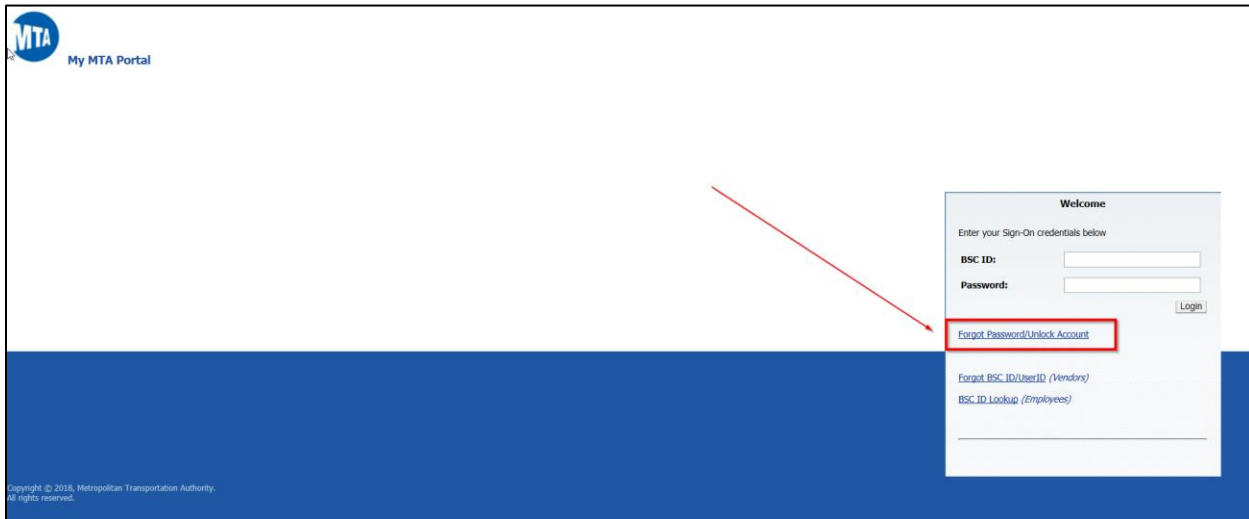
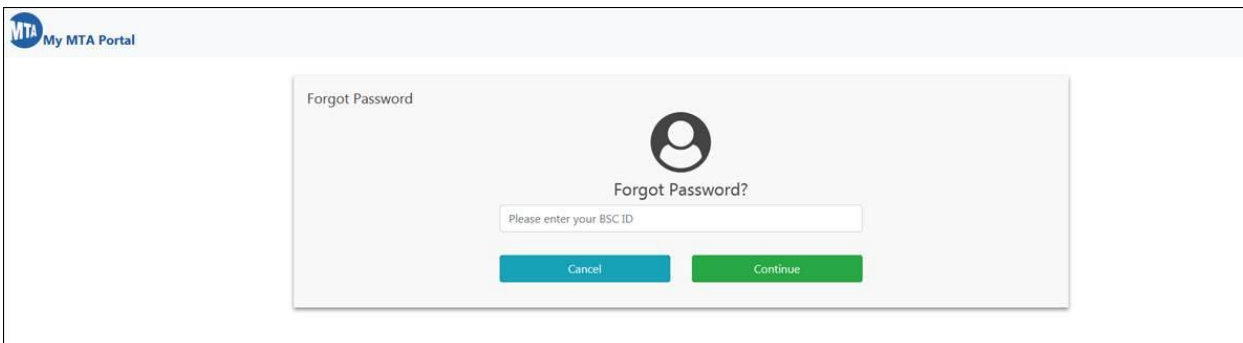


