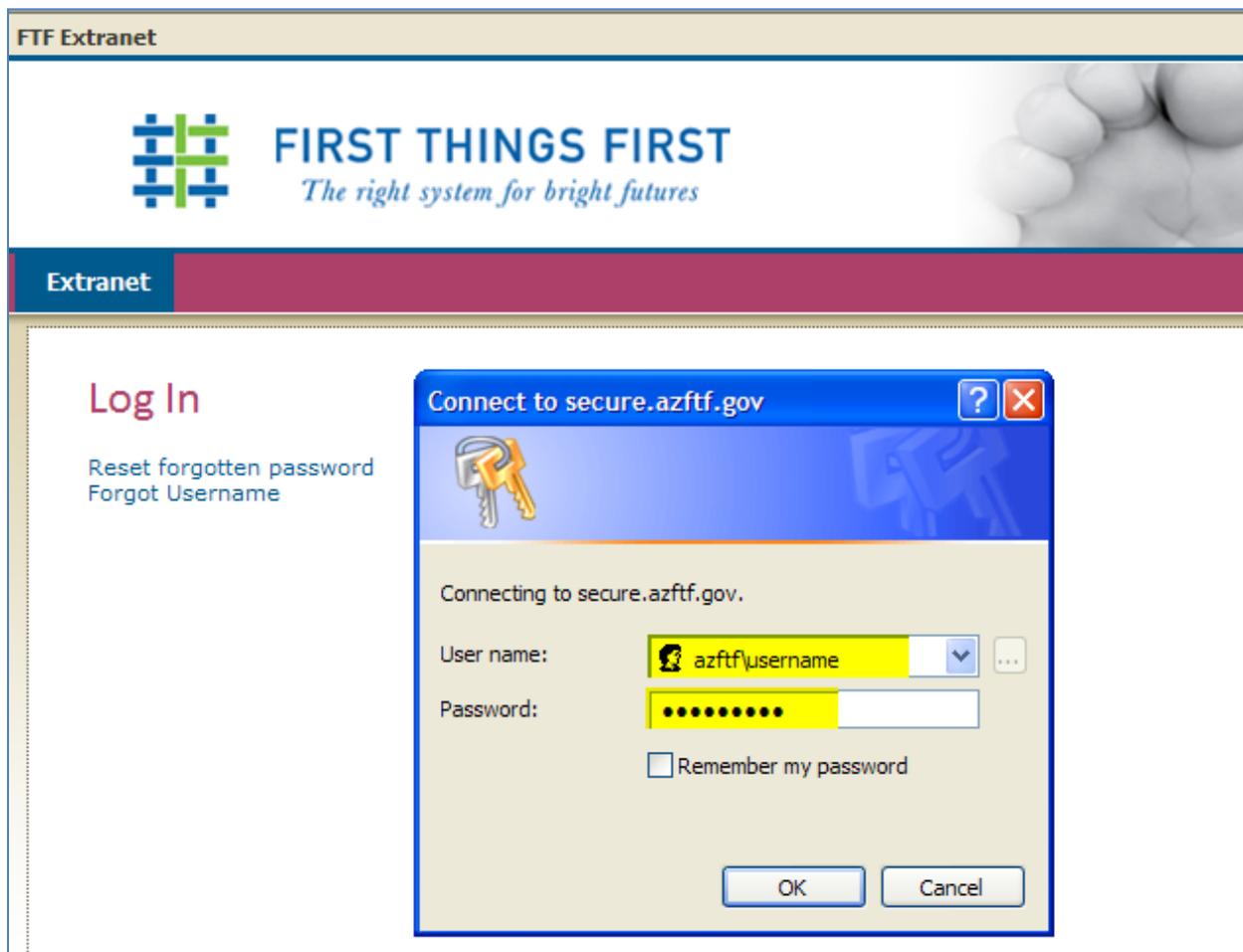
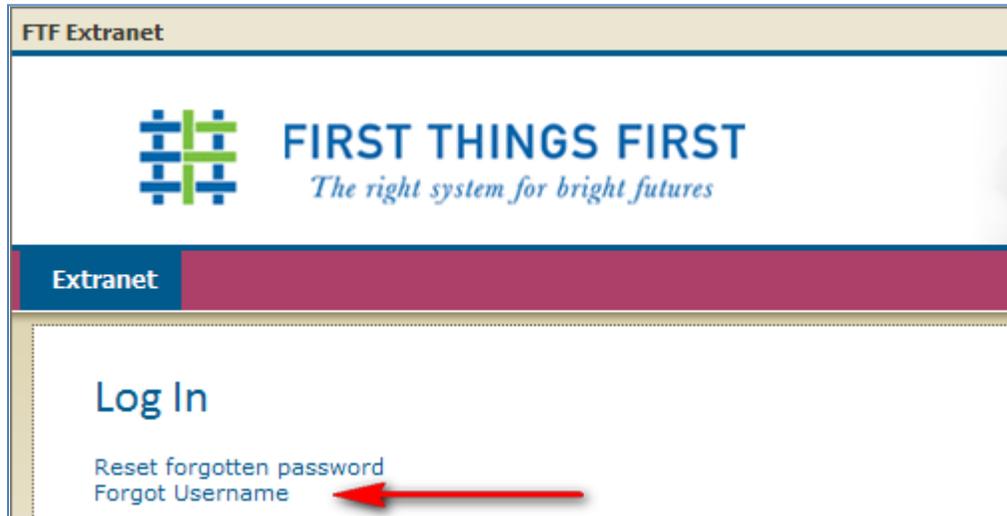


