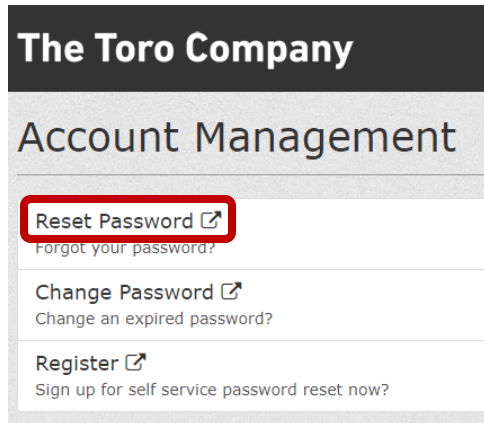# Self-Service Password Portal

Resetting your password

Note: You must have registered first in order to reset your password. Please see the "Register for self-service password portal" section.

1. Go to **https://mypassword.toro.com**
2. Click on **Reset Password**

3. Enter your **@toro.com** username and the characters in the picture and click **Next**
ex: First.Last@toro.com

4. Select a verification method that your registered and follow the instructions

5. Repeat the process with a second authentication method

6. Enter and Confirm a **new password**
Note: Password must contain 1 lower case, 1 upper case and 1 number (or special character). It cannot be a previously used password or contain your name or username
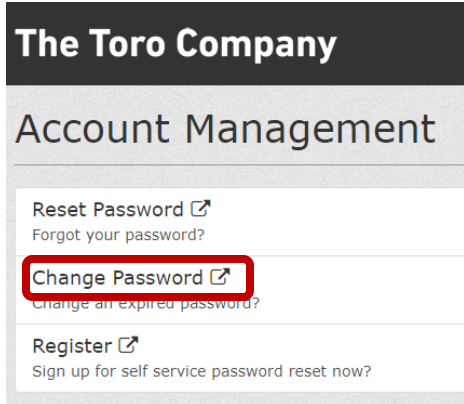

7. If successful, please allow up to 30 minutes for your new password to sync across the organization
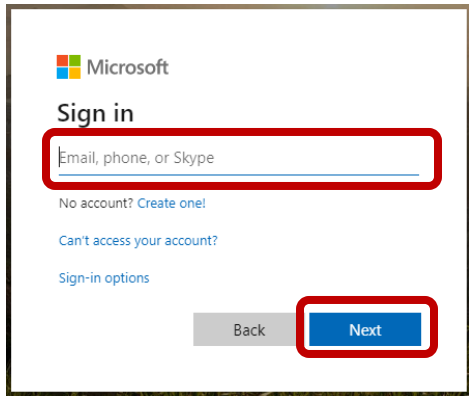
Self-Service Password Portal

Changing your password

Note: You must have registered first in order to reset your password. Please see the "Register for self-service password portal" section.

1. Go to **https://mypassword.toro.com**
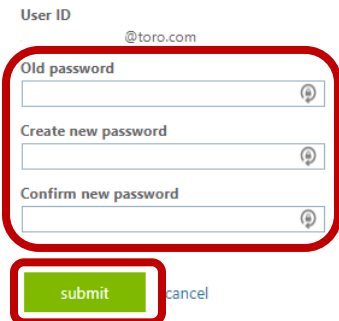2. Click on **Change password**

3. Enter your **@toro.com** username and click **Next**
   ex: First.Last@toro.com

4. Enter your password and click Sign-In
5. Enter your **old password** and Enter and Confirm your **new password**. Click **Submit**
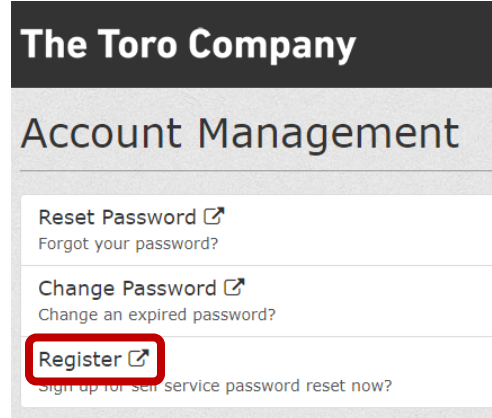

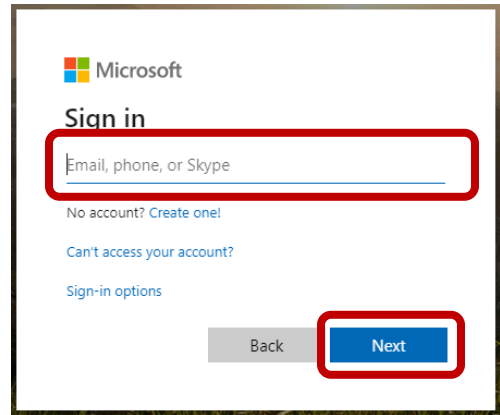6. If successful, please allow up to 30 minutes for your new password to sync across the organization

Register for self-service password portal

Note: You must have an active account and know your password to register. You must register two methods to be able to reset your password. If you don't know what your username or password is, please see an IS representative.

