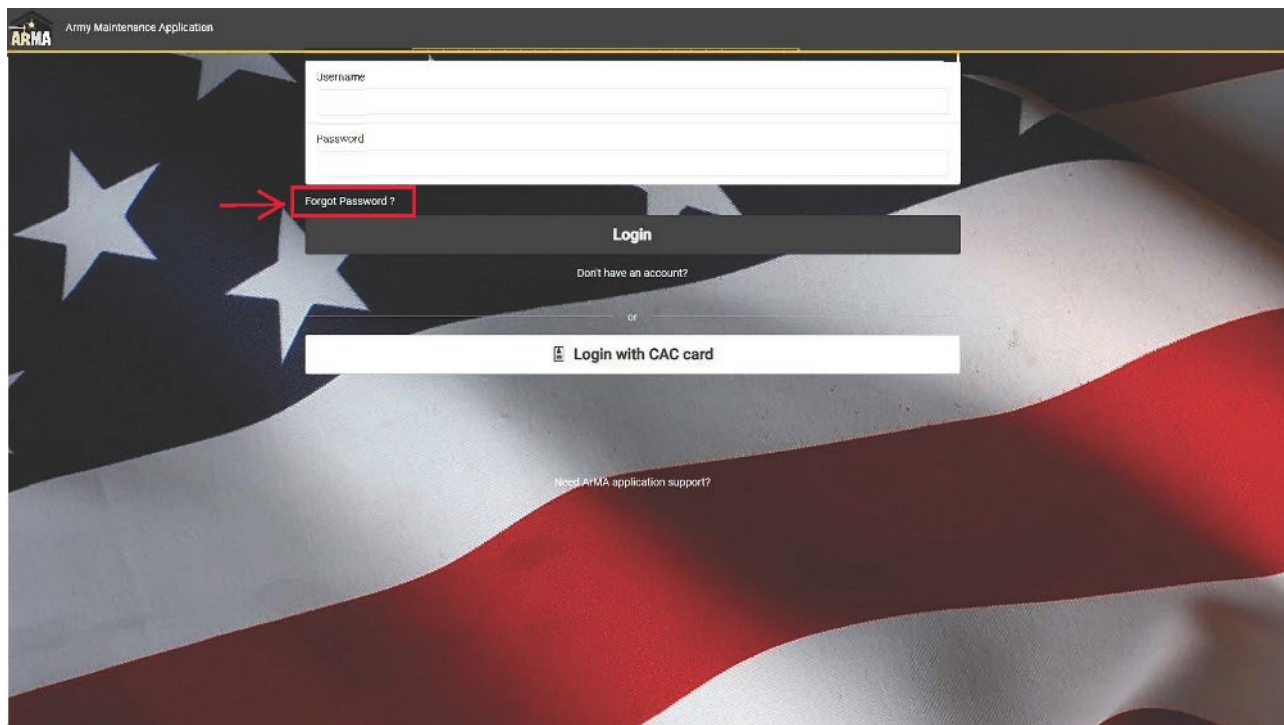


Password Reset Walkthrough/CAC User Password Setup

You can utilize the ArMA Password Utility to **reset** your current password or to **create** a new password to supplement your CAC authentication. For example, if you need to access ArMA from a Smartphone device that does not support CAC authentication. In this scenario you can log in to ArMA with your Username (email address) and the password you create with the Password Utility.