## Troubleshooting Username and Password Issues for FTF Extranet:

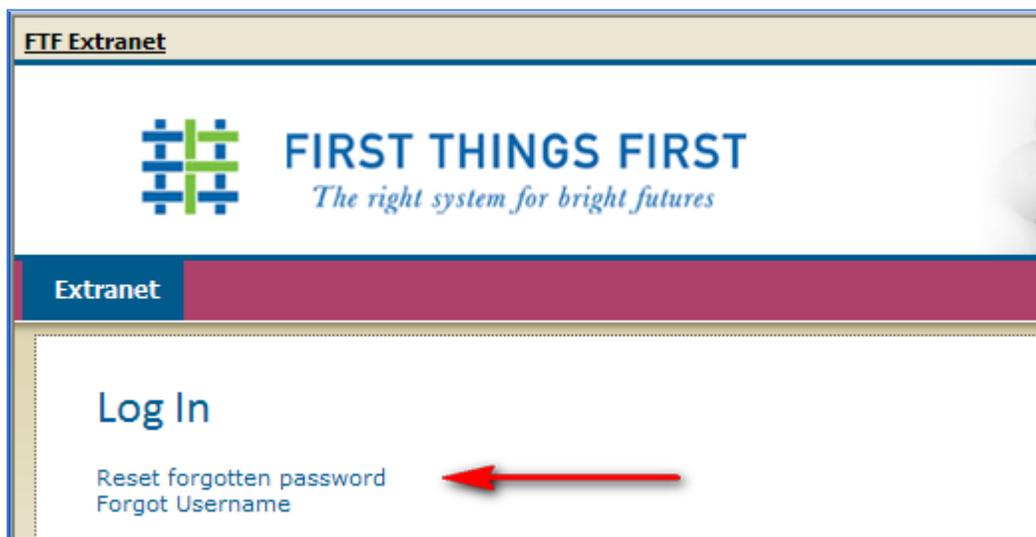
1. **Username/Password Error** – check that your username is being entered correctly. The back slash is a “\” and must be entered as AZFTF \username.
  - Your Password is case sensitive.
  - A **common error** is for users to put in their username with the forward slash AZFTF/username; this will cause an error.



