PASSWORD RESET FOR THE PASS SYSTEM

CREATION DATE: September 4, 2020

This tip sheet will include steps for changing/re-setting passwords for PASS users.

First, log onto the PASS site; pass.in.dc.gov

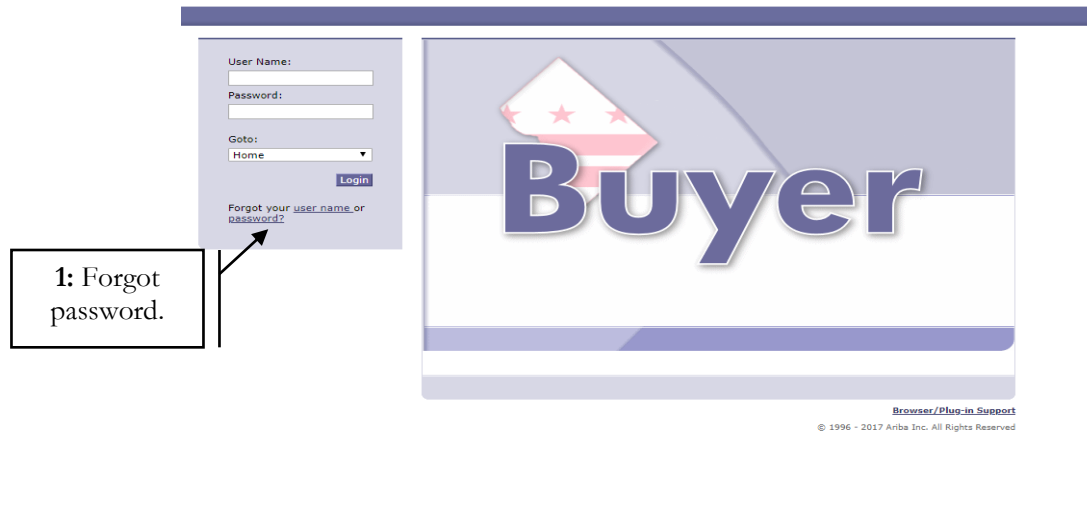**Step 1**: Once on the PASS home screen Select link Forgot **password** option.

1: Forgot password.

Figure 1

Step 2: Enter your User Name.

Step 3: Click **Submit** button.

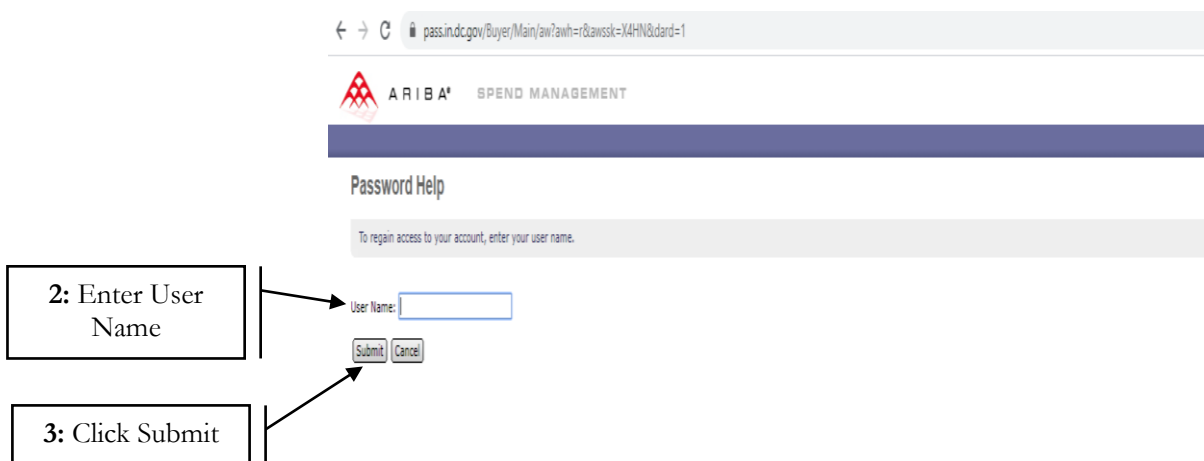**2:** Enter User Name

3: Click Submit

Figure 2

If you have additional questions, please call the HelpDesk at (202) 434-0009 or ITServUs at (202) 671-1566.

