

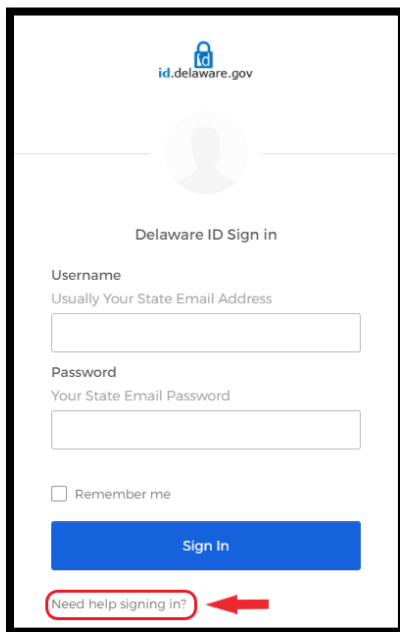
# PASSWORD RESET

This document is to assist you in logging on to [id.delaware.gov/my.delaware.gov](http://id.delaware.gov/my.delaware.gov) if you forgot your login credentials.

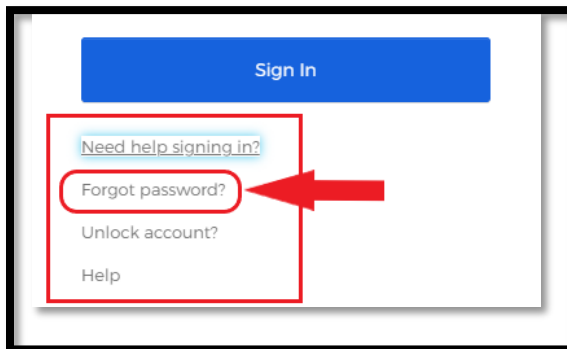
## FORGOT PASSWORD?

Follow the instructions below to create a new password.

1. Click on ***“Need help signing in?”***



2. Next, click on ***“Forgot Password”***



3. Follow the steps above to go to the password reset page, where you can **reset your password in one of three ways** by entering your State Email ID.

The screenshot shows the 'Reset Password' page on the 'id.delaware.gov' website. At the top, there is a logo with a padlock and the text 'id.delaware.gov'. Below the logo, the title 'Reset Password' is centered. Underneath the title, there is a label 'Email or Username' and a text input field containing the placeholder text 'Your State Email ID here'. Below the input field, a note reads: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' Three blue buttons are arranged vertically, each with a red arrow pointing to it from the left and a red circle with a number to its right. The buttons are labeled 'Reset via SMS' (1), 'Reset via Voice Call' (2), and 'Reset via Email' (3). At the bottom of the page, there is a link that says 'Back to sign in'.

**i) Reset via SMS**

- You would receive a **verification code** to your registered mobile number. Enter the code to reset your password.

**ii) Reset via Voice call**

- You would receive an automated voice call on your registered mobile number with a **verification code**. Enter the code to reset your password.

**iii) Reset via Email**

- You would receive an email to your State Email ID with the **reset password** link. Click on the link to reset your password.