

ITM Password Reset

Self Service Password Reset

Effective March 7, 2011 users now have the ability to securely reset their password and resolve account lockouts in a self-service manner **without** having to contact the NOAA Client Services Help Desk. For security purposes, in order to perform a Self Service Password Reset (SSPR) request, users will need to have Challenge Questions established.

For additional guidance [Click Here](#) to reference the ITM 9.0 Self Service Password Reset Guidance (May 2011) documentation located on the NOAA Finance Office ITM Information webpage.

Assisted Password Resets

If you require a password reset and are unable to change your password using the self service password reset request feature, please submit a written request to the Client Services Help Desk at ClientServices@noaa.gov, requesting an ITM password reset. In addition your user id and your given name, if different than your email address should be provided in the request as well

All assisted password resets will be responded to within an hour of the receipt time.