

SmartPay Online Training Password Reset by Security Question

You can reset your password by security question.

This option allows you to gain access to edit your account and update your password by answering a security question you selected at the time you setup your account.

Follow these instructions to reset your password using a security question.

1. Click *Login* located on the upper right side of the home page.
2. Click *Reset password via security question*.



E-mail or username *

Enter the E-mail address or username that you use on this site.

Next

3. Enter your GSA SmartPay Online Training account username or the email address associated with your GSA SmartPay Online Training account.
4. You will then be prompted to answer your security question. Answer the question and click the *Submit* button.
5. Upon successfully answering the security question, you will see a message with a one-time link to reset your password. Click *Click here* to get to the screen that will allow you to login to your account and change your password.



A one-time login link has been created [Click here](#) to reset your password.

6. A message will display with your username with a one time login. Click the *Login* button on the next screen. Do not navigate away from the page before you reset your password. You will NOT be able to navigate back to the page again.

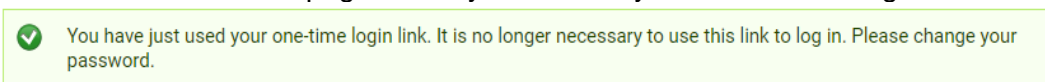
This is a one-time login for xxxxxx and will expire on Tue, 02/26/2019 - 10:24.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

7. You will be taken to the page where you can edit your Online Training account.



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.