal. 3. Select Trouble Signing On? 4. Enter your cancer.org or volunteer.cancer.org email address, then select Send Request. 5. Authenticate when prompted. 6. Select Reset Password. 7. Enter new password*, then select Reset, then Continue. If you have an ACS device, continue to Step 8. Stop here, if on a personal non-ACS device. 8. Confirm your ACS computer is docked/connected to the network. Log in as usual using your new password. 	<ol style="list-style-type: none"> 1. Go to helpme.cancer.org (on any internet-connected device). 2. Go to Password Issues, then PingOne portal. 3. Select Trouble Signing On? 4. Enter your cancer.org or volunteer.cancer.org email address, then select Send Request. 5. Authenticate when prompted. 6. Select Reset Password. 7. Enter new password*, then select Reset, then Continue. If you have an ACS device, continue to Step 8. Stop here, if on a personal non-ACS device or if you are a volunteer. 8. Reboot your ACS computer. 9. Confirm you have an internet connection on your ACS computer with either an Ethernet connection (wired) or using Wi-Fi by clicking the Wi-Fi icon next to the computer icon displayed near the top of the screen.  <p>Note: Occasionally the software may not automatically connect to the Policy Server when powering on. Click Menu > Computer > Network information, and press Reconnect under the Network information screen. After the connection resets, proceed with your login.</p> <ol style="list-style-type: none"> 10. (Windows 10 only) Enter new password* (at TrendMicro screen). 11. Select Network Sign-in (icon of two computers in lower right corner of screen).  <ol style="list-style-type: none"> 12. Connect to VPN using new password. 13. Authenticate when prompted. Enter your new password (at Windows screen) and log in.

***Password Requirements:** Passwords must be a minimum of seven (7) characters in length. Password history requirements prevent recently used passwords from being reused. Must not be changed more than once a day. Must not contain user’s account name or parts of the user’s full name that exceed two consecutive characters. Must contain three of four of the following character sets: Uppercase letters (A through Z), Lowercase letters (a through z), Numerals (0 through 9), and special characters to include ~!@#%&*()_+|`-={}|:;’;<>?.,/