

Password Reset

Within FAITAS you can reset your password by answering your established security questions or by providing a few pieces of information from your FAITAS Profile.

[HTTPS://FAITAS.ARMY.MIL/FAITAS](https://FAITAS.ARMY.MIL/FAITAS)

1. Access Password Reset Function

From the FAITAS logon page, select the **"Forgot Password?"** link, then enter the email address associated with your FAITAS account and click the **'Continue'** button.



2. Verify Account

Choose to **verify your account** by answering your three security questions or enter either the last four digits of your Social Security Number (**SSN**) or assigned Employee Identification Number (**EIN**), and your Date of Birth (**DOB**). Click the **'Request Reset Link'** button.

A screenshot of the 'Password Reset' verification page. The page title is 'Password Reset' and it contains a message: 'Please authenticate your account by validating SSN/EIN and DOB or answering your security questions.' There are two main sections: 'Security Questions *Up to 3 attempts' and 'Self-Validation *Up to 3 attempts'. The 'Security Questions' section has three questions: 'In what city were you born?', 'What is your mother's maiden name?', and 'What was the make and model of your first car (e.g., Ford Mustang)?'. The 'Self-Validation' section has two options: 'Last Four Digits of SSN/EIN' (with a text input field and a 'Show' button) and 'DOB' (with dropdown menus for 'Month', 'Day', and 'Year'). Both sections have a 'Request Reset Link' button at the bottom. An 'OR' separator is placed between the two sections.

NOTE: You have **three attempts** to verify your account through the available account verification options.

An answer you have submitted is incorrect. You have **1 Self-Validation attempt** remaining before account lockout.



3. Reset Password

Successful account verification results in a password reset code sent to your FAITAS registered email address. **Click the link** in the email or **copy and paste** the reset link into a new browser window. Enter a **new password** once prompted.



Unsuccessful verification requires a **call** to the FAI Customer Service Support (CSS) Team for assistance. Upon account verification, the CSS Analyst will send you a password reset link to your FAITAS registered email address.

