

How to request a password reset:

1. **Normal Priority:** Enter a ticket in the MN.IT Services ticketing system (BMC Remedy) via the MN.IT Mall at <http://mn.gov/mnit/get-help/service-management/>

Include the following in the ticket:

- a. Request for Tridion password reset
- b. Full name
- c. Email address
- d. **State employees:** Eight-digit state employee ID number
Consultants: Consultant ID (First letter of first name and full last name)
Example: Jane Doe = jdoe
- e. Ask the help desk to assign the ticket to the **IAM** group to reset your **LDAP** password

– OR –

2. **Urgent Priority:** Call the MN.IT Service Desk at 651-297-1111
 - a. Select prompt # 1 - password reset
 - b. Select prompt # 5 - other password reset
 - c. Request a Tridion password reset
 - d. Provide your full name
 - e. Provide your email address
 - f. **State employees:** Provide your eight-digit state employee ID number
Consultants: Provide your consultant ID (First letter of first name and full last name)
Example: Jane Doe = jdoe
 - g. Ask the help desk to assign the ticket to the **IAM** group to reset your **LDAP** password

3. The service representative will send you an email with a temporary password and instructions to reset your password. Once you receive the email notice from “**ACS Notify**” with subject “**Your new temporary password.**”

- a. Open email
- b. Copy your temporary password (*highlight password and press Ctrl-C*)
- c. Click on link in email or go to the login page at: www.acs.mn.gov/idm/employee_admin

Note: You may receive a message about a problem with the website’s security certificate. **Continue to the website.** In some browsers you may need to click on Advanced.



- d. Username: Enter your eight-digit state employee ID (*including lead zeros*) or your consultant ID
- e. Password: Paste temporary password from email
- f. Click **Login**
- g. You will be prompted to change your temporary password immediately



- i. Password: **Enter new password**
- ii. Confirm Password: **Re-enter new password** (same as above)
 1. For passwords, we require 3 out of 4 for password complexity:
 - a. Uppercase letters
 - b. Lowercase letters
 - c. Numbers
 - d. Special characters
- iii. Click the **Submit** button.

4. Password reset complete



Contact the Service Desk if you have questions:

651-297-1111

service.desk@state.mn.us<mailto:service.desk@state.mn.us>.