

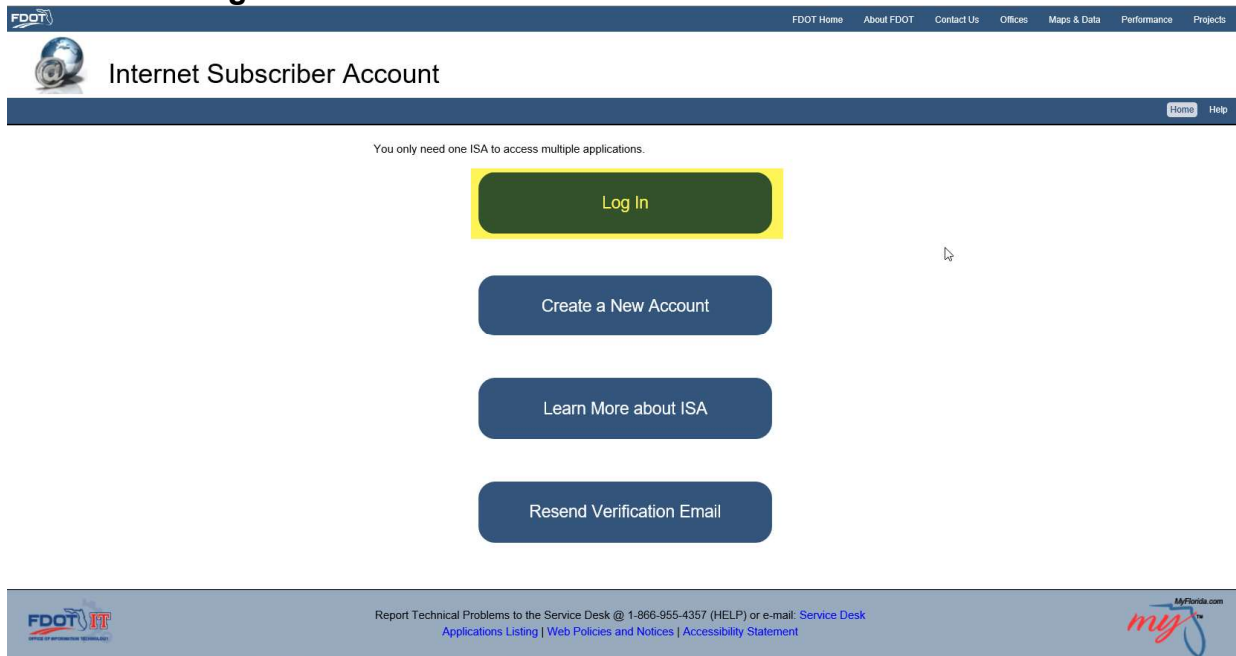
# ISA Password Reset for PATH: Forgot Password Instructions

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' link. 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 logo, contact information for technical problems, and the MyFlorida.com logo.

- Click Email – Internet Subscriber

The screenshot shows the FDOT User Sign-in Portal. At the top left is the FDOT logo (Florida Department of Transportation). To the right of the logo is a search bar with the text "Search FDOT..." and a magnifying glass icon. Below the logo and search bar is a navigation menu with links: Home, About FDOT, Contact Us, Maps & Data, Offices, Performance, and Projects. The main heading is "FDOT User Sign-in Portal". Below this is a box titled "Choose a Login Option". Inside this box are two options: "FDOT Active Directory Network" with a Windows logo icon, and "Email - Internet Subscriber" with an envelope icon containing an @ symbol. Below these options is a checkbox labeled "Remember My Selection". At the bottom of the page, there is a footer that reads: "For Technical Issues Contact Help: [Email Service Desk](#) or call 1-866-955-4357(HELP)".

- Click Forgot Password

The screenshot shows the FDOT User Sign-in Portal with the "Login for Email - Internet Subscriber" form displayed. The form includes a yellow envelope icon with an @ symbol. There are two input fields: "Email Address \*" and "Password \*". Below the input fields is a "Login" button. Underneath the "Login" button are two links: "Change Password" and "Forgot Password". At the bottom of the form, there is a note: "\* indicates required entry." Below this note are two buttons: "Create an account" and "Update my account". A "Change Login Option" button is located at the bottom left of the form area. The footer at the bottom of the page reads: "For Technical Issues Contact Help: [Email Service Desk](#) or call 1-866-955-4357(HELP)".

