



# RAO Password Reset Portal

**Summary:** This quick guide provides steps to enroll and use RAO's new Password Reset portal which will allow you to *change your password, unlock your account, update your contact information, and receive email notifications* from RAO such as upcoming password expirations and other important notices.



## To enroll for first time use

1. Launch the Password Reset portal in any browser: <https://passwordreset.raocala.com>
2. Login with the username format of **firstname.lastname** using the same RAO password you currently use.
3. Upon login, you will be prompted to “**Click Here**” to begin enrollment (or click the **Enrollment** tab).
4. On the Security Questions tab, enter and confirm answers to the 3 security questions (*don't click Enroll yet...*)
5. On the Verification Code tab, enter your email address and now click **Enroll**.
  - a. **NOTE:** you can enter more than one email address to use as a backup by clicking the + sign.

*You are now enrolled and ready to use the RAO Password Reset portal! You will now receive email notifications when passwords are set to expire 3 weeks, 1 week, and 1 day in advance.*

## To reset your password

If you know your password & would like to change it:

1. Login to the password reset portal (using steps 1 & 2 above) and click on the **Change Password** tab.
2. Enter your existing password and type a new password (using the requirements as listed on screen) and click **Change Password**.

If you do not know your password & need to reset it:

1. At the login screen, click the **Reset Password** icon.
2. Type your username in the format of **firstname.lastname** and then click **Continue**.
3. Choose to either “*use my security answer to verify my identity*” or “*send verification code to my email*”.
4. Type the captcha characters you see in the picture on screen and click **Continue**.
5. Follow the prompts to navigate to the Reset Password screen to change your password.

## To unlock your account

1. At the login screen, click the **Unlock Account** icon.
2. Type your username in the format of **firstname.lastname** and then click **Continue**.
3. Choose to either “*use my security answer to verify my identity*” or “*send verification code to my email*”.
4. Type the captcha characters you see in the picture on screen and click **Continue**.
5. To unlock your account, enter the next set of captcha characters on screen and click **Unlock Account** to unlock your account.

## To update your contact information

1. Login to the password reset portal (using steps 1 & 2 in enrollment section) and click on the **My Info** tab.
2. Update any information needed (i.e. address, phone number, email, etc.) and click **Update**.
  - a. **IMPORTANT:** please enter your email address here to allow RAO to send electronic communications to you.

**Need Help?** Contact the RAO IT Help Desk at: **352-401-3242** or [it@raocala.com](mailto:it@raocala.com)