

# SMART Tip Sheets

## Changing Password/PIN

---

### Changing Password/PIN

Forgot Password/PIN

Changing Password/PIN

This tip sheet explains how to change the password and PIN and how to request a new password/PIN.

**Total Pages: 2**

---

IGSR Technical Support: 301.405.4870

Updated: Nov 2010

## Changing Password/PIN Password/PIN

1. **Entry Steps:** Login, Select Facility, Select My Settings from the menu tree.
2. **Forgot Password:** To reset the password and/or PIN, contact the SMART Agency Administrator or IGSR's Technical Support/Helpdesk by email at [igsrsupport@umd.edu](mailto:igsrsupport@umd.edu) , telephone: 301.405.4870. The agency's designated trainer can also be contacted.
3. **Change Password/PIN:** To change the password or PIN, click **My Settings** on the menu tree then click **Change Password/PIN**.
4. Enter the current password and the new password twice then click **Save**. SMART will then issue a prompt to change your PIN. Enter the current PIN and the new PIN twice. Click **Save**.

The screenshot shows a web application interface. On the left is a dark blue sidebar menu with the following items: Home Page, Agency, Group List, Drug Testing Check In, Client List, System Administration, My Settings (circled in red), Change Facility, Change Password/PIN (circled in red), Network Test, Reports, and Support Ticket. At the top right, a blue header bar reads 'Change Your Password'. Below this is a form with three text input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are two buttons: a red 'Cancel' button and a green 'Save' button. Both the 'Change Password/PIN' menu item and the form's input fields and buttons are circled in red. A red arrow points from the 'Change Password/PIN' menu item to the form.