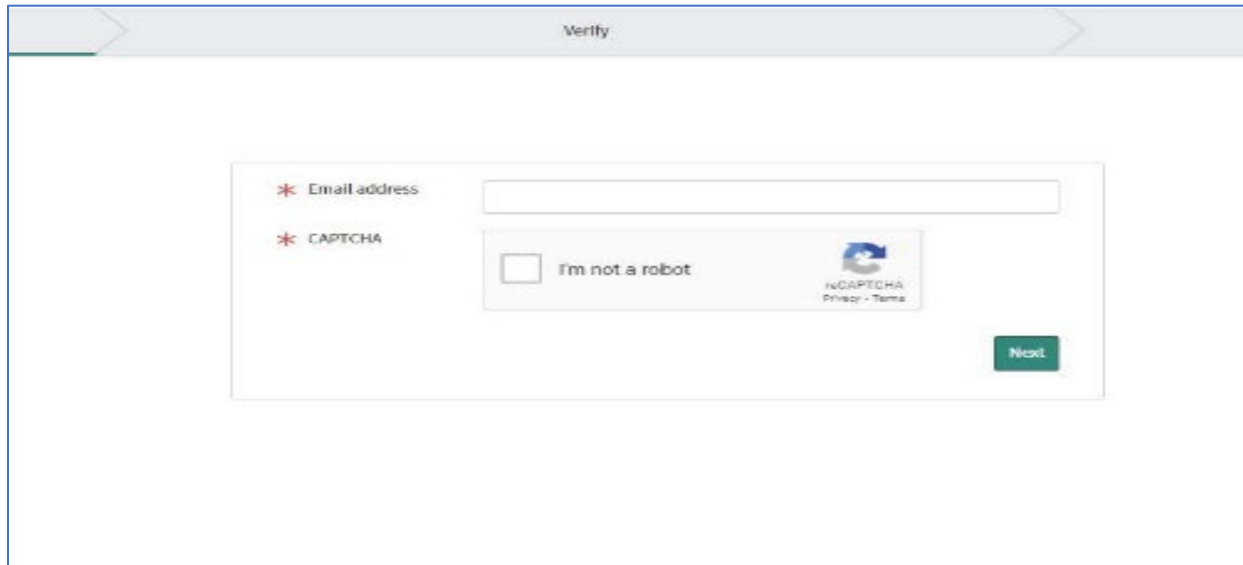
- **Step 1**

The link to the ArMA Password Utility is located between the 'Login' link and the Username/Password section of the login page. You can also access the ArMA Password Utility directly here [Password Reset - Identify \(armymaintenance.com\)](https://armymaintenance.com)



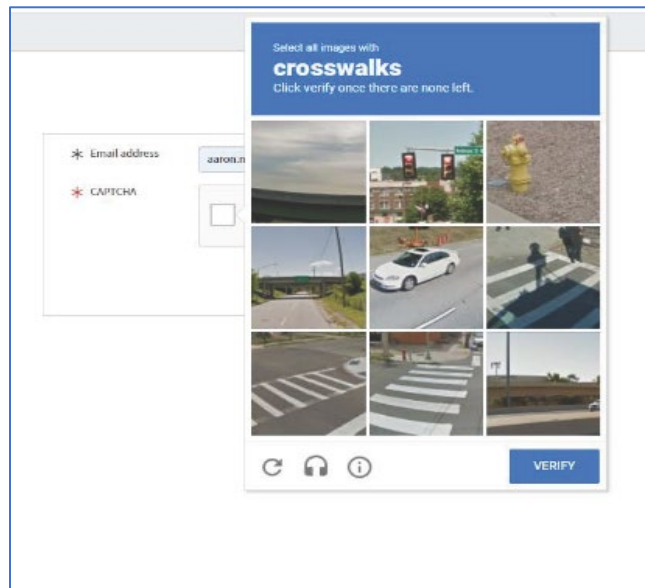
- **Step 2**

Once you click the *Forgot Password* link it will take you to the **Identify** step. On this page you will enter the email associated with your ArMA account (or CAC Card) and complete the *reCAPTCHA*. Click the “I’m not a robot” box inside the *reCAPTCHA* window.



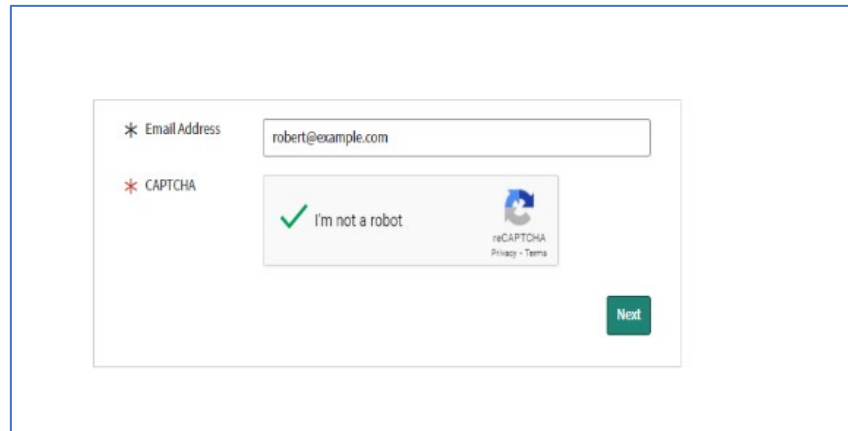
- **Step 3**

You may have to complete a *reCAPTCHA* challenge for verification. That challenge will be like this:



- **Step 4**

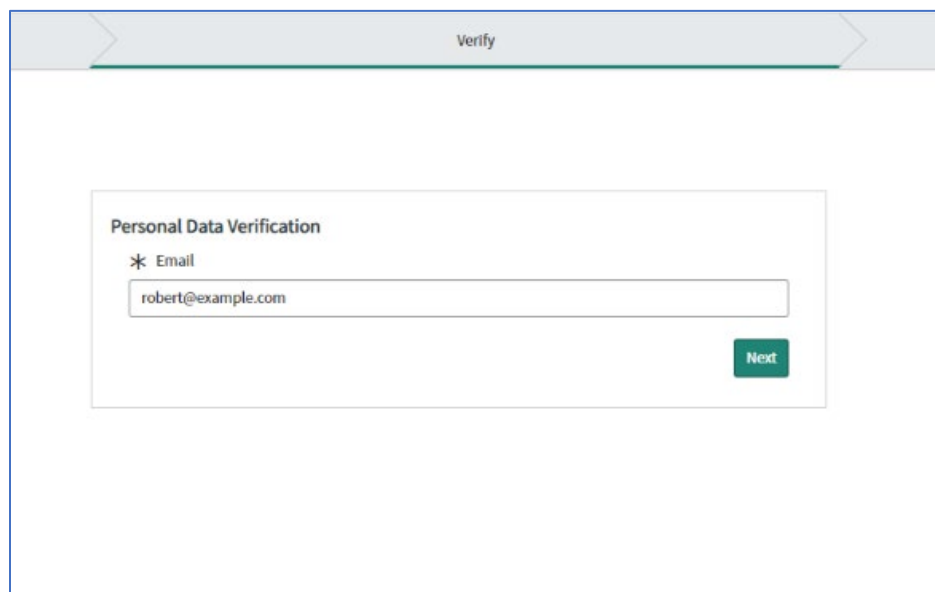
Once you have completed the *reCAPTCHA* challenge successfully a green check mark will appear. You will be able to go onto the next step.



A screenshot of a registration form. It features two input fields. The first is labeled '* Email Address' and contains the text 'robert@example.com'. The second is labeled '* CAPTCHA' and shows a green checkmark next to the text 'I'm not a robot', indicating a successful challenge. To the right of the CAPTCHA is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. A green 'Next' button is located at the bottom right of the form area.

- **Step 5**

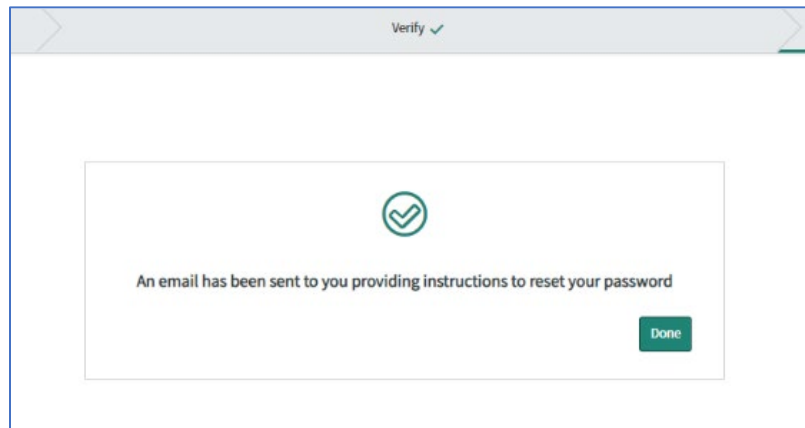
You will next verify that your ArMA email is correct. If so, click the next button.



A screenshot of a 'Verify' page. At the top, there is a grey header bar with the word 'Verify' in the center. Below the header is a white box titled 'Personal Data Verification'. Inside this box, there is a label '* Email' followed by an input field containing 'robert@example.com'. A green 'Next' button is positioned at the bottom right of the white box.

- **Step 6**

Once you've verified that the email is correct it will lead to the final screen showing that the URL has been sent to the email address entered in the process. The screen will look like this.



- **Step 7**

Check your inbox. Note: You may need to copy and paste the link into your browser's URL window if the ability to click hyperlinks is not available. Also, if you do not see the email in your main inbox be sure to check other inboxes such as spam/junk mail.