AMPS Snapshot: Maximum Password-Attempts Lockout - External Users

To log in to AMPS with User ID and Password, navigate to the AMPS Single Sign-On Authentication screen: https://amps.dla.mil/

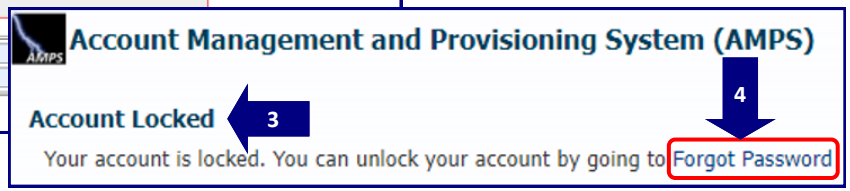
What does a failed password-attempt look like?

If you submit an incorrect password in AMPS ...

1. *AMPS displays an error message at the top of the* **Single Sign-On Authentication** *screen the first and second time you submit an incorrect password.*
2. If you have forgotten your password, click the link that says:
   Forgot your Password? Click Here

   (If you chose this path, skip to step 6.)

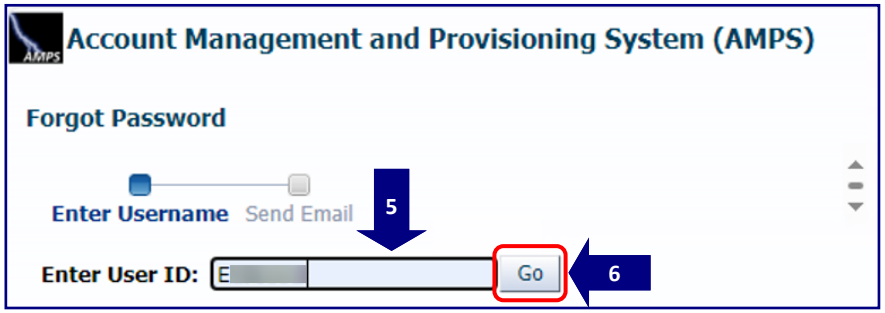




What is a maximum password-attempts lockout?

If you submit an incorrect password three times in a row, AMPS locks your account and …

3. *Displays an* **Account Locked** *screen.*

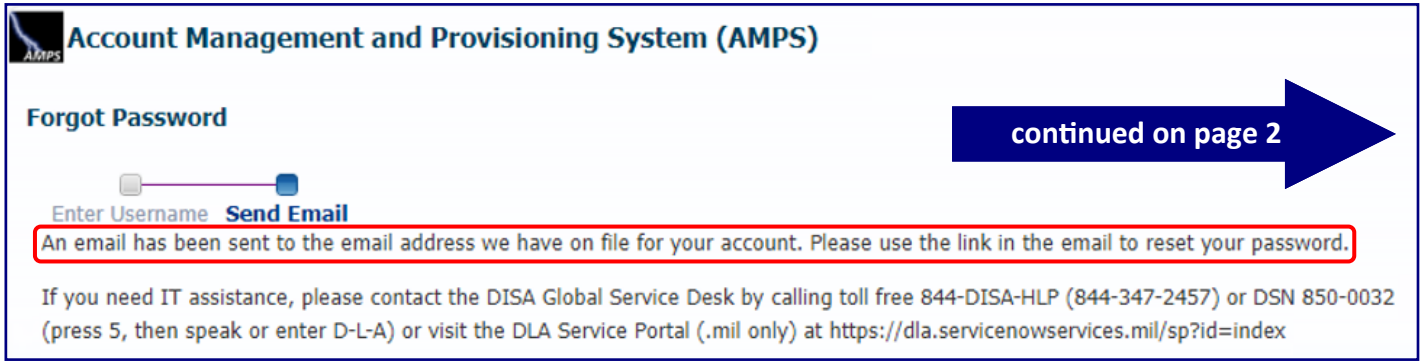


Follow these steps to unlock your AMPS account:

4. Click the **Forgot Password** link on the **Account Locked** screen.

   AMPS opens the **Forgot Password** *screen.*
5. Enter your User ID in the text box.
6. Click the **Go** button.

