Update Internet Subscriber Account Email or Account Information
February 9, 2022

If you currently have an ISA and get a new email address, for example you change companies, you do not need to create a new ISA. You can make updates to the current account.

Changing the email address on an ISA

1. If you already have a new email address and your ISA is under your old email address, log into ISA https://isa.fdot.gov using the old email address and password
   a. If the password is expired, locked, or forgotten, select the Forgot Password option to change the password
2. Once you have successfully logged into the ISA application, select the Change Email option
3. A Change Email dialog box appears. Enter the new email address

4. Select the Change Email option
   a. The dialog box advises that you will need to verify the new email address
5. ISA sends an automated notification that includes your old email address and your new email address, and a link for verification. You must click on the link to complete the update to your ISA

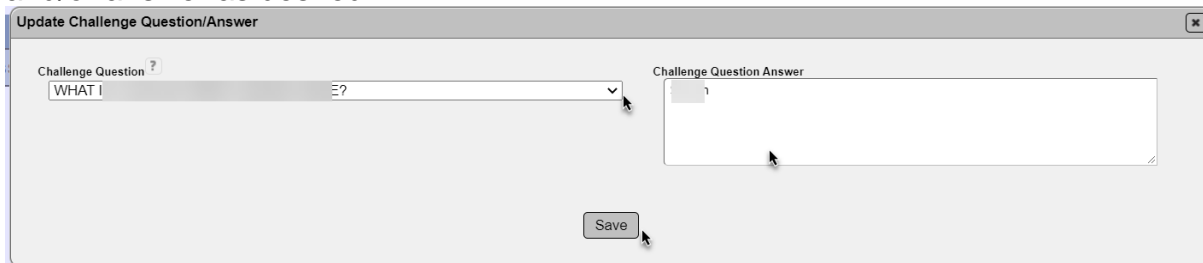### *Changing the Account information including Company*

1. Once you have successfully logged into ISA, select the Update Account Option
2. An Update Account dialog appears that will allow you to change your name, your company and your phone number as needed

3. Select the Save option to save the changes

If you need to request MAC company roles because you have changed companies, follow the instructions found in step two of Internet Subscriber Account Instructions.

Changing your Challenge Question and/ or Answer

1. Select the Update Challenge Question/Answer option
2. An Update Challenge Question/Answer dialog box appears. Make changes to the question and/or answer as desired.

Update Challenge Question/Answer   [×]

Challenge Question ?
WHAT I   E?   ⌄

Challenge Question Answer

3. Select the Save option.