How to Reset or Unlock Your Password

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

Log In	
Usemame	÷
Password	í di
Login	
Porgot your password?	- ^
Account locked out?	~

3. Enter your username and continue.

•	Log In	^
p	Forgot your password?	
	Username	
	Continue	

4. Select your authentication method.

Please check your Duo Security Authenticator App

	Device: IOS (XXX-XXX-*) Choose an authentication method	~
KIRI C	Duo Push RECOMMENDED	Send Me a Push
What is this? D'	🛞 Call Me	Call Me
My Settings & Devices Need help?	Passcode	Enter a Passcode
Secured by Duo		

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

Reset Password					
*New Password	1				
* 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 contain restricted patterns List 				
		Cancel	Reset Password		

6. Select Reset Password to complete your password changes.