   AMPS informs you an email has been sent to the email address on file for your account.
7. Close your browser.



continued on page 2

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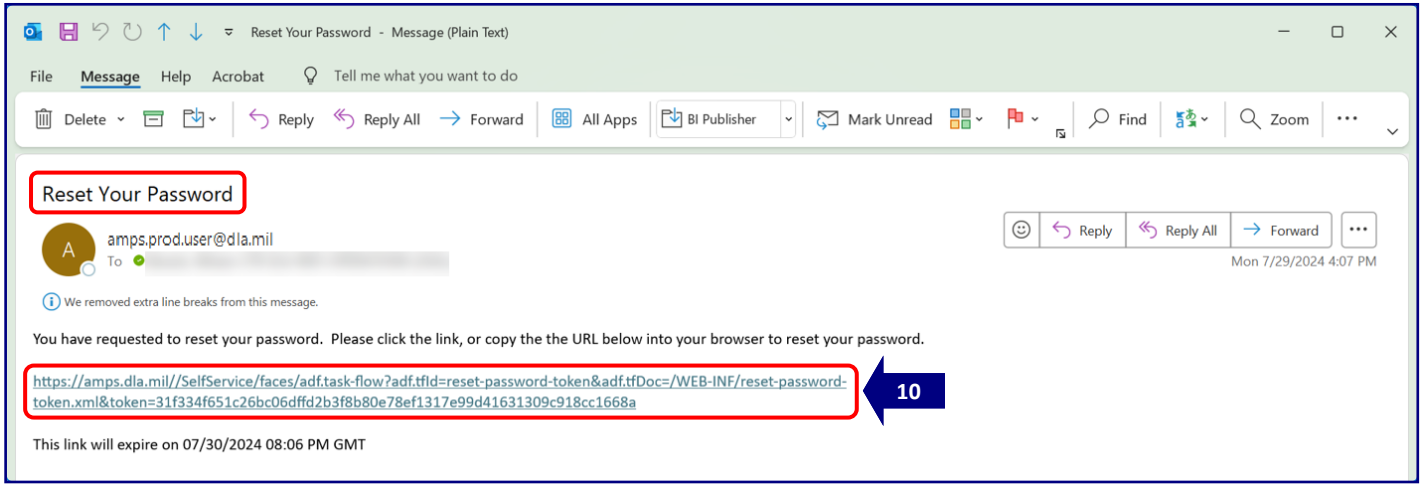
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Follow these steps to unlock your AMPS account:

Email Notification

8. Go to your email inbox (not shown).
9. Open the email from AMPS with the subject: **Reset Your Password**
10. Click the link provided in the email.

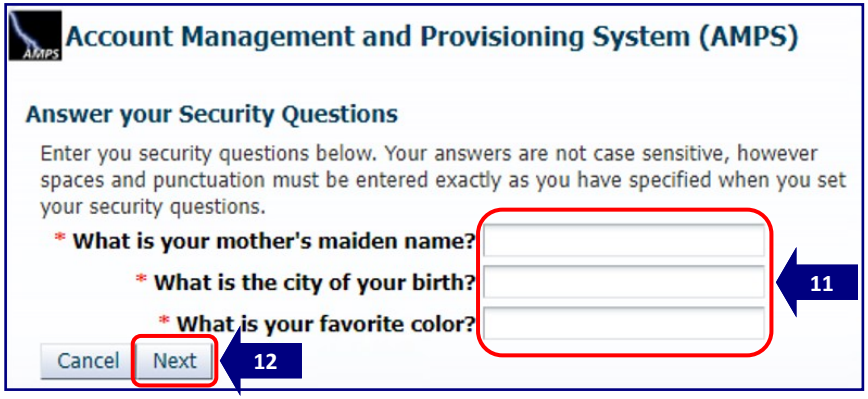
AMPS opens the **Security Questions** *screen.*



Security Questions screen

11. Enter your answers to the three security questions in the text boxes.
    (These are the answers you provided during your account registration.)
12. Click the **Next** button.

