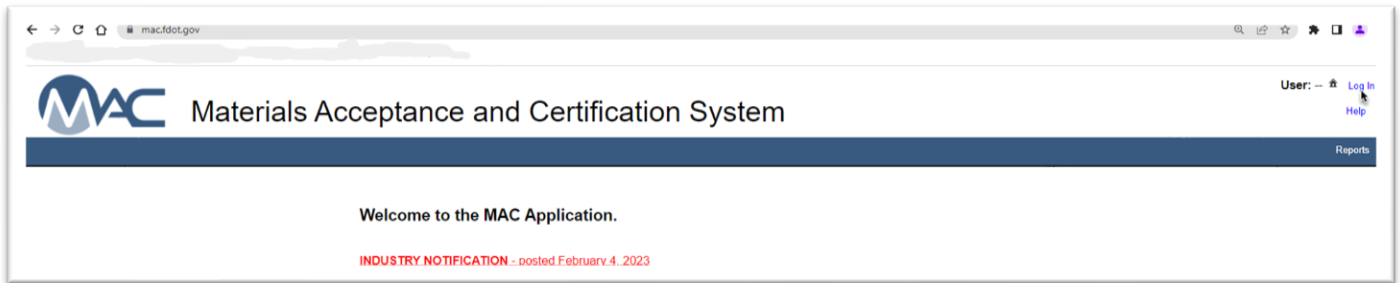**Florida Department of**
TRANSPORTATION

Internet Subscriber Account (ISA) Password Reset

July 14, 2023

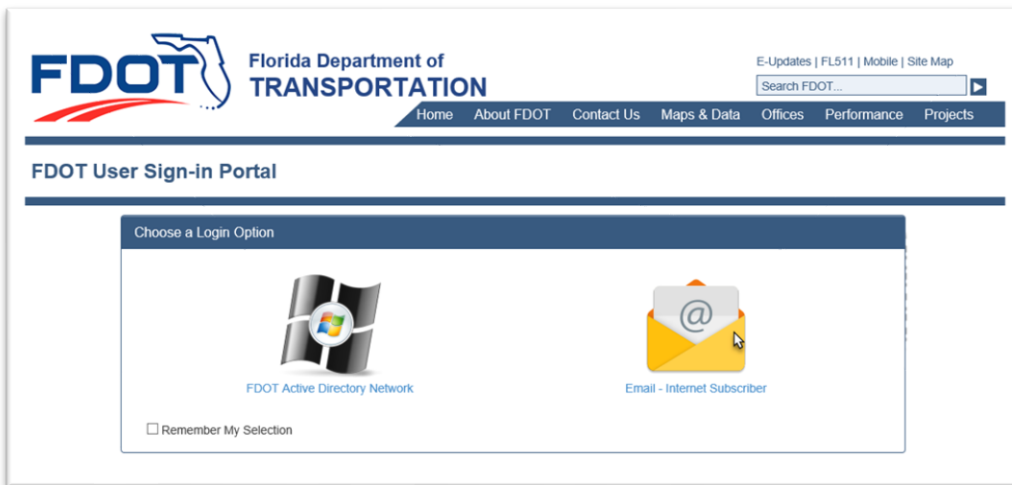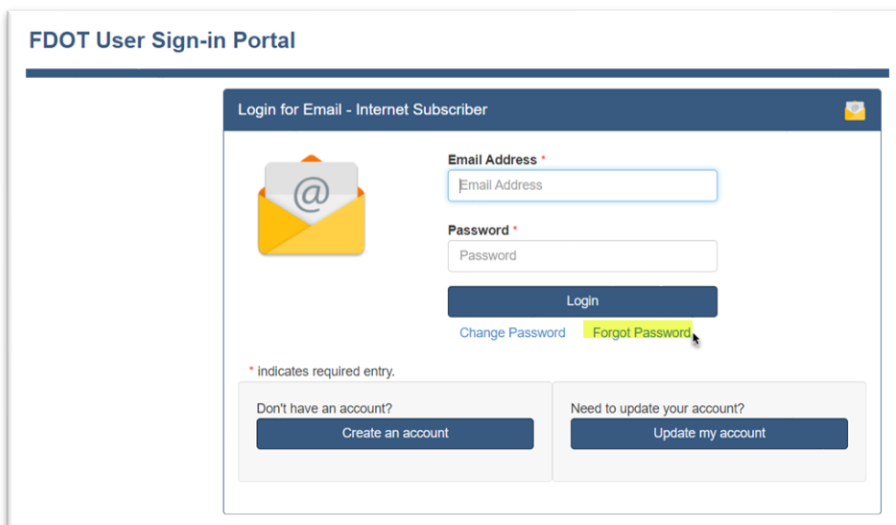1. If your ISA is <mark>locked, expired or you forgot your password</mark>, from MAC home screen(https://mac.fdot.gov/) select the Log In Option.

