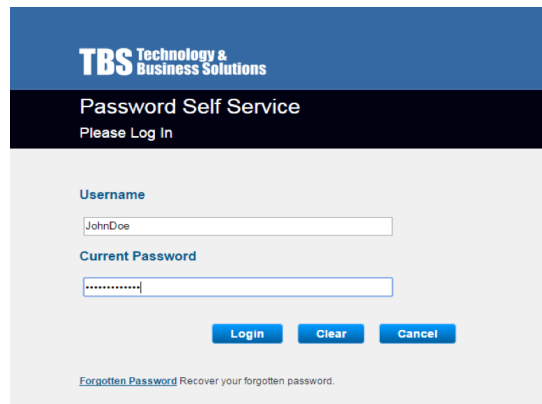# The Password Self Recovery Tool

Purpose

TBS-LLC customers can use the password recovery tool to recover their password if it is forgotten or expires. All TBS active directory passwords expire every 42 days. The Recovery tool allows customers the opportunity to quickly set a new password after answering a few secret questions only the account owner would know.

Visit pwm.hostedaccess.com

Enter your TBS Active Directory username and password. Note that 'hostedaccess\' is not needed for the username on this page.
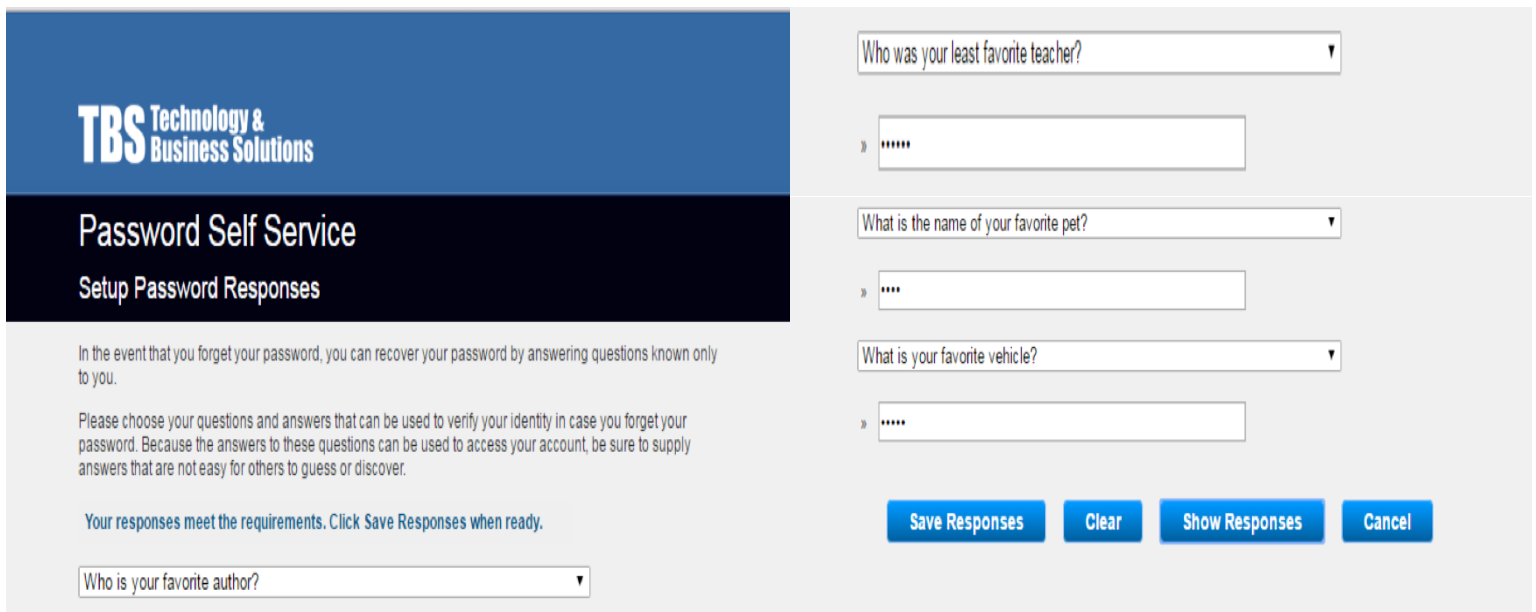
Click *Setup Password Responses*

Select security questions from the drop down menu.

Choose secure responses that only you will know.

Security question responses are *Case Sensitive,* respond in the way you naturally would, to match your responses entered in the case of a forgotten password.

After you *Save Responses,* you'll be taken to a screen to *Confirm Responses.* *Be careful to confirm correct case and punctuation.*
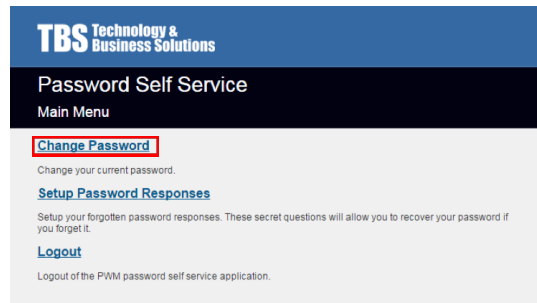
Changing Your Password
You can change your password at any time at pwm.hostedaccess.com

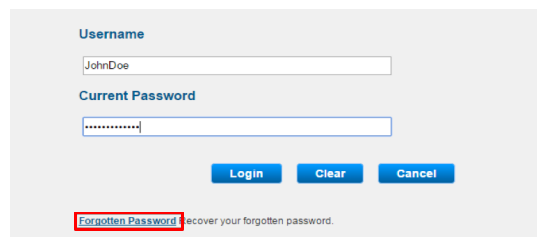After logging in, select *Change Password.*

The system will prompt you to enter a new password twice that conforms to our password security guidelines.

Note that TBS Active Directory Passwords expire every 42 days, you may want to set a calendar reminder to change it once a month, before it expires.

Recovering Your Password
If your ever forget your password, or it expires, recovering your TBS Active Directory password is easy!

Just go to pwm.hostedaccess.com

Select *Forgotten Password*, and enter the responses to your secret security questions. The system will assist you in creating a new password.