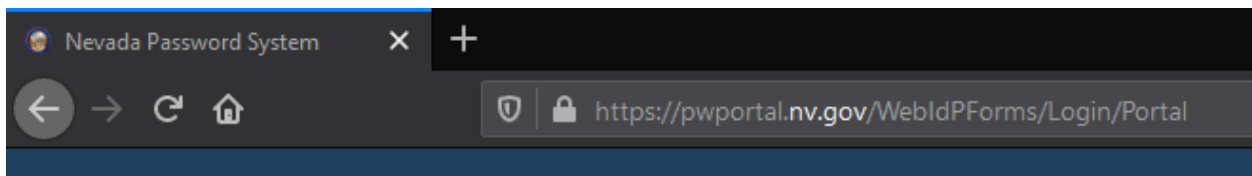


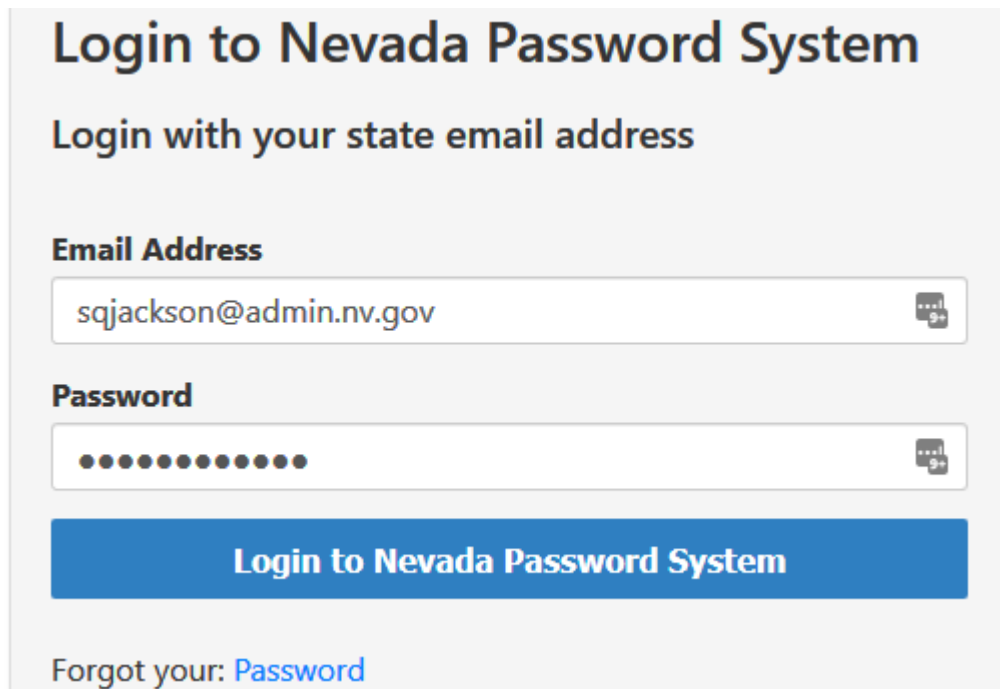
# Self Service Password Reset Instructions

PWPortal (<https://pwportal.nv.gov>) is currently the self-service password site for the state of Nevada. This site allows you to change or reset your state active directory account password.

1. Using a compliant browser (Edge, Firefox or Chrome; not Internet Explorer) navigate to <https://pwportal.nv.gov>. You must enroll in the portal to enable password self-service; If you have already enrolled in the portal, please go to step 4.



2. Login to the password administration site using your state email address and current email password.

A screenshot of the "Login to Nevada Password System" form. The form has a light gray background and a white border. At the top, it says "Login to Nevada Password System" in a large, bold, dark blue font. Below that, it says "Login with your state email address" in a smaller, bold, dark blue font. There are two input fields: "Email Address" and "Password". The "Email Address" field contains the text "sqjackson@admin.nv.gov" and has a small icon of a speech bubble with a plus sign on the right. The "Password" field is filled with black dots and also has the same icon on the right. Below the input fields is a large blue button with the text "Login to Nevada Password System" in white. At the bottom left of the form, it says "Forgot your: [Password](#)".

3. Follow the prompts to enroll for password self-administration by setting up a series of questions and answers and clicking the 'submit' button.

# Password Self-Service Reset Questions

Please answer questions for future password self-service reset

Hide Answers

## Required Questions

**What is your favorite dessert?**

Pie

## Selectable Questions

✖ What is your favorite holiday? ▼

Arbor Day

## Custom Questions

Why am I here

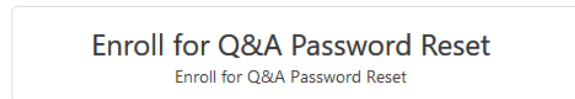
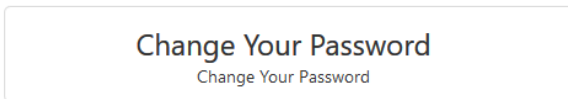
The doctor slapped me

**\*For security reasons, you should avoid writing questions/answers based on easily obtainable information, such as date of birth, name of children, phone number and so forth.**

Submit

The answers will be obfuscated by default (the “Hide Answers”) will be checked. This is to show you how you might answer the questions.

4. When you are logged on with an enrolled account and correct email address and password you will be taken to a screen in which you may change your password, or reset your security questions.



5. When you are finished, remember to logout by clicking on your name and then clicking the menu item 'Logout'.

