**AT&T Global Logon Password Reset Procedures**

To manage your Global Logon Security Profile and to reset your Global Logon Password, please go to the Global Access Portal URL:    
[**https://www.e-access.att.com/iamportal-prod/portaluser/#/profile**](https://www.e-access.att.com/iamportal-prod/portaluser/#/profile) or [**https://www.e-access.att.com/iamportal-prod/iampwdmgmt/home#/home**](https://www.e-access.att.com/iamportal-prod/iampwdmgmt/home#/home)   
**Update your Global Logon Security Profile -   
  -** Click on ‘Security Profile’, then ‘Edit Security Profile’ from the Access Portal.*Note: Please make sure you add a ‘Recovery Email Address’ that you can access during business hours and also check the box for ‘Allow Password Management from the Internet’ if you require this access.* Updating your Security Profile is very important for Password Management.   
 **Global Logon Password Reset -   
If you know your current Global Logon password…** - Click on ‘Change Password’ from the Access Portal to update. It requires your current password in order to change to a new password.

**If you do not know your current Global Logon password…  
  -**  Click on ‘Forgot Password?’ from the Global Logon sign-on screen.  This opens the Password Register/Reset page. *(to proceed, a valid Email Address must be on file for you)*  
  -  Enter your User ID and your Last Name in the appropriate boxes and click Submit.  The system will verify the information and send a tokenized link to the Recovery Email on file.    
*-*To reset the password, click the ‘Password Reset’ link in the email.  Enter the new password in both boxes and click on ‘Update Password’.   
*Note: The tokenized link is for one-time use and is valid for only 30 minutes after it is generated. Use a high strength password – see password rules.*