## My MTA Portal: Password Reset Self-Service from Login Page

**Step 1:** Connect to My MTA Portal, Click **Forgot Password /Unlock Account** link.

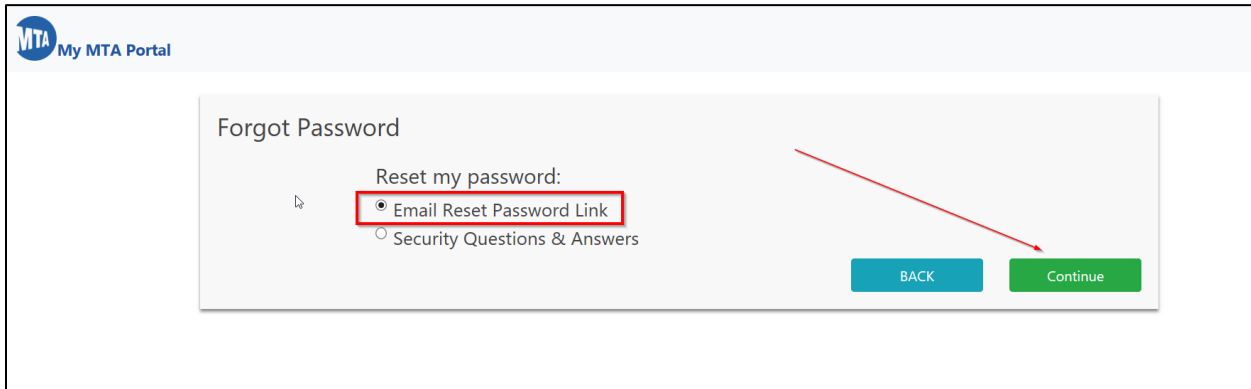


**Step 2:** Once redirected to **Forgot Password** page, enter your BSCID and click **Continue**.

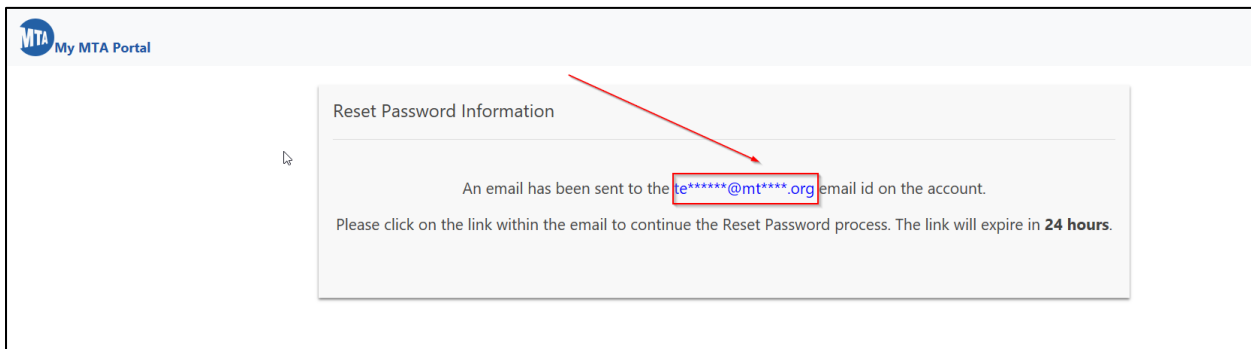


**Step 3:** You have two options for changing your password. (A) You may opt to receive an email to your preferred email address on file with the BSC with a link to reset your password, or (B) you may opt to answer the security questions you selected when you set up your account.

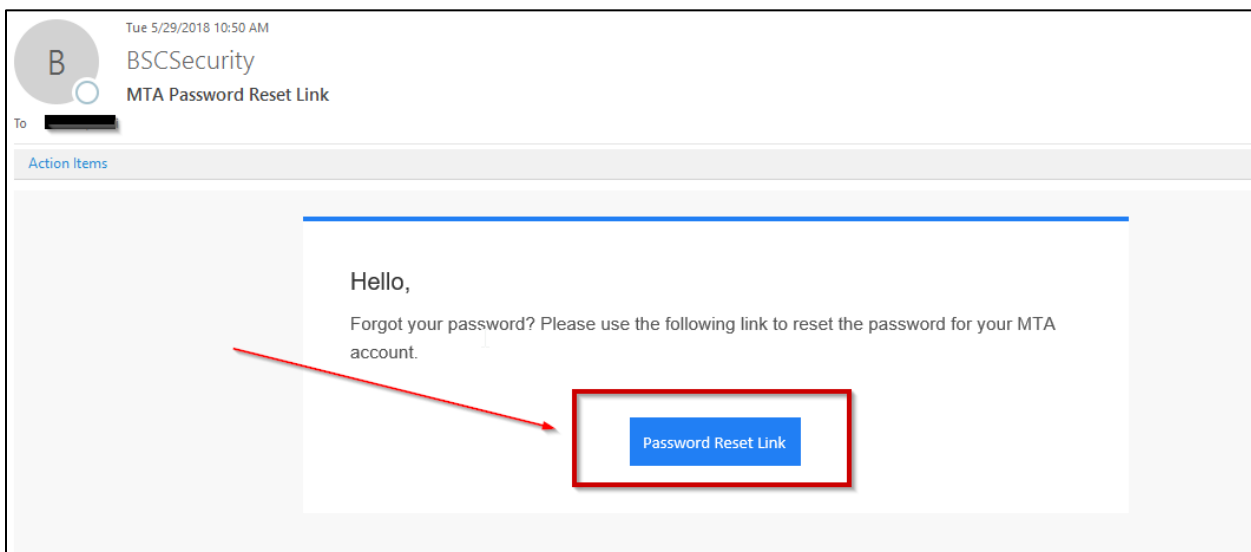
**Option A)** To reset the password using the reset through email option, click the **Email Reset Password Link** radio button. Click **Continue**.



