



Follow the steps below to reset your password.

Note: If you have entered your password incorrectly three (3) times, PEPFAR SharePoint will lock your account for 30 minutes; however, you will not see a prompt on the screen telling you the account has been locked. You can reset your password to resolve this issue.

Note: your account will expire if you have not accessed it in 365 days; if that is the case, you can reset your password to gain access to your account again.

Step 1

Navigate to <https://www.pepfar.net>. On the PEPFAR SharePoint Welcome Page, click on the "Forgot Password" link. The Forgot Password page will then appear.



PEPFAR SharePoint

Login/Enter Site

Request Account

Forgot Password

Get Support

By logging in and accessing this system, you agree to abide by the [terms of use](#).

- For best results, this site should be accessed using **Internet Explorer**. Other browsers may not function properly.
- For security reasons, please be aware that after 3 failed login attempts your account will be locked for 30 minutes. You can try to log in again after 30 minutes.
- If you have questions about resetting your password, please review guidance on "[How do I reset my password](#)" or download the [PDF](#) guide.



Step 2

Enter your User Name and your e-mail address associated with your account. In most cases your User Name will be in the format LastNameFirstInitial (e.g. John Smith's User Name would be SmithJ). Click "Submit".



[Welcome Page](#)

Search this site

Forgot your Password?

Forgot Your Password?

When resetting or retrieving your password:

- User name: This should be entered in the following fashion: LastNameFirstInitial (e.g. John Smith would be SmithJ)
- E-mail: Make sure to enter the U.S. government email address that you provided initially for the creation of your account in PEPFAR SharePoint
- If you have any questions or face any issues, please let us know by submitting a request [here](#)

User Name:

E-mail:

Upon submission, the following confirmation message will appear:

A confirmation request has been sent to this e-mail account. In case you don't see it in your Inbox, please check the spam/junk folder. Please click on the link in that message to complete the password reset process.



Step 3

After successfully submitting your User Name and e-mail address, you will receive an e-mail like the one below. Click the link in the e-mail to be taken to the password reset screen.



help@pepfar.net

Natasha E Madorsky

10:54 AM

PEPFAR SharePoint Password Reset Request Received



Please click [here](#) to reset the password.

Please note: you may need to copy the website address and paste it into your internet browser if it is not a "live link" in this email. We recommend using Internet Explorer.

https://www.pepfar.net/sites/UserManagement/layouts/CTC.PasswordManagement/ChangePassword.aspx?P=uTu3zL*969cP&A=MadorskyN

If you did not request a password change to PEPFAR SharePoint, please let us know by submitting a request [here](#).

Step 4

Create your new password in accordance with the Password Policy (on the left side of the page), and confirm by re-entering it. Click "Submit". If you receive a red error message, verify your password meets the requirements, then re-enter the new password twice.

[Welcome Page](#)

Search this site

Change Password Page

Password Reset

Password Policy

Passwords must meet the following minimum requirements:

- Must be at least 12 characters in length.
- Cannot contain all or part of the account name.
- Must contain at least 1 lowercase character (a through z).
- Must contain at least 1 numeric base-10 digit (0 through 9).
- Must contain at least 1 non-alphanumeric character (!, #, \$, %, etc.)

Please read the Password policy on the left before creating your new password.

New password:
Re-type New Password:



Step 5

If your password is accepted, you will see the below confirmation message. Click "Here" to be taken to the PEPFAR SharePoint Welcome Page.

Password has been changed successfully. A confirmation email has been sent to you. Please click [here](#) to access the site using your new password.



Step 6

Return to the PEPFAR SharePoint homepage, and click Log In/Enter Site. When prompted, enter your email and new password.