iSolved: Forgot Password Link

Step 1: Open a browser window and go to **https://amcheck.myisolved.com**.

    A. Click on the Forgot Password Link
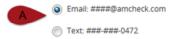

Step 2: Once you click on the link you will be redirected to the User Account Password Reset page.

    A. Enter in your user name

    B. Click Next

Step 3: You will be redirected to the next page where you will select to have an authorization code sent via email or text.

    A. Select either Text or Email

    B. Click Next

Step 4: Once you receive the authorization code enter it on the screen and click next:

User Account Password Reset

An authorization code has been emailed to you.
Enter it below to continue.

Authorization Code

Next Cancel

Step 4: On the next screen you will be asked to:
A. Answer the security challenge question you select during your initial set up.
B. Enter in your new password
C. Confirm the new password
D. Click Save

User Account Password Reset

Please answer your security challenge question below:
What was the name of your first pet?
A   Answer:
Please specify a new password for your account below:
B   New Password:

Please ensure that passwords are a
minimum of 8 alphanumeric (at least one
each of alpha [a-z] and numeric [0-9])
characters in length and contain at least 1
special characters [!@#$%^&*()].
Passwords may also not duplicate any of
your previous 10 passwords.

C   Confirm Password:
D   Next Cancel

Step 5: You will be redirected back to the log in screen to log in with your user name and **new** password.