Forgot password / Password Reset

1. If the user cannot login to their MOLlogin account and they KNOW their account exists, they can use the **Forgot your password** Utility by visiting this link: https://moaccount.mo.gov/Account/ForgotPassword

2. The user fills out the Email textbox with their account email and must click the Submit button below.

3. The user receives a message that an email has been sent to their email address to reset their password.

4. The user should have received an email with the subject **State of Missouri MO Login Reset Password** with a link they must click to reset the password for their account. **Important**: The user must click the link within 1 hour.
   a. If the user did not receive the email after 10 minutes or so, make sure they check their Spam or Junk folder of their email, or have them use the **Forgot Password** link again with their correct email. They could have misspelled/mistyped their email earlier.

5. The user fills out the **Reset Password** form with their account email and new password. **Important**: The password must conform to the **Password Rules** stated on the page.

6. After the user fills out the required information, they must click the **Reset** button.

7. The user receives a message that their password has been reset.