

ISA Contact Change (Name, Phone, Email, Challenge Question & Add/Update Application Role) Instructions

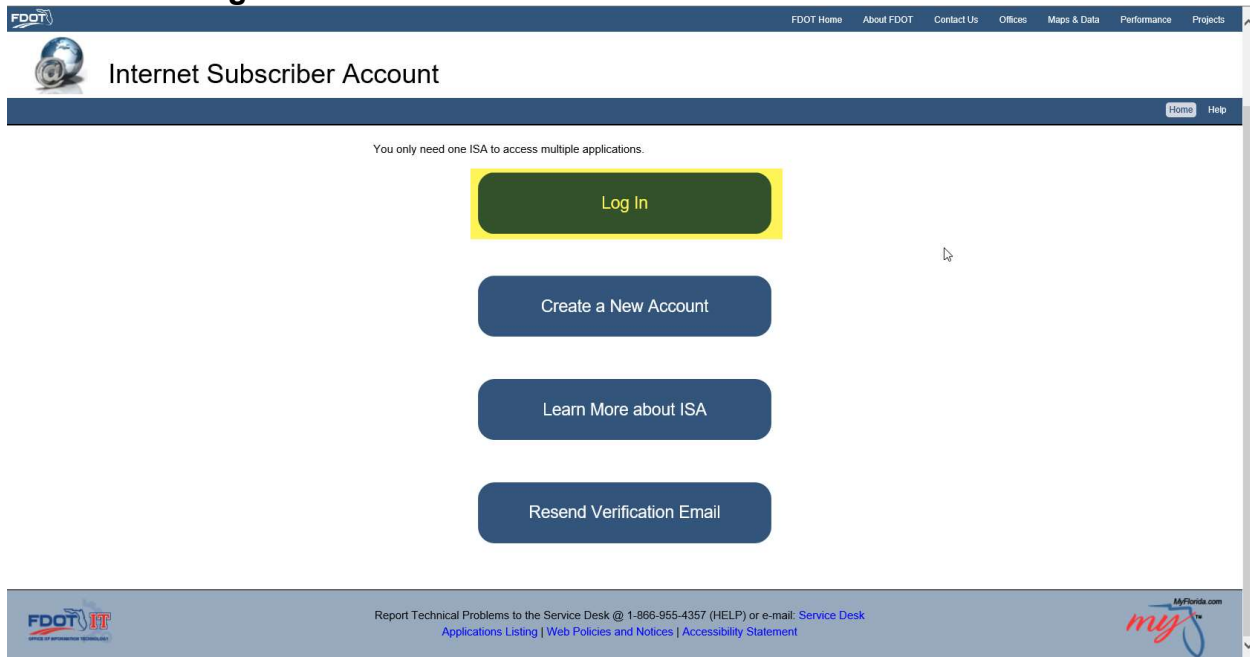
*If you would like to change your Address, Phone Number & Notification Preference: please use the PATH Contact Change Instructions.

ISA (Internet Subscriber Account) link: <https://isa.fdot.gov/>

PATH link: <https://fdotwp1.dot.state.fl.us/ApprovedProductList/Specifications>

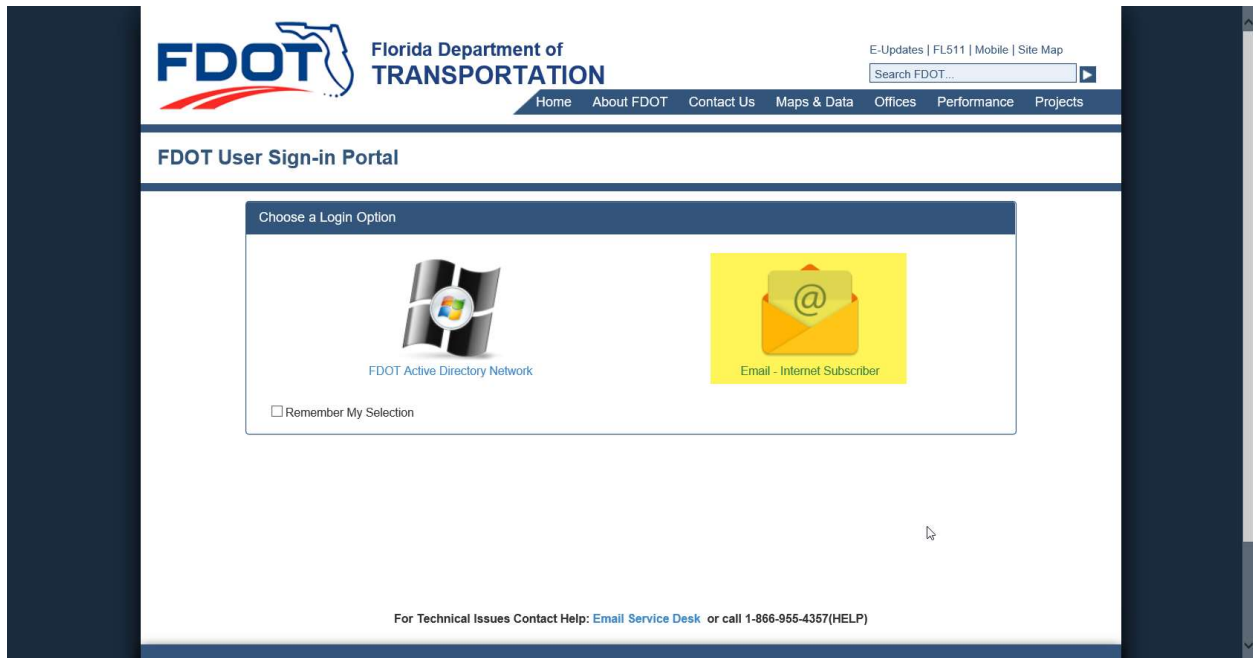
• A click of the pointer will reveal assistance, if needed.