1. Go to **https://mypassword.toro.com**
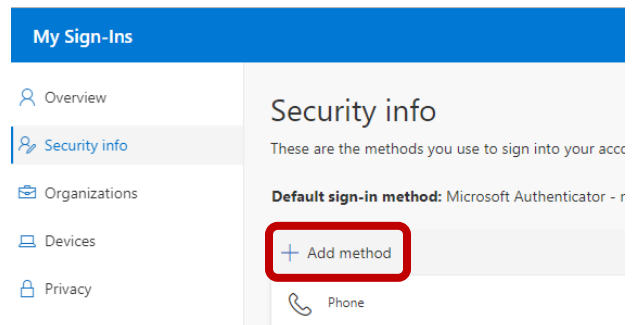2. Click on **Register**

3. Enter your **@toro.com** username and click **Next**
   ex: First.Last@toro.com

4. Enter your password and click Sign-In
5. You'll need to register at least one of the following methods for Multi-Factor Authentication. This is used to validate your identity when you need to reset your password.
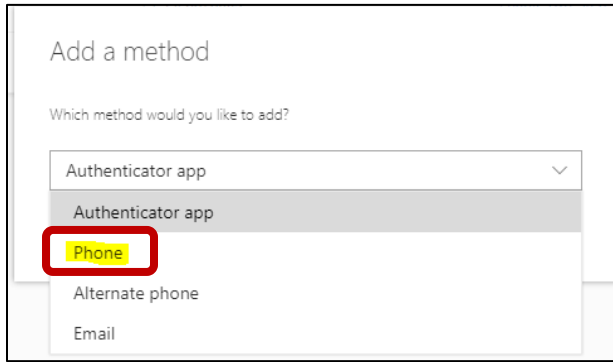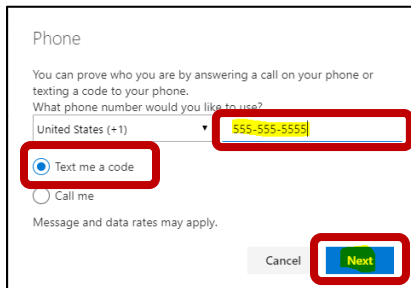
SMS/Text method

a. Click on **Add Method**
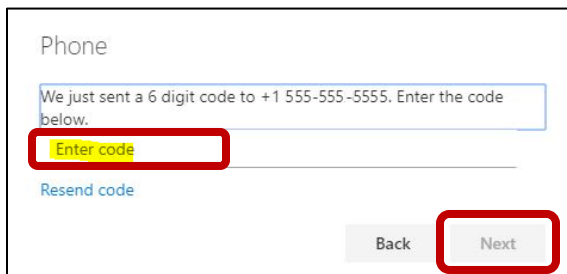
Self-Service Password Portal
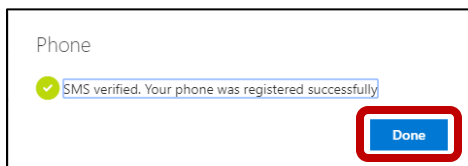
b. Click on **Phone**

c. Enter your **Mobile Phone Number**, pick **Text me a code** and click **Next**

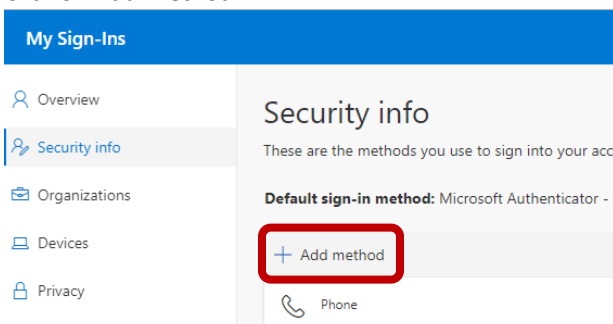d. Enter the **code** that was texted to your mobile phone and click **Next**

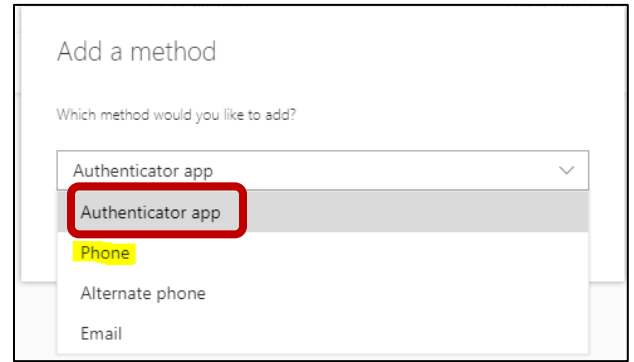e. You have successfully registered an SMS/Text authentication method. Click **Done**

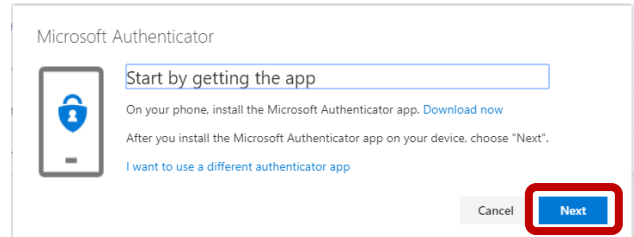## Microsoft Authenticator App method