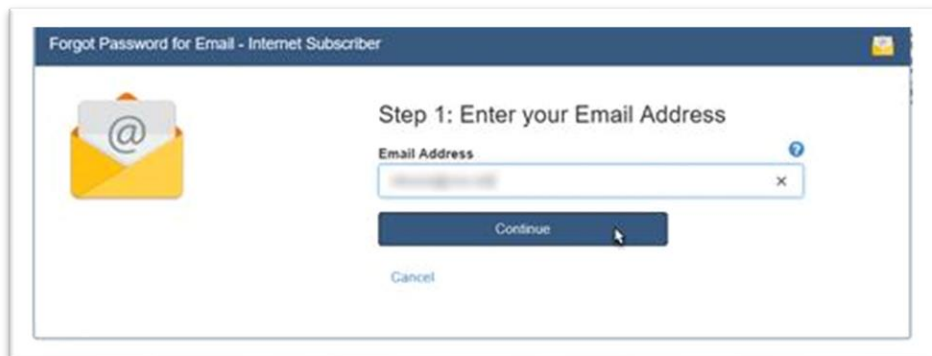You'll be taken to the FDOT User Sign in Portal.

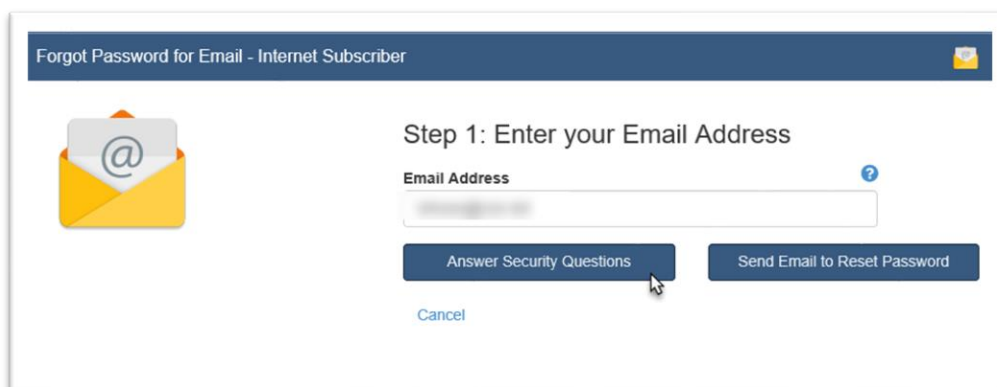2. Select the Email – Internet Subscriber option.

3. Select "Forgot Password".
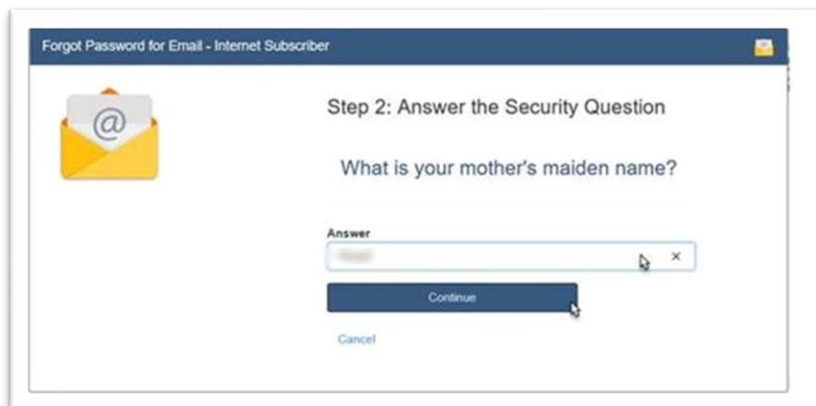
The forgot password option will appear.

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

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

7. Enter the response and select Continue.

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

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>
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-GY1zY80RrM7O4YgD7FkXPvWCrPsGAR7lFdO6KG9xiT 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 fdot.servicedesk@dot.state.fl.us or visit FDOT's Internet Subscriber Account site at https://isa.fdot.gov/.

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

To complete the password change process, enter your new password below and click 'Reset Password'.

Enter New Password

Password Valid!

Confirm New Password

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.
https://mac.fdot.gov/

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