- **Click Log In**

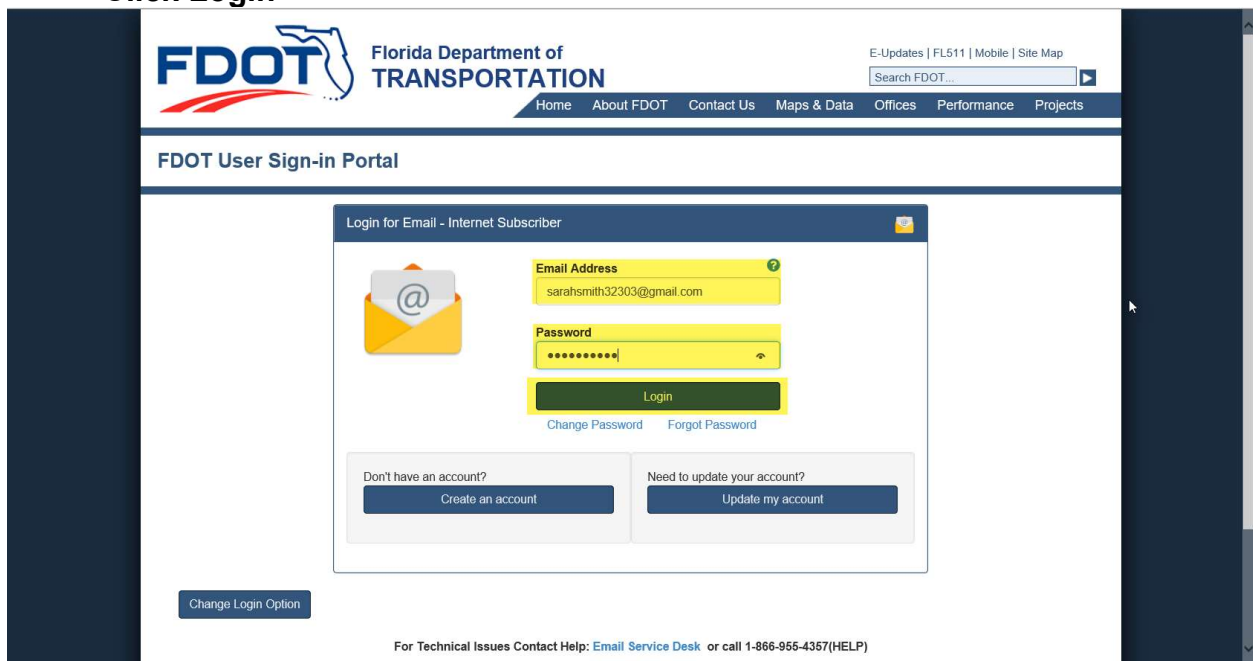


The screenshot shows the 'Internet Subscriber Account' login page. At the top, there is a navigation bar with links for 'FDOT Home', 'About FDOT', 'Contact Us', 'Offices', 'Maps & Data', 'Performance', and 'Projects'. Below this is a header with the 'Internet Subscriber Account' title and a 'Home Help' button. The main content area features a message: 'You only need one ISA to access multiple applications.' Below this message are four buttons: 'Log In' (highlighted with a yellow border), 'Create a New Account', 'Learn More about ISA', and 'Resend Verification Email'. The footer contains the 'FDOT IT' logo, contact information for the Service Desk, and the 'myFlorida.com' logo.

- Click Email – Internet Subscriber



- Enter Email Address & Password
- Click Login



- You have the option to update the following:

The screenshot shows the 'Internet Subscriber Account' page for SARAH SMITH. The page includes a navigation bar with links like 'Home', 'Account Info', and 'Help'. The main content area is divided into three sections: 'Account Info' with fields for Email, First Name, Last Name, Company, and Phone; 'Challenge Question' with a question 'WHAT IS YOUR MOTHER'S MAIDEN NAME?' and a 'View Challenge Answer' link; and 'Applications/Roles' with a table listing 'APPROVED PRODUCT LIST' and 'LIMITED UPDATE ACCESS'.

- Update Account Info (First Name, Last Name, Company & Phone)
- Click Save

The 'Update Account Info' form contains four input fields: 'First Name' (SARAH), 'Last Name' (SMITH), 'Company' (empty), and 'Phone' (empty). A yellow 'Save' button is located below the fields.

- Change Email (New Email Address)
- Click Change Email

The 'Change Email' form shows the 'Current Email Address' as SARAHSMITH32303@GMAIL.COM and a 'New Email Address' input field with a red star icon. Below the fields is a paragraph of instructions: 'After submitting your new email address, you will be sent an email with a verification link. You must click on this link and follow the instructions to complete the email address change.' A yellow 'Change Email' button is at the bottom.

- Update Challenge Question/ Answer (Challenge Question & Challenge Question Answer)
- Click Save

Update Challenge Question/Answer

Challenge Question ?
WHAT IS YOUR MOTHER'S MAIDEN NAME?

Challenge Question Answer
Fry

Save

- Request Role (you have the option to add other programs within DOT that use ISA)

Request Role

Application

Your Password is good for 60-days