- Enter your Email Address
- Choose Answer Security Questions or Send Email to Reset Password (page 5)

The screenshot shows the FDOT User Sign-in Portal. At the top, there is the FDOT logo and the text "Florida Department of TRANSPORTATION". To the right, there are links for "E-Updates | FL511 | Mobile | Site Map" and a search bar labeled "Search FDOT...". Below this is a navigation menu with links for "Home", "About FDOT", "Contact Us", "Maps & Data", "Offices", "Performance", and "Projects". The main heading is "FDOT User Sign-in Portal". Below this is a modal window titled "Forgot Password for Email - Internet Subscriber". Inside the modal, there is a yellow envelope icon with an '@' symbol. The text "Step 1: Enter your Email Address" is displayed. There is a yellow input field labeled "Email Address \*" with a question mark icon. Below the input field are two buttons: "Answer Security Questions" and "Send Email to Reset Password". There is also a "Cancel" link and a note: "\* Indicates required entry." At the bottom left of the modal is a "Change Login Option" button. At the bottom of the page, there is a footer: "For Technical Issues Contact Help: [Email Service Desk](#) or call 1-866-955-4357(HELP)".

- Answer the Security Question
- Click Continue

The screenshot shows the FDOT User Sign-in Portal. At the top, there is the FDOT logo and the text "Florida Department of TRANSPORTATION". To the right, there are links for "E-Updates | FL511 | Mobile | Site Map" and a search bar labeled "Search FDOT...". Below this is a navigation menu with links for "Home", "About FDOT", "Contact Us", "Maps & Data", "Offices", "Performance", and "Projects". The main heading is "FDOT User Sign-in Portal". Below this is a modal window titled "Forgot Password for Email - Internet Subscriber". Inside the modal, there is a yellow envelope icon with an '@' symbol. The text "Step 2: Answer the Security Question" is displayed. Below this is the question "What is your mother's maiden name?". There is a yellow input field labeled "Answer \*" with a question mark icon. Below the input field is a "Continue" button. There is also a "Cancel" link and a note: "\* Indicates required entry." At the bottom left of the modal is a "Change Login Option" button. At the bottom of the page, there is a footer: "For Technical Issues Contact Help: [Email Service Desk](#) or call 1-866-955-4357(HELP)".

- Type your New Password
- Confirm by re-typing your Password
- Click Reset Password

FDOT Florida Department of TRANSPORTATION

E-Updates | FL511 | Mobile | Site Map  
Search FDOT...

Home About FDOT Contact Us Maps & Data Offices Performance Projects

FDOT User Sign-in Portal

Forgot Password for Email - Internet Subscriber

Step 3: Provide a Password

Password \*  
New Password

Confirm \*  
Confirm Password

Reset Password

Cancel

\* Indicates required entry.

Change Login Option

For Technical Issues Contact Help: Email Service Desk or call 1-866-955-4357(HELP)

- Password Notification Change will pop up: Click Continue
- Click Save

FDOT Florida Department of TRANSPORTATION

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FDOT User Sign-in Portal

Forgot Password for Email - Internet Subscriber

Step 3: Provide a Password

Password \*  
.....

Confirm \*  
.....

Reset Password

Cancel

Change Login Option

For Technical Issues Contact Help: Email Service Desk or call 1-866-955-4357(HELP)

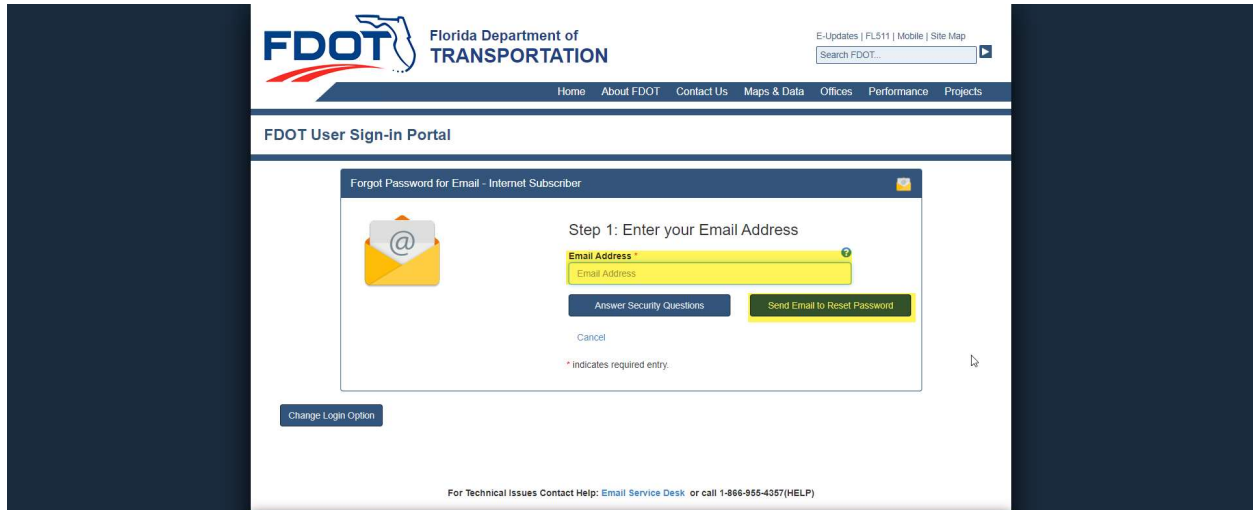
Password Change

Your password has successfully changed.