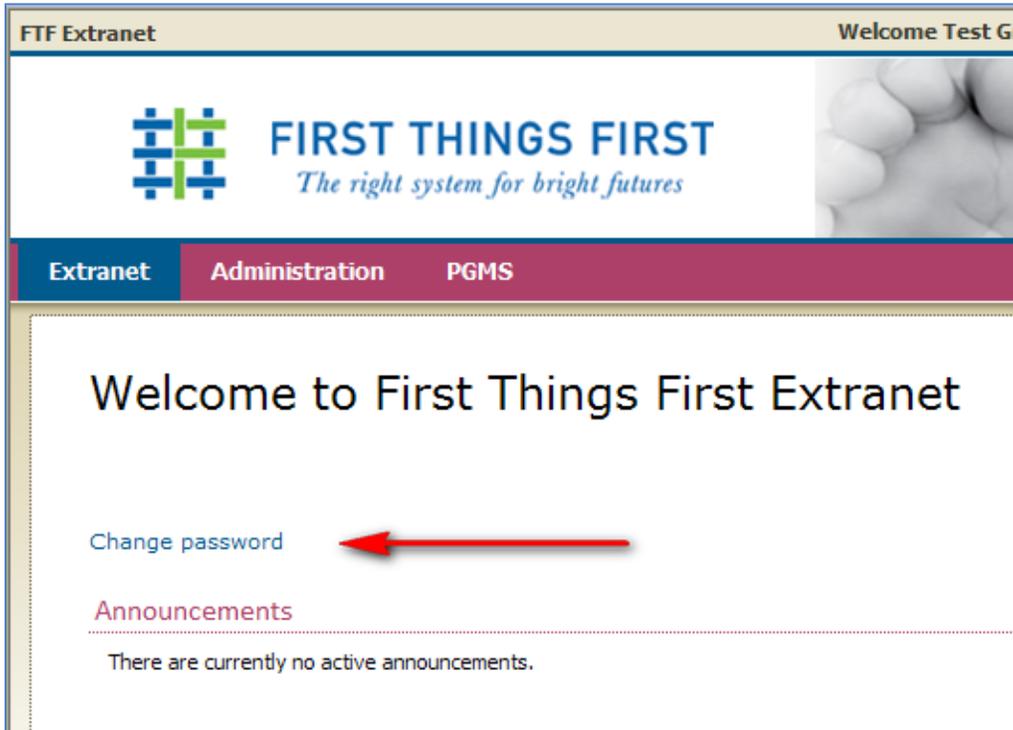
2. If you have **Forgotten Your Username**, you can request to have your username sent to you via email by accessing the main FTF Extranet Dashboard and selecting the FORGOT USERNAME link. (<https://extranet.azftf.gov/Extranet/Pages/Default.aspx>) You will be requested to enter in the email address that was used to provide your original username and password. Your username will be emailed to you.



3. If your username is correct and you need to **Reset Forgotten Password**, you can request a reset password be sent to you by accessing the FTF Extranet Dashboard and selecting the FORGOT PASSWORD link. (<https://extranet.azftf.gov/Extranet/Pages/Default.aspx>) You will be requested to enter in your username (AZFTF\username) that was provided to you. A temporary new password will be emailed to you. If you do not have your username, you must complete steps in #2 to obtain your username.



4. **To Change a Password** (not FORGOT Password), you can do so by logging in to the Extranet with your AZFTF\username and password. Once logged in, you will be at the main Welcome Page of the Extranet. Select the CHANGE PASSWORD link. You will be prompted to enter in your current password along with your New Password and Confirm. Next, select Change Password.



### Change Your Password

Your new password must be a minimum of 8 characters and contain 3 of the 4 groups of following characters:

- Alpha uppercase
- Alpha lowercase
- Numeric
- Non-alphabetic characters (for example, !, \$, #, %)

Your password must not contain more than 2 consecutive characters of your user ID.

**Current Password: \***

**New Password: \***

**Confirm Password: \***