AMPS opens the **Reset Password** *screen.*
The rules for creating an AMPS password are listed on the right side.

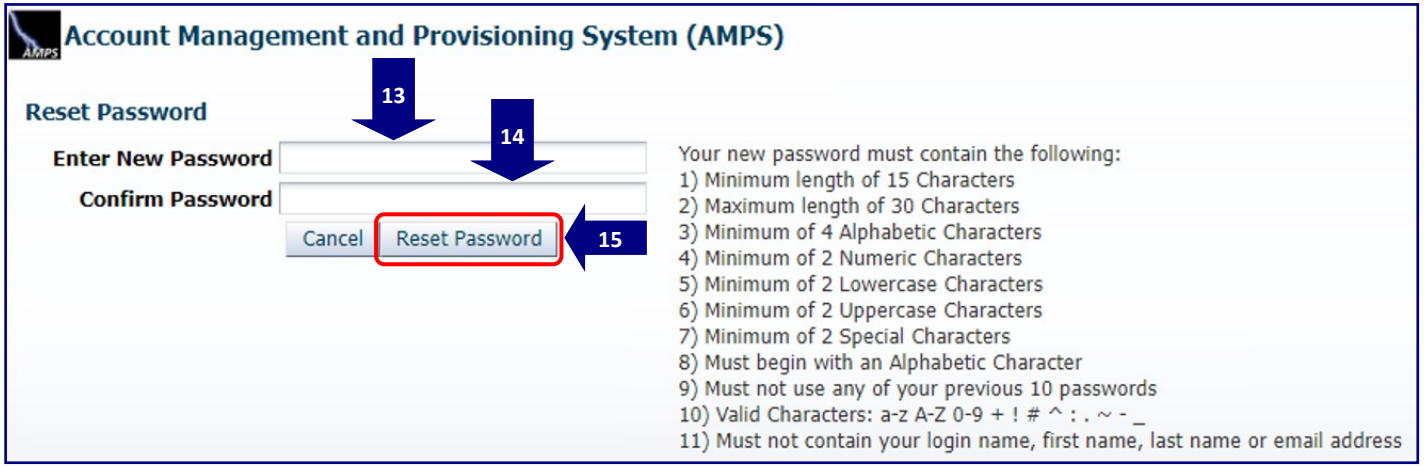


Reset Password screen

13. Enter your new password in the **Enter New Password** text field.
14. Enter your new password in the **Confirm Password** text field.
15. Click the **Reset Password** button.

AMPS opens a confirmation screen.

continued on page 3



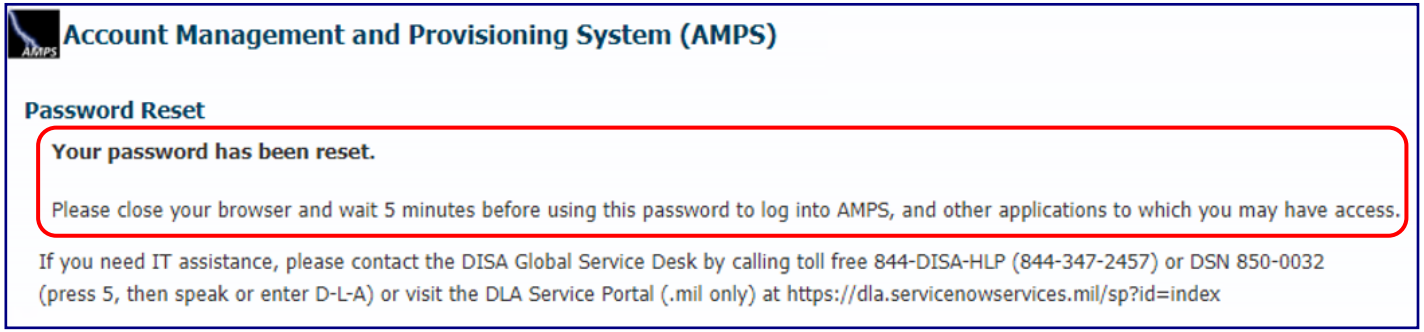
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Follow these steps to unlock your AMPS account:

