



Internet Subscriber Account (ISA) Password Reset

July 14, 2023



1. If your ISA is locked, expired or you forgot your password, from MAC home screen(<u>https://mac.fdot.gov/</u>) select the Log In Option.

You'll be taken to the FDOT User Sign in Portal.

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		Home	About FDOT	Contact Us	Maps & Data	Offices	Performance	Projects
OT User Sign-ii	n Portal							
Choose a L	ogin Option							
	FDOT Active Directory Netwo	ork		Ema	ili - Internet Subscr	iber		

2. Select the Email – Internet Subscriber option.

Login for Email - Inter	net Subscriber		2
	Email Address *		
	Email Address		
C.	Password *		
	Password		
		Login	
	Change Passwor	rd Forgot Password	
* indicates required entr	у.		
Don't have an account	?	Need to update your account?	
Create	an account	Update my accoun	t

3. Select "Forgot Password".

The forgot password option will appear.

0	Step 1: Enter your Email	Address
0	Email Address	0
	Concession and Concession	×
	Continue	
	Carvel	

- 4. Enter the email address on your ISA.
- 5. Select Continue.

@	Step 1: Enter your Email Add	dress
	Answer Security Questions	Send Email to Reset Password

6. Select Answer Security Questions for the fastest option. Your question may be different!

(a)	Step 2: Answer the Security Question
	What is your mother's maiden name?
	Answer
	Continue
	Gancel

7. Enter the response and select Continue.

If you provided the correct response, a Provide a Password option will appear.

0	Step 3: Provide a Password		
CO.	Password *	0	
	New Password		
	Confirm *	0	
	Confirm Password		
	Reset Password		
	Gancel		
	* indicates required entry		

- 8. Enter a new password and reenter it correctly to confirm.
- 9. Select Reset password.
- 10. Use the new password to log into MAC.



11. Option 2 is to have ISA email you a verification email with a link in it. You will need access to your email to click on the link. If you don't see the email, check your junk folder.

Forwarded message
From: FDOT-ISA <donotreply-fdotapp@dot.state.fl.us></donotreply-fdotapp@dot.state.fl.us>
Date: Fri, Jul 14, 2023, 11:51 AM
Subject: Important Information about your Florida Department of Transportation Internet Subscriber Account
To complete your Account Password Reset, please visit https://isa.fdot.gov/ResetPassword/S0134600-GY12Y80RrM7O4YgD7FkXPvWCrPsGAR7/Fd06KG9xit to set your new Password.
This Email has been generated by FDOT's Internet Subscriber Account System. Please do not reply to this email. For any questions or issues you may have, please contact <u>fdot.servicedesk@dot.state.fl.us</u> or <u>visit FDOT's Internet Subscriber Account site</u> at https://isa.fldot.gov/ .

Clicking on the link will take you to the ISA application with a screen to reset and confirm a new password.

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👺 AAST 🔋 ISA 🕐 MAC DEV 🕐 MAC Production 🕐 MAC Training 🕐 MAC System Test 🛐 TPT 🔤 Standard Specificati 🛒 View Results 🔤 Materials Acceptan 👘 Enterprise Informati 🚱 Cherwell Service M 🚯 Service Desk Annou 🚹 FDDT: State Materials 🔰 D'
POT FD011kmm About FD01 Contact Us Offices Maps & Data Performance Projects
Internet Subscriber Account
Home Help
Reset Password
To complete the password change process, enter your new password below and click 'Reset Password'.
New Password
Confirm New Password Shew Password Shew Password
Reset Password

To complete the password cha	ange process, enter your new password below and click r
Password'.	
Enter New Password	
•••••	Show Password
Password Valid!	_3
Confirm New Password	
······	Show Password
	0
	Reset Password

- 12. Enter and confirm your new password.
- 13. Select the Reset Password option.

NOTE: If you enter a password that does not meet the requirements, you will see an error message describing the requirements.

Then you will be logged into ISA (**NOT MAC**). You'll need to log out of ISA and navigate to the MAC home screen.

14. Log back into MAC with your new password. <u>https://mac.fdot.gov/</u>

ISA passwords expire every 90 days. You might want to set a reminder on your calendar to reset.