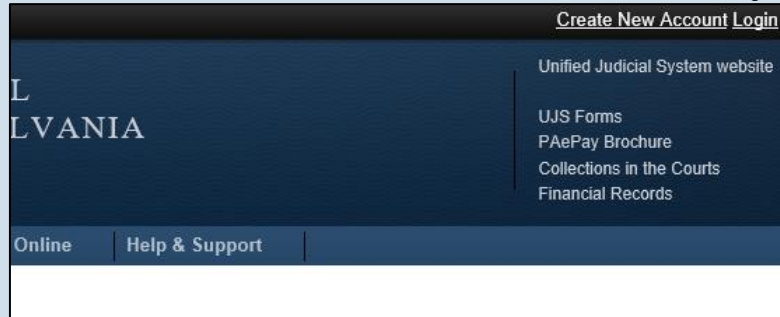


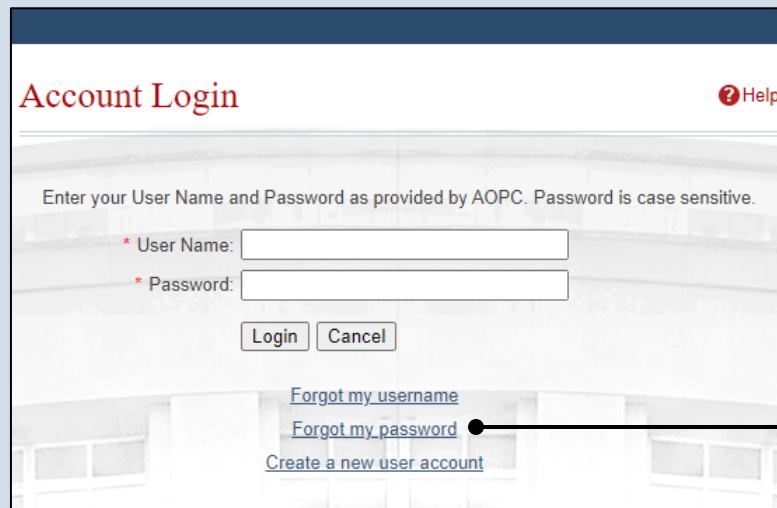
How to Reset Your UJS Web Portal Password



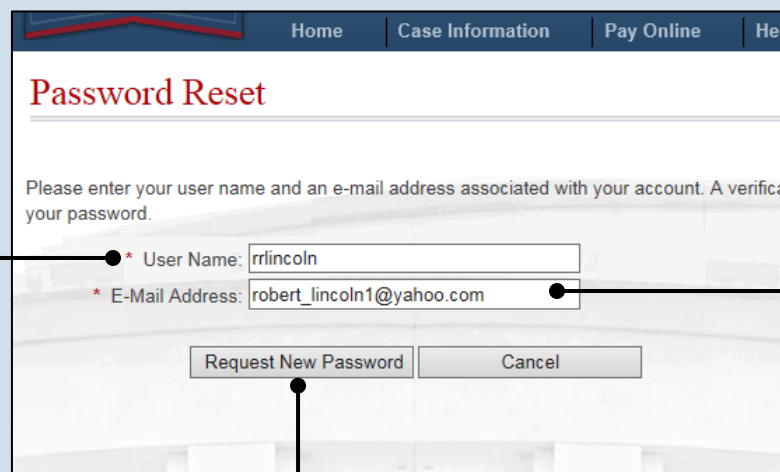
1. Click the *Login* link



2. Click the *Forgot my password* link



3. Enter the username for your UJS Web Portal account



4. Enter your e-mail address
This must be the e-mail address that is associated to your UJS Web Portal account.

5. Click REQUEST NEW PASSWORD

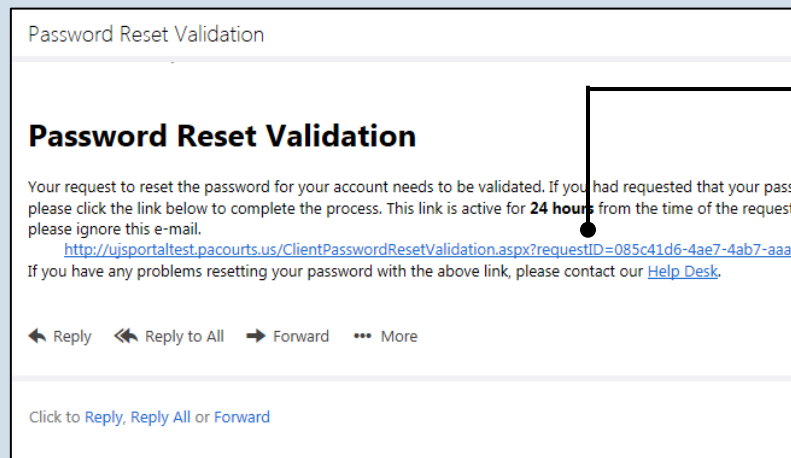
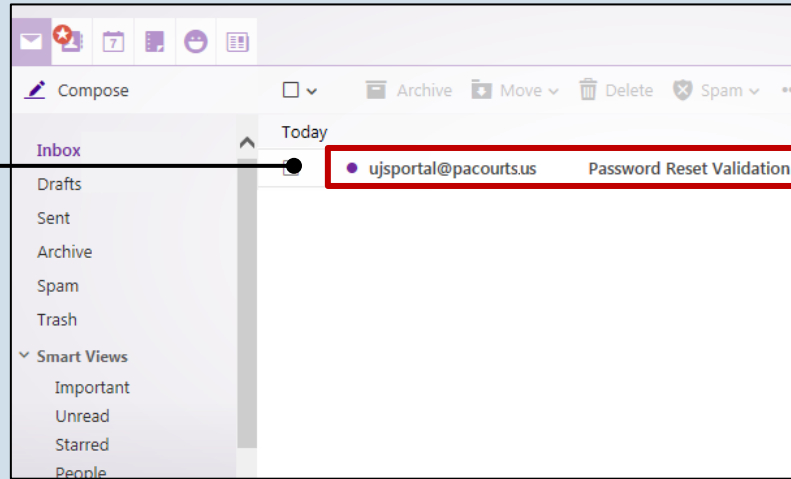
How to Reset Your UJS Web Portal Password



6. Open the validation e-mail

An e-mail from ujportal@pacourts.us will be sent to the address provided. You will need to access your e-mail account to open this e-mail.

Tip If you do not see this e-mail in your inbox, be sure to check your junk and/or spam folders. While the e-mail usually arrives immediately, it could take up to 15 minutes to appear.



7. Confirm your e-mail address

Click on the link within the e-mail to validate your request for a password reset.

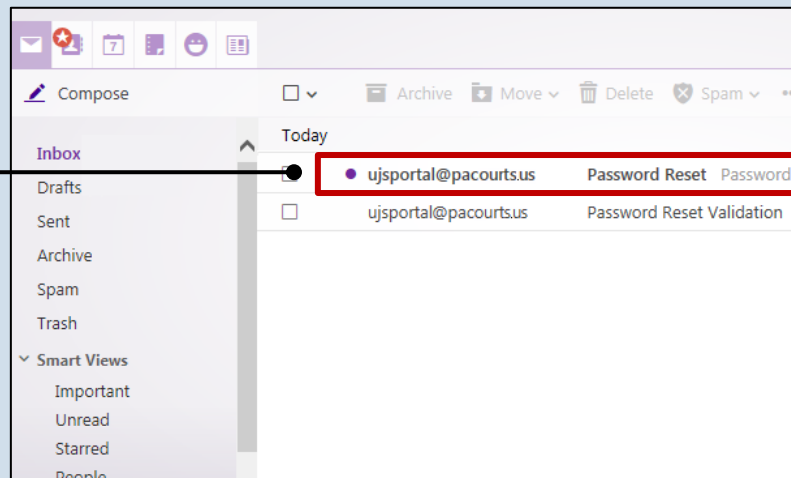
Tip This action will display the UJS Web Portal and a message that indicates you will be receiving a second e-mail.

Tip This link is active for 24 hours. After this time the link becomes invalid and will require you to restart this process.

8. Open the reset e-mail

A second e-mail will be sent to you. Locate and open this e-mail.

Tip This e-mail contains your temporary password.

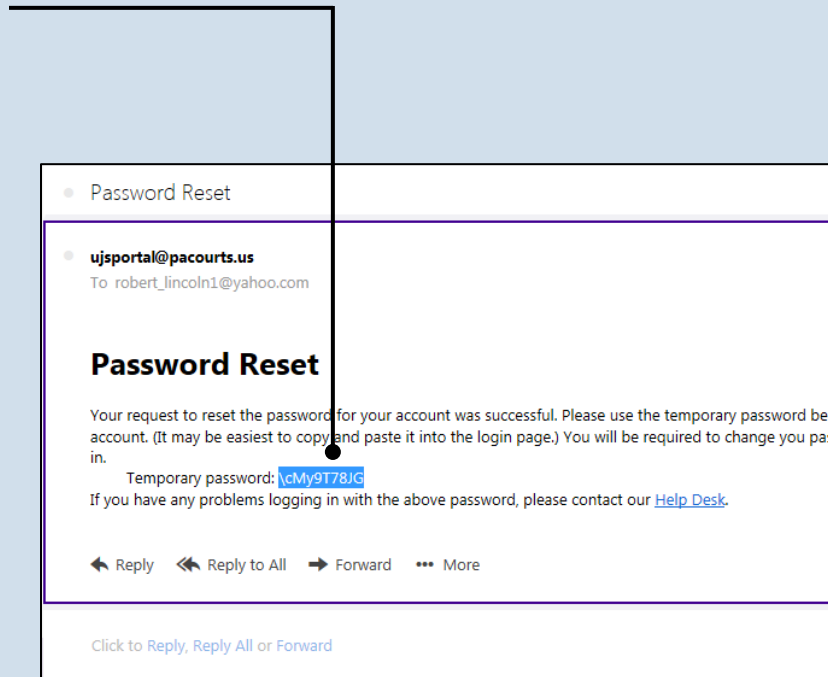


How to Reset Your UJS Web Portal Password



9. Copy your temporary password

Use your mouse to highlight the temporary password and press the **[Ctrl]** and **[C]** buttons on your keyboard at the same time.

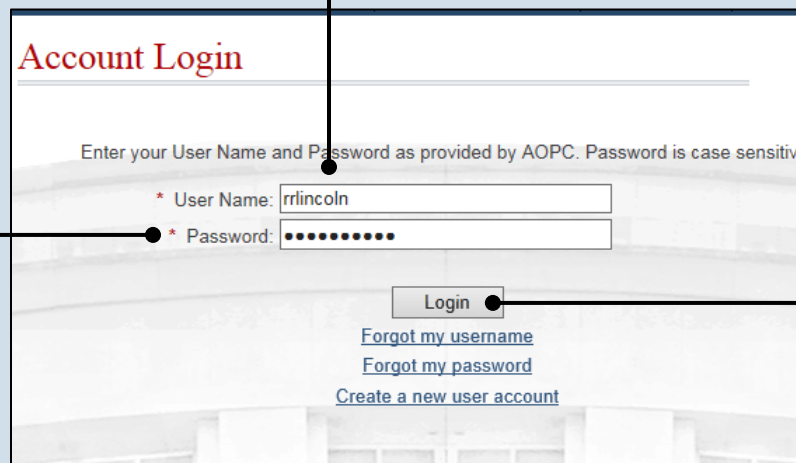


10. Enter your username

Return to the Account Login screen on the UJS Web Portal and enter your username.

11. Enter/paste your temporary password

Click in the **Password** field and press the **[Ctrl]** and **[V]** button on your keyboard at the same time.



12. Click LOGIN

Tip: This action enters your copied password into this field.

How to Reset Your UJS Web Portal Password



13. Reenter your temporary password

In the Change My Password screen, click in the **Current Password** field and press the *[Ctrl]* and *[V]* buttons on your keyboard at the same time.

Tip This is the first step in changing your temporary password to a permanent one of your choice.

15. Reenter your new password

Click in the **Confirm Password** field and reenter your new password.

The screenshot shows the 'Change My Password' web form. At the top, there are navigation links: Home, Case Information, Pay Online, and Help. The main heading is 'Change My Password'. Below this, there is a section titled 'Change Password' containing three input fields: '* Current Password:', '* New Password:', and '* Confirm New Password:'. Each field is filled with dots. Below the 'New Password' field, there is a red text requirement: 'Password must contain at least 3 of the 4 of the following: 1 upper case character, 1 lower case character, 1 numerical character and 1 special character, and be at least 10 characters long.' At the bottom of the form is a 'Change Password' button. Callout lines from the surrounding text point to the 'Current Password' field (Step 13), the 'New Password' field (Step 14), the 'Confirm New Password' field (Step 15), and the 'Change Password' button (Step 16).

14. Enter your new password

Click in the **New Password** field and enter a password of your choice.

Tip Be sure to follow the requirements that display directly below this field.

16. Click CHANGE PASSWORD

END