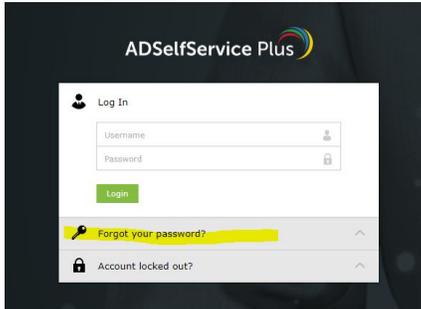
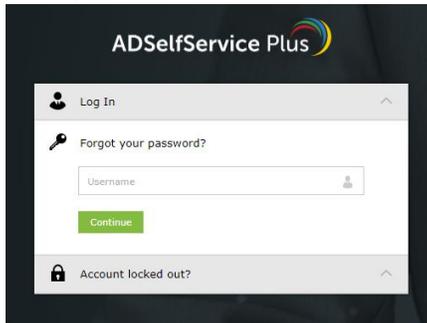


How to Reset or Unlock Your Password

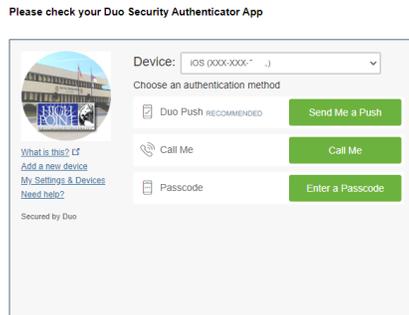
1. Visit <https://portal.highpointnc.gov> from any browser.
2. Select Forgot Your Password?



3. Enter your username and continue.



4. Select your authentication method.



5. Enter and confirm your new password with the required complexity.

Reset Password

* New Password

* Confirm New Password

- Minimum length should be at least 8
- Must contain at least 1 upper case character(s)
- Must contain at least 1 lower case character(s)
- Must contain at least 1 numeral(s)
- Must contain at least 1 special character(s)
- Must not be a palindrome (e.g., 'madam' or 'nurses run')
- Must not contain any character more than 2 times consecutively
- Must not have 5 consecutive characters from username
- Must not contain restricted patterns [List](#)

6. Select Reset Password to complete your password changes.