

# HOW TO

## Use the Password Reset Request eForm

**Purpose:** To use the PASS Reset Password eForm to simplify the reset process, minimize potential errors and to provide faster service.

### Reset User's Password

1. Launch PASS.  
<https://pass.asmp.dc.gov/Ariba>
2. Log into PASS.
3. Click on Create.
4. Select Company eForm.
5. Select Password Reset Request.
6. Select the agency to which the user belongs.
7. Select the user's name.
8. Add Comments if necessary.
9. Submit the form. (No approvals necessary).

**PASS** Kim Fields Preferences

**Create a New Request**

What would you like to create?

- Requisition
- **Company eForm**

**PWR650007: Untitled Password Reset Request** [Go Prev] [Submit] [Exit]

**Summary** Password Reset Request

Approval Flow

Title: Untitled Password Reset Request

Complete Form - Password Reset Request

Agency: [no value]

User: [no value]

Reset Status: Not Processed

Temporary Password:

Comments - Entire Password Reset Request

Comments:

[Add Attachment] [Delete]

### Communicate Temporary Password

10. Once submitted, click on View the status of your request.
11. Click on the Summary Tab to view results.
12. The Reset Status is Processed.
13. A Temporary Password has been generated.
14. Communicate temporary password to user via phone.
15. If there is a "Failed Processing", escalate to Level 2.
16. Inform user that he/she will need to change their password upon the next login.

**Company Form Submitted**

PWR650007 - DH0 - Logan, Irvin L. has been submitted.

- [View](#) the status of your request
- Create the **same** type of request
- Create a **different** type of request
- Return to the Ariba Buyer [Home](#) Page

**PWR650007 - DH0 - Logan, Irvin L.** [Back]

[Summary] [Approval Flow] [History]

Title: DH0 - Logan, Irvin L.

Complete Form - Password Reset Request

Agency: [DH0 \(PUBLIC SERVICES COMMISSION\)](#)

User: [Logan, Irvin L.](#)

Reset Status: Processed

Temporary Password: 7yd1qOcb

Comments - Entire Password Reset Request

[Add Comment]

[Back]