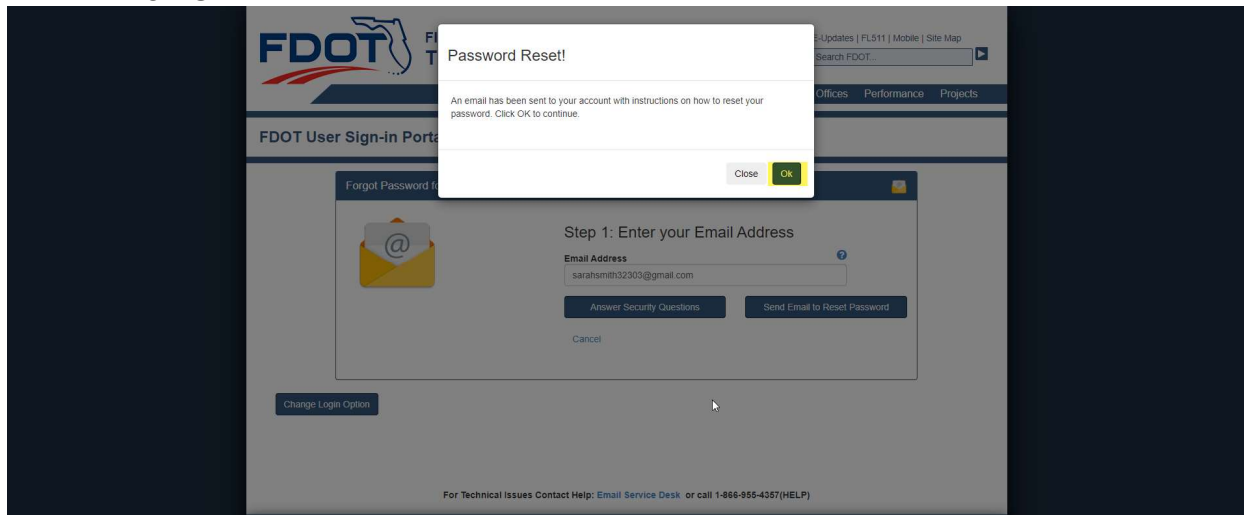
Continue

OR

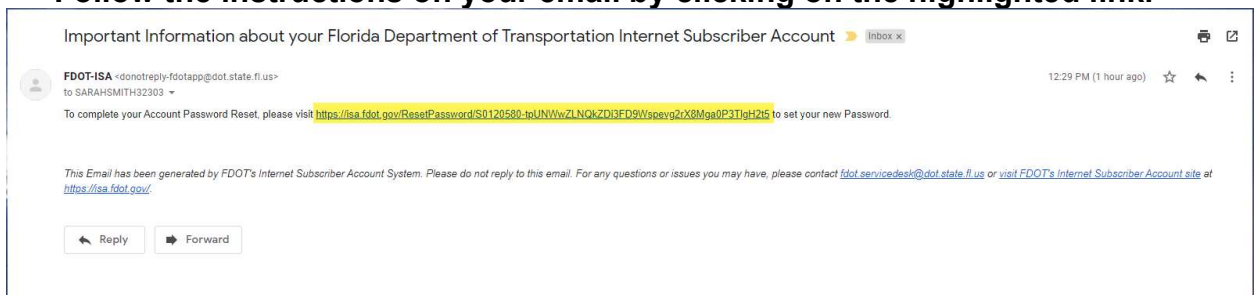
- Enter your Email Address
- Choose Send Email to Reset Password



- A Password Reset Notification will pop-up
- Click Ok



- Follow the instructions on your email by clicking on the highlighted link.



- Type your New Password
- Confirm by re-typing your Password

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

Enter New Password  
New Password  Show Password

Confirm New Password  
Confirm New Password  Show Password

- Click Reset Password

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

Enter New Password  
Password Valid!  Show Password

Confirm New Password  
Password Valid!  Show Password

**You will be kicked out of the system to proceed to log-in to PATH.**

**\*Your Password is good for 60-days\***