

# RESETTING ICRIME YOUR PASSWORD

Resetting your ICRIME password can be tricky and at times, frustrating.

Follow the below steps to help avoid potential headaches.

The screenshot shows the ICRIME web application interface. At the top, there is a blue header with the Iowa Department of Public Safety logo and the text 'IOWA DEPARTMENT OF PUBLIC SAFETY' and 'I-CRIME'. Below this is a red banner with 'Iowa Uniform Crime Reporting System (TEST)' and a user profile for 'Rebecca Dyer'. A left sidebar contains navigation links such as Home, File Imports, Data Center, FBI Extracts, LE Employee Data, Messages, Report Center, System Admin, Agency Admin, System Logging, Agency Logging, and FAQ. The main content area features a yellow warning box: 'You must reset your password.' Below it is a red error message: 'The Password Information is not Valid' with three sub-errors: 'ERROR: Current Password is a required field', 'ERROR: New Password is a required field', and 'ERROR: Confirm Password is a required field'. The 'Password Information' section contains three input fields: 'Current Password:' (marked with a yellow callout '1'), 'New Password:' (marked with a yellow callout '2'), and 'Confirm Password:' (marked with a yellow callout '3'). A green 'Reset Password' button is located at the bottom right of the form.

## Step One:

Enter your current password. This is the password that was used at sign-in/log-in. If you were given a temporary password, the temporary password should be entered in this field.

## Step Two:

Create a new password. Be aware that the new password is case-sensitive and must contain a minimum of **12 characters**. These 12 characters need to contain at least **2 capital letters**, at least **2 lowercase letters**, at least **2 numeric characters** and at least **2 special characters**.

*Example:* **MayJune24!!**

## Step Three:

Confirm your new password by re-entering your new password in this field. It may be easy to copy/paste from Step Two or the New Password field to ensure the correct information is entered. Once the final field is filled out, select the **green** Reset Password button and you are all set.