

# Level 0 Forgot Password

When a user cannot remember their password, they will select the **Forgot Password** link found on the Level 0 Log In Page:



**NYS-Level 0**  
New York State Education Dept. - Level 0

User ID:

Password:

[Forgot Password](#)

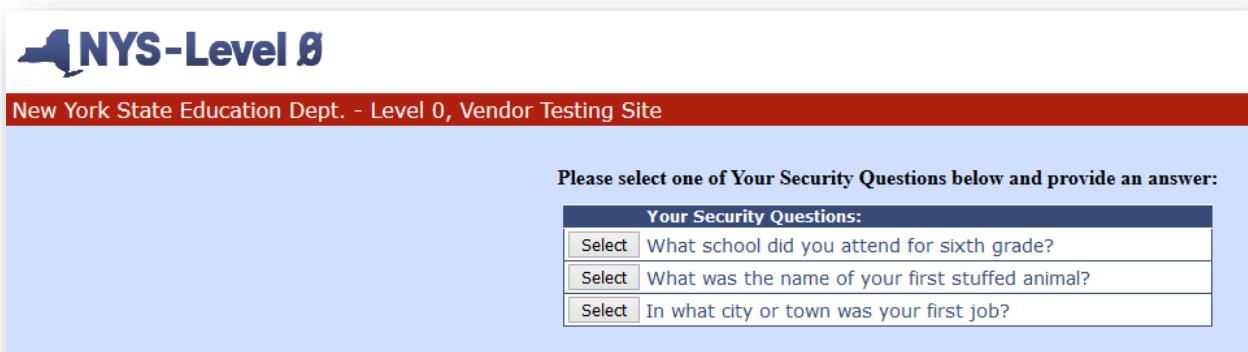
The user will enter their Level 0 **User ID** and click the **Next** button:



**NYS-Level 0**  
New York State Education Dept. - Level 0, Vendor Testing Site

**Need help signing in to Level 0?**  
Enter the User ID associated with your Level 0 account:

The user must select and answer **one** of their **Security Questions**:



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**Please select one of Your Security Questions below and provide an answer:**

Your Security Questions:	
<input type="button" value="Select"/>	What school did you attend for sixth grade?
<input type="button" value="Select"/>	What was the name of your first stuffed animal?
<input type="button" value="Select"/>	In what city or town was your first job?

The user must key in the **Response** to the selected Security Question and click **Submit Response** button to receive a PIN via the email address associated with their User ID in Level 0:

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Please select one of Your Security Questions below and provide an answer:

Your Security Questions:	
Select	What school did you attend for sixth grade?
Select	What was the name of your first stuffed animal?
Select	In what city or town was your first job?

What was the name of your first stuffed animal?

Response:

**Submit Response**

The user will receive an Email similar to the one below with a random **PIN**:

**L** [L0noreply@xxxRIC.org](mailto:L0noreply@xxxRIC.org)  
Mon 7/13/2020 11:18 AM  
To: Kathryn Duell

Hello!

Your password reset Security PIN: **650992**  
(PIN is active for 2 hours)  
PIN expires: 7/13/2020 1:17:46 PM

Thank You

*If you did not initiate or authorize a password reset request please contact...*

Please do not reply to this email. It is an auto-generated email and this mailbox is not monitored.

[Reply](#) | [Forward](#)

Email address is setup by each L0 Hosting site in **L0 Options** under **Email Server Setup**

Please note that this PIN will expire in 2 hours.

Contact information is setup by each L0 Hosting site in **L0 Options** under **Email Disclaimer Setup**

After the user clicks the **Submit Response** button, the user must enter the **PIN** that was sent to the email address associated with their **User ID** in Level 0, then click on the **Submit PIN** button:

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**Level 0 PIN Submission**

A numeric PIN (active for 2 hours) was sent to your Level 0 account email address.  
Please retrieve this PIN and enter it in the text box below.

650992

**Submit PIN**

When the user enters/submits the **PIN** that was sent to the email address associated with their **User ID** in Level 0, it will bring them to the **Level 0 Password Reset** screen to **Enter** and **Confirm** their new password (based on the **Password Rules**), then click on the **Reset Password** button:

**Please note** if the new password and the confirmed new password don't match, they will receive the error message below:

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**Level 0 Password Reset**

**Password Rules:**  
Must be a minimum of 8 characters.  
Must contain at least 3 of the 4 requirements below:  
-At least 1 lower case letter.  
-At least 1 upper case letter.  
-At least 1 number.  
-At least 1 special character.  
Must contain no more than 3 repeating characters.  
Must be different than User ID.  
Must not be reused for at least 4 iterations.

New password:

Confirm new password:

**Reset Password**

*Error: The Confirmed new password does not match the new password. Please re-type your new password in each box.*

The user will receive a message when the password has been saved and a link to go to the Level 0 Log In page:

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### Level 0 Password Reset

**Password Rules:**  
Must be a minimum of 8 characters.  
Must contain at least 3 of the 4 requirements below:  
-At least 1 lower case letter.  
-At least 1 upper case letter.  
-At least 1 number.  
-At least 1 special character.  
Must contain no more than 3 repeating characters.  
Must be different than User ID.  
Must not be reused for at least 4 iterations.

Enter new password:

Confirm new password:

**Reset Password**

*Password Saved!*  
*Go to log in page to enter Level 0 website.*

[Go to Level 0 Log In Page](#)

The user then selects the link to go to the **Level 0 Log In Page**, where they will enter their **User ID** and new **Password** and click on the **Log In** button:

**NYS-Level 0**  
New York State Education Dept. - Level 0

### Level 0 Log In Page

User ID:

Password:

[Forgot Password](#)

**Log In**