

How to Reset Your AMS Password

1. If you want to use your AMS credentials for logging in, but forgot your password, you can reset it by clicking on the “Forgot AMS Password?” link in the “AMS Credentials” panel on the right side of the AMS login page (<https://ams.hhs.gov>). For quick and easy access to your applications, add this page to your browser favorites or create a desktop shortcut.



Login Methods to AMS

<h3>HSPD-12 Access Cards ?</h3> <p>Insert your HSPD-12 Access Card in your smart card reader before you try to login.</p>  <p>Login</p>	<h3>Network Credentials ?</h3> <p>Applies to: ACF, ACL, AHRQ, CDC/ATSDR, CMS, HRSA, IHS, NIH, OIG, OS, PSC, SAMHSA</p> <p>Select OpDiv: <input type="text" value="Select one..."/></p> <p>Network Username: <input type="text" value="Username"/></p> <p>Network Password: <input type="password" value="Password"/></p> <p>Login</p>	<h3>AMS Credentials ?</h3> <p>AMS Username: <input type="text" value="Username"/></p> <p>AMS Password: <input type="password" value="Password"/></p> <p>Login</p> <p>First-time AMS User? Forgot AMS Username? Forgot AMS Password?</p>
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2. On the “Forgot AMS Password” page under the “Enter AMS Username” heading, enter your AMS username and click “Next.”

Note: If you forgot your AMS username, you will need to retrieve it before you can reset your password. You can refer to the “How to Retrieve Your AMS Username” job aid for instructions.

The screenshot shows the "Forgot AMS Password" page with a progress indicator for "1. Enter AMS username" and "2. Identify user". The "Enter AMS username" section includes a red asterisk indicating a required field, a text input box for the AMS username, and buttons for "Back", "Next", "Reset", and "Cancel".

3. Under the “Identify User” heading, answer your security questions and enter your new password. Click “Submit” to continue.

Note: If you are not sure how to choose a password, you can click on the “[What is the HHS password policy?](#)” link to view the HHS password rules.

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AMS | Access Management System Simplifying access to the Department's systems

Forgot AMS Password [What does this mean?](#) Accessibility Mode Enable Disable

1. Enter AMS username 2. Identify user

Identify User

* indicates required field

Please provide answers to all three questions. Answers to security questions are not case sensitive.

AMS Username Suzanne.Burge

* Who was your first crush?

* What is the name of your first pet?

* What was your grandfather's occupation?

* New Password

* Confirm Password [What is the HHS password policy?](#)

Back Next Submit Reset Cancel

4. On the “Forgot AMS Password” confirmation pop-up notice, click “Continue” to complete the process.



5. You are now set to log into AMS with your new password.