

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

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

My MTA Portal	
	Welcome nter your Sign-On credentials below SSC ID: assword: Login
Provenské z VIII. Menovolina Tanamat dan Antonia	argot ReseardUniack Account

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

My MTA Portal		
	Forgot Password Forgot Password? Please enter your BSCID Cancel 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**.



My MTA Portal		
	Forgot Password Reset my password: Email Reset Password Link Security Questions & Answers BACK Continue	

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

My MTA Portal	
ß	Reset Password Information An email has been sent to the te*****@mt****.org email id on the account. Please click on the link within the email to continue the Reset Password process. The link will expire in 24 hours.

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

В	Tue 5/29/2018 10:50 AM BSCSecurity		
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Action Items			
		Hello, Forgot your password? Please use the following link to reset the password for your MTA account.	



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

My MTA Portal	Forgot Password	1		Your Password must
	New Password	•••••••	Ø	Plassword must be at least 8 laptical character(s) Password must be at least 8 least 8 laptabetic character (s). Password must contain at least 1 alphabetic character (s).
		Passwolus Malchi		Submit

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**.

My MTA Portal		
	Forgot Password Reset my password: © Email Reset Password Link © Security Questions & Answers BACK	Continue
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*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

My MTA Portal	
F	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.

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:

MA Portal	
	ERROR This account does not have an email address or security questions set up.
	For assistance, please contact the MTA Business Service Center at <u>646-376-0123</u> , Monday – Friday, 8:30 a.m. to 5 p.m.