

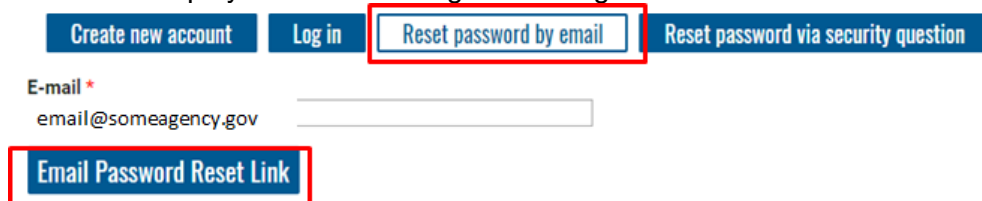
# SmartPay Online Training Password Reset by Email

## You can reset your password by email.

This option allows you to request an email with a one-time use link to a page where you will be able to login to reset your password without your current password or security question. The link you receive in the email will expire after 24 hours.

Follow the steps below to reset your password by email.

1. Click *Login* located on the upper right side of the home page.
2. Click *Reset password by email*.
3. Enter the email associated with your GSA SmartPay Online Training account then click *Email Password Reset Link* button.
  - Please note if the email you enter does not match the email listed for your online training account in the system, you will NOT get an email. For security reasons, we cannot display an error message for wrong email addresses.



Create new account Log in **Reset password by email** Reset password via security question

E-mail \*  
email@someagency.gov

**Email Password Reset Link**

4. Check both your Inbox and Spam/Junk folders for an email from *noreply@training.smartpay.gsa.gov*.
5. When you are ready to reset your password, click or copy and paste the link into your web browser.
  - Only use the link when you are prepared to change your password as it is a one time use link that will NOT work a second time.
  - Do not navigate away from the page before you reset your password. You will not be able to navigate back to the page or use the emailed link again.
  - Example of what you can expect to see when the link in the email is used:



Create new account Log in **Reset password by email** Reset password via security question

E-mail \*  
email@someagency.gov

**Email Password Reset Link**

6. Click the *Login* button.
7. You will be taken to the page where you can edit your Online Training account.

✔ You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

[View](#) [Edit](#) [My Certificates](#) [My results](#)

Welcome to My Account! To modify or edit account information, please use the form below and click Save.

8. Scroll down to *Account Information* and enter your new password.
  - Password must contain at least one punctuation (not whitespace or an alphanumeric) character.
  - Password must contain at least one alphanumeric (letter or number) character.

- Password must contain at least one uppercase character.
- Password must contain at least one digit.
- Password must contain at least one letter.
- Password must be at least 14 characters in length.
- Password must contain at least one lowercase character.

**Account Information**

**Username/EMPLID \***  
XXXXXX   
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

**E-mail address \***  
email@someagency.gov   
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

**New Password**  
G8pa\$\$w0rdEx!!  Password quality: \_\_\_\_\_

**Confirm New Password**  
G8pa\$\$w0rdEx!!

To change the current user password, enter the new password in both fields.

9. Click **Save** at the bottom of the screen after you enter your new password.
10. You will see a welcome greeting and success message to let you know the password has been saved and you are logged in to the system.

Welcome back, XXXXXX!

 The changes have been saved.

### Select Training Course

GSA SmartPay offers a variety of training courses for Account Holders and Program Coordinators based on business line. You can browse any training course content listed below. To complete the course and receive your certificate, you must login and pass your quiz.