Password Reset Confirmation screen

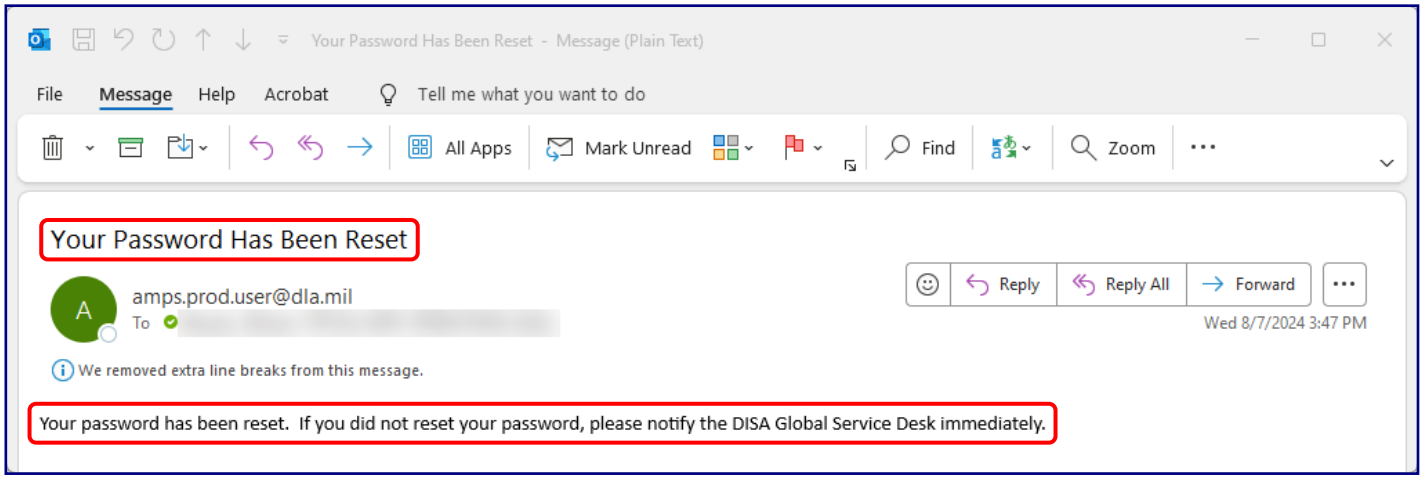
16. Follow the instructions: Close your browser and wait 5 minutes before attempting to log in with your new password.



Email Notification

17. Go to your email inbox (not shown).
18. Open the email from AMPS with the subject: **Your Password Has Been Reset**

This email confirms that your password has been reset, and provides guidance if you received the email confirmation, but did not request that your password be reset.



FINISHED!

You have completed the process to reset your password.

You may log in to AMPS in the usual way.

AMPS-Password Expiration:

Your AMPS password will expire after 60 days. To maintain access to your AMPS account, please update your password regularly.

Note!

When you change your AMPS password, this change is propagated to each AUTO-PROVISIONED application for which you have a role. Occasionally, an auto-provisioned application may not accept a character that AMPS does accept, and a password valid in AMPS may be invalid in an application.

If you have difficulty resetting a password, contact the DISA Global Service Desk for assistance and recommendations.

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