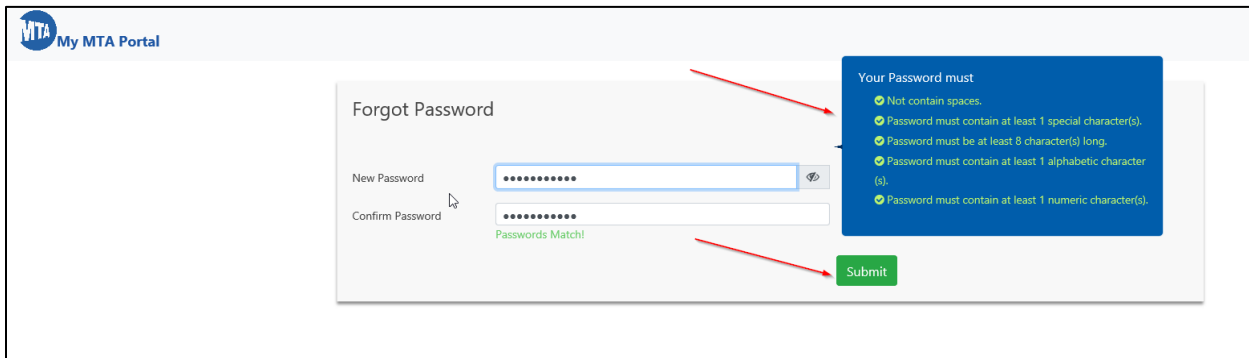
\*Password reset information will be sent to the preferred/registered email address chosen by the employee.



\* Click the **Password Reset Link** provided in the email to reset password.



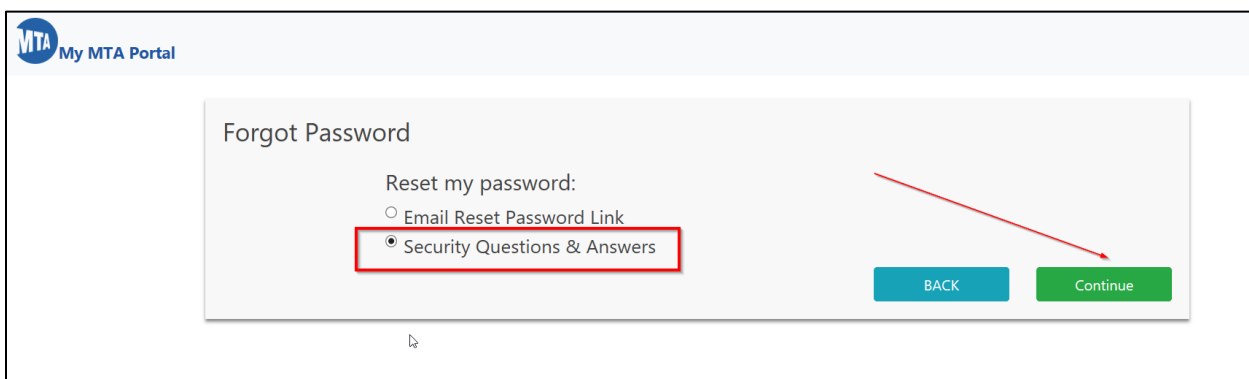
\* Enter the new password and confirm password. Click the **Submit** button.



Note: Make sure your new password follows the password policy below:

1. Previously used 10 passwords cannot be reused.
2. Password must contain at least 8 characters.
3. Password should not contain any spaces.
4. Password should contain at least one special character ((e.g., @, #, \$, \*).
5. Password should contain at least one Numerical character (e.g., 1, 2, 3).
6. Password should contain at least one Uppercase Alphabetic character (e.g., A, B, C).

**Option B)** If you wish to reset your password by answering your Security Questions, click the **Security Question & Answers** radio button, then click **Continue**.



\*Answer at least two security questions correctly. Enter the new password and confirm. Click the **Submit** button. Make sure the new password follows the password policies

MTA My MTA Portal

### Forgot Password

Please enter your answers in the fields below to reset your password.

Answer at least 2 Security Questions from the following:

1. What school did you attend for sixth grade?
2. What is the name of your favorite childhood friend?
3. What is the name of your favorite book?
4. What was your childhood phone number including area code?

Set New Password:

New Password

Confirm Password

[BACK](#) [RESET](#) [SUBMIT](#)

- If there is no email address registered to the Portal account, only the Security Questions & Answers option will appear.

MTA My MTA Portal

### Forgot Password

Reset my password:

Security Questions & Answers

[BACK](#) [Continue](#)

- If Security Questions and Answers are not set up and there is no email address registered to the Portal account, the following message will appear:

