

## MFT Production Forgot Password process:

### Step 1:

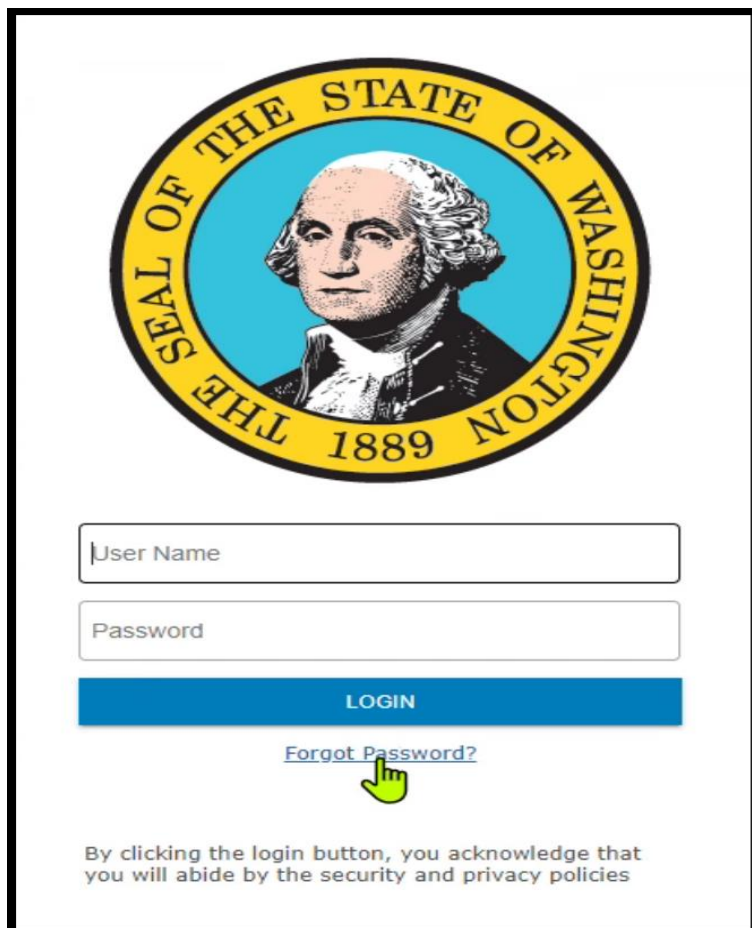
Go to your browser and enter the production MFT site of one of the following:

MFT.wa.gov or

MFT-INT.wa.gov (inside State Government Network {SGN})

### Step 2:


The MFT site will be displayed and on the right hand side you will see the login screen where you will see the "Forgot Password?" link to request your password. Simply click on this link and you will be transferred to the next screen.




The screenshot shows the login interface for the MFT Production system. At the top center is the Seal of the State of Washington, featuring a portrait of George Washington and the text "THE SEAL OF THE STATE OF WASHINGTON" and "1889". Below the seal are two input fields: "User Name" and "Password". A blue "LOGIN" button is positioned below the password field. A green hand cursor is pointing to the "Forgot Password?" link, which is located below the login button. At the bottom of the screen, there is a disclaimer: "By clicking the login button, you acknowledge that you will abide by the security and privacy policies".

**Step 3:**

You are now at the screen to enter your credentials that the system requires for resetting your password. You will need to enter your MFT Production User Account name into the "User Name" field (Example: ofmafrs-testing105) and then correctly type in the "Characters From Image". Then click on the SUBMIT icon to continue.



Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name.

**If you enter incorrectly** the "User Name" or "Characters From Image" you will receive a message to try again.

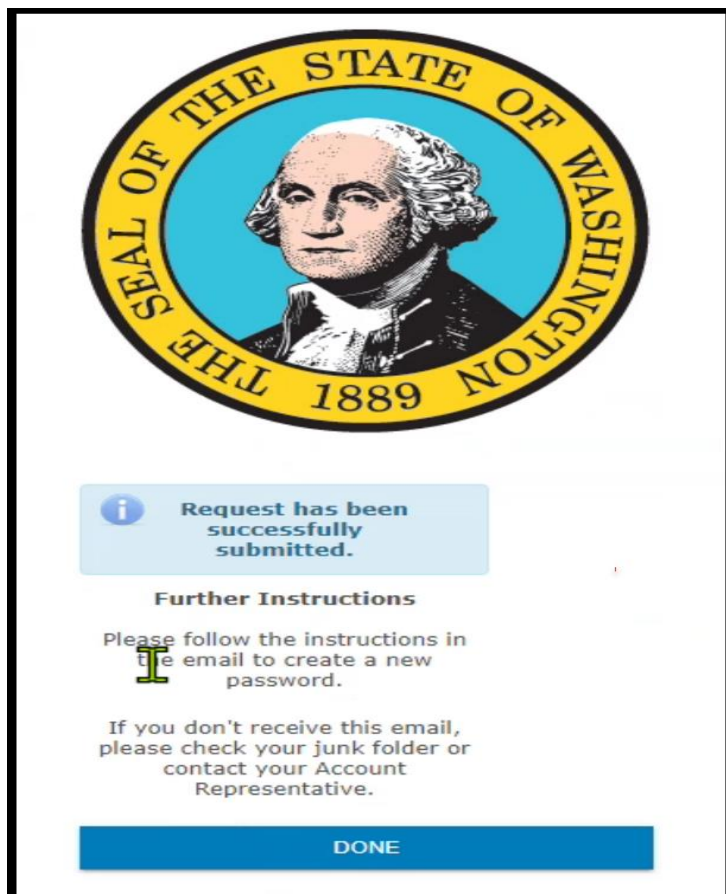
Below is a sample from the "Characters From Image" message.



System will prompt you to enter new "User Name" or display a new "Characters From Image" to reenter and submit.

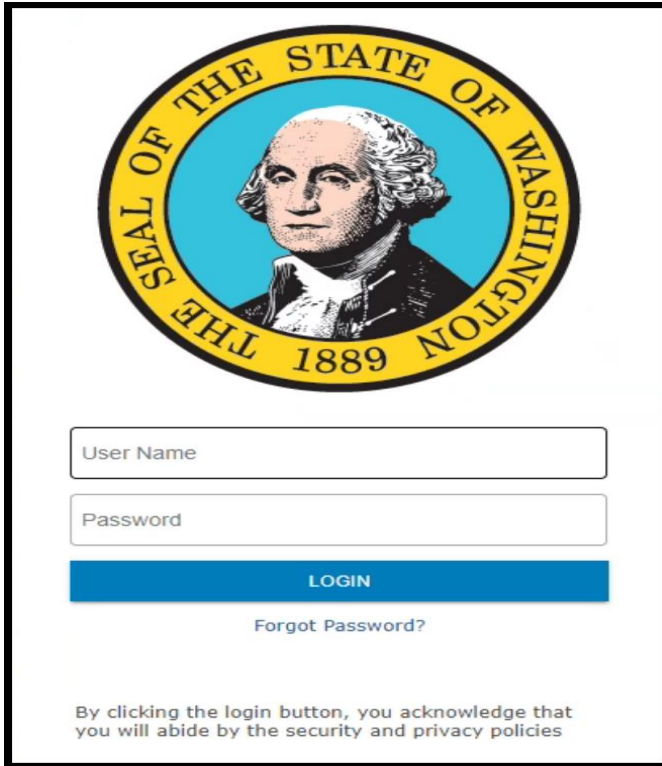
**Step 4:**

Once you have entered all the information correctly you will receive the following message and an email will be sent to the email that is associated to the User Account being requested.



**Step 5:**

You simply click the DONE icon, and you will be transferred back to the login screen for MFT Production.



THE SEAL OF THE STATE OF WASHINGTON  
1889

User Name

Password

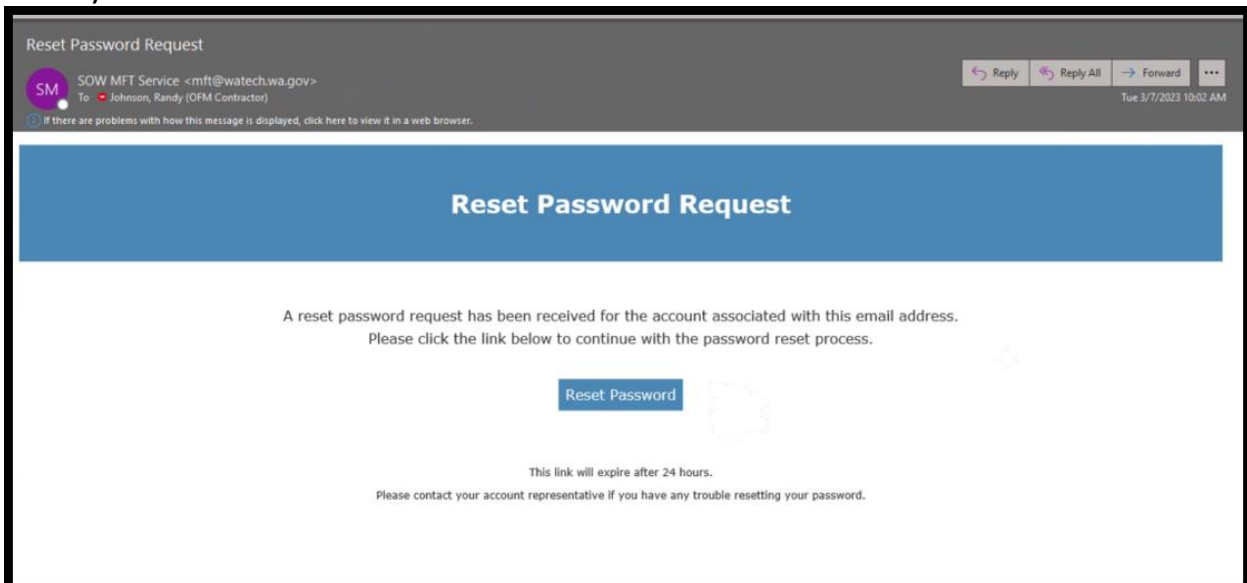
LOGIN

[Forgot Password?](#)

By clicking the login button, you acknowledge that you will abide by the security and privacy policies

**Step 6:**

The system will send an email to you from SOW MFT SERVICE. Once you receive this email you will need to click the "Reset Password" icon within the email.



**Step 6:**

You will be taken back to the MFT application where you will be required to enter your account into the "User Name" field (Example: ofmafrs-testing105) and click the NEXT icon.




The seal of the State of Washington, featuring a portrait of George Washington in the center, surrounded by a yellow border with the text "THE SEAL OF THE STATE OF WASHINGTON" and "1889".

**Confirm your user name**  
Specify your user name, then click Next.

**NEXT** **CANCEL**

**Step 7:**


You will be taken to a new screen where you will be requested to create your new password.



The seal of the State of Washington is circular, featuring a portrait of George Washington in the center. The text "THE SEAL OF THE STATE OF WASHINGTON" is written around the top inner edge, and "1889" is at the bottom.


**Create your new password**

Specify and confirm your new password, then click Save.

**Step 8:**

Your password will need to be changed using the criteria below:


 **Password does not conform to policy. The current policy requirements are:**

- Must be at least 10 character(s) long**
- Must have at least 2 lower case letter(s)**
- Must have at least 2 digit(s)**
- Must have at least 2 special character(s)**

**The only special characters allowed are ~@#%\$%^&\*()-\_+=<>?/\;:[]{}.,**

**Must not match any of the last 10 password(s)**

You will enter it twice and then click on the SAVE icon.




**Create your new password**  
Specify and confirm your new password, then click Save.

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.....|

**SAVE** **CANCEL**




**Step 9:**

If you successfully reset your password, you will get the below message and are now back to the main login screen where you will enter you User Account name and Password. Click the LOGIN icon and you are ready to go.




The seal of the State of Washington, featuring a portrait of George Washington in the center, surrounded by the text "THE SEAL OF THE STATE OF WASHINGTON" and the year "1889".

 **Your password has been successfully reset.**

**LOGIN**

[Forgot Password?](#)



By clicking the login button, you acknowledge that you will abide by the security and privacy policies