

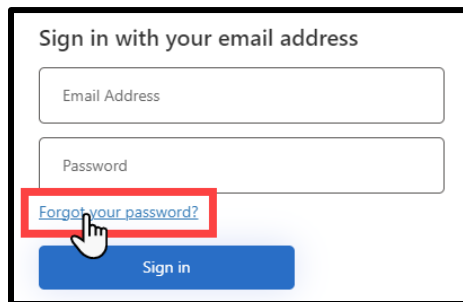
## eAccess Password Reset

This process is used when an existing user needs to reset a **forgotten password**. To update a known password, see the **Password Update reference guide**, available at: <https://www.azcourts.gov/eaccess/Training>.

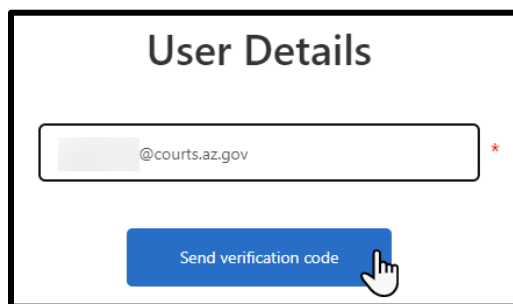
1. Access the website <https://eaccess.azcourts.gov/> > Select **Log In**



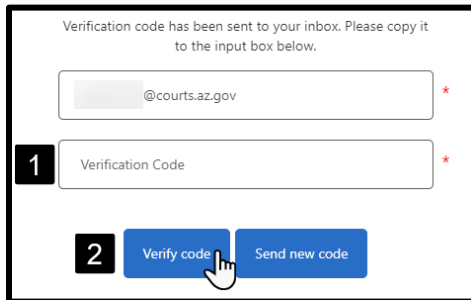
2. The Sign in screen will be displayed > Select the **Forgot your password?** link



3. The User Details screen will be displayed > Enter the **email address** for the user account that needs to have the password reset > Select the **Send verification code button** > The entered email address will receive an email that provides a verification code



4. Enter the **verification code** > Select the **Verify code button**  
*Note: to receive a new code, select the Send new code button*



Verification code has been sent to your inbox. Please copy it to the input box below.

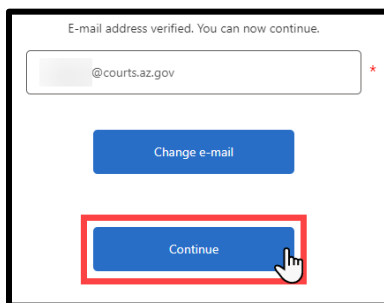
@courts.az.gov \*

1 Verification Code \*

2 Verify code Send new code

This screenshot shows a verification step. At the top, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this is an email address input field containing "@courts.az.gov" with a red asterisk to its right. Underneath is a "Verification Code" input field, also with a red asterisk. A black box with the number "1" is positioned to the left of this field. At the bottom, there are two blue buttons: "Verify code" and "Send new code". A black box with the number "2" is to the left of the "Verify code" button, and a mouse cursor is pointing at it.

5. When the email address has been verified, the continue button will be activated > Select the **Continue button**



E-mail address verified. You can now continue.

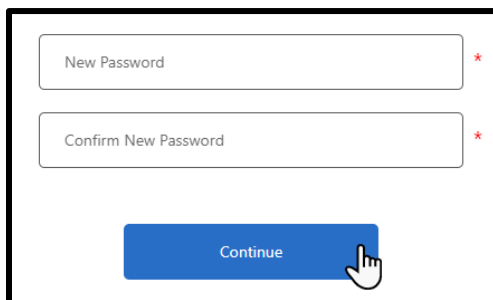
@courts.az.gov \*

Change e-mail

Continue

This screenshot shows the confirmation screen after email verification. At the top, it says: "E-mail address verified. You can now continue." Below is the same email address input field "@courts.az.gov" with a red asterisk. There are two blue buttons: "Change e-mail" and "Continue". The "Continue" button is highlighted with a red rectangular border, and a mouse cursor is pointing at it.

6. Enter/Confirm a **new password** > Select the **Continue button**



New Password \*

Confirm New Password \*

Continue

This screenshot shows the password reset confirmation screen. It features two input fields: "New Password" and "Confirm New Password", both with red asterisks to their right. Below these fields is a blue "Continue" button with a mouse cursor pointing at it.

7. The password reset is complete, and the user is automatically logged in