How to Reset your Toolbox Password

1) To access a Toolbox account, go to https://www.openinitiative.org/

2) Click the gold ‘Toolbox Login’ button on the right side of the screen.

3) On the Toolbox home page, click on the ‘Forgot your password?’ link.

4) On the next screen, enter your user name and then click submit. The user name IS case sensitive. If you are logging in from a phone, please make sure your phone doesn’t capitalize the first letter if your user name is all lowercase.
5) You will now be asked to answer the three Security Questions you selected when you set up your Toolbox account. The answers are NOT case sensitive; however, they are character specific. If you are resetting your password from your phone, please make sure your phone isn’t automatically adding a space before or after your answer.

```
Forgot Password
What is your favorite color?
```

6) After you have successfully answered your three Security Questions, you will be asked to change your password.

```
Change Password
New Password:
Retype new password:
```

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Password Example:
Valid: Lzc$1234 or wdiF456!
Uses upper and lowercase letter, digits, and contains between 8 and 26 characters.
Invalid: Truman
No digits, special characters, and has fewer than eight characters.
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PASSWORD SECURITY GUIDELINES
For your protection the following guidelines must be met to create a password:

Password must be 8-26 characters in length

AND

Password must contain three of the four options:

At least one lowercase letter: a-z
At least one uppercase letter: A-Z
At least one special character: ? . _ - ~ + = $!
At least one digit: 0-9

Password Cannot:
contain words in the English dictionary
be the same as your User Name
contain symbols other than the special characters above
contain certain unallowed number or symbol sequences
contain spaces
```

7) When you are successful, you will see a screen similar to the below.
8) Once you successfully create a new password, you will be automatically logged in to your Toolbox account!

Please do not hesitate to contact OPEN with any additional questions.

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