You will receive an email from the PASS Administrator with instructions to reset your password *(See figure 3)*.
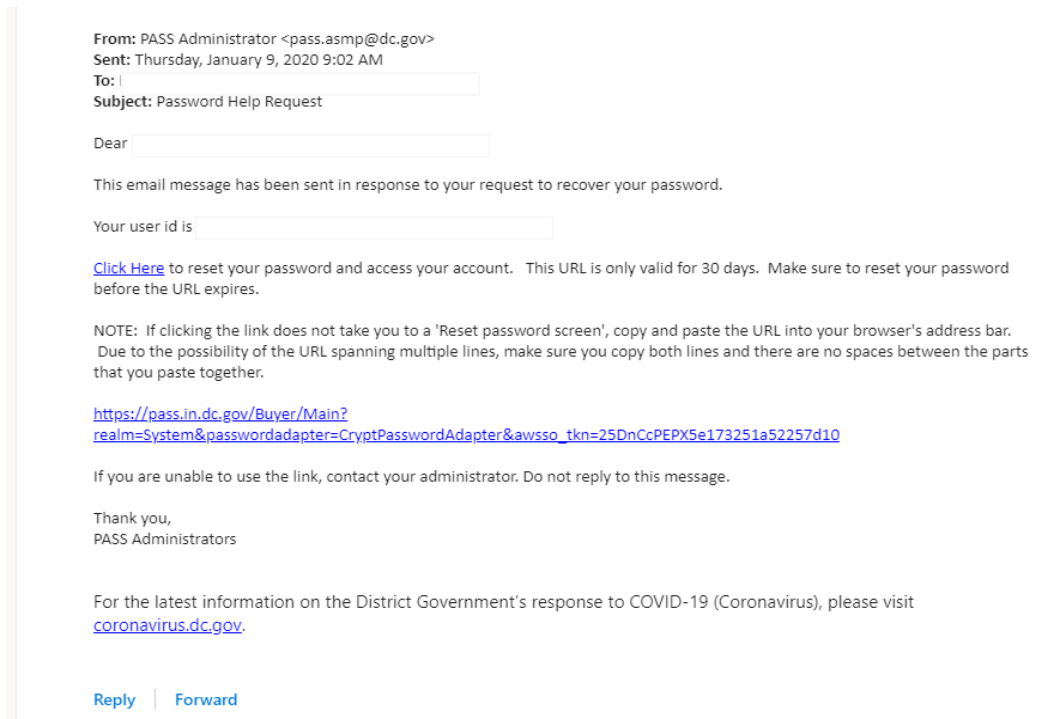

From: PASS Administrator <pass.asmp@dc.gov>
Sent: Thursday, January 9, 2020 9:02 AM
To: |
Subject: Password Help Request

Dear

This email message has been sent in response to your request to recover your password.

Your user id is

Click Here to reset your password and access your account.   This URL is only valid for 30 days. Make sure to reset your password before the URL expires.

NOTE: If clicking the link does not take you to a 'Reset password screen', copy and paste the URL into your browser's address bar. Due to the possibility of the URL spanning multiple lines, make sure you copy both lines and there are no spaces between the parts that you paste together.

https://pass.in.dc.gov/Buyer/Main?
realm=System&passwordadapter=CryptPasswordAdapter&awsso_tkn=25DnCcPEPX5e173251a52257d10

If you are unable to use the link, contact your administrator. Do not reply to this message.

Thank you,
PASS Administrators

For the latest information on the District Government's response to COVID-19 (Coronavirus), please visit coronavirus.dc.gov.

Reply | Forward

Figure 3

If you have additional questions, please call the HelpDesk at (202) 434-0009 or ITServUs at (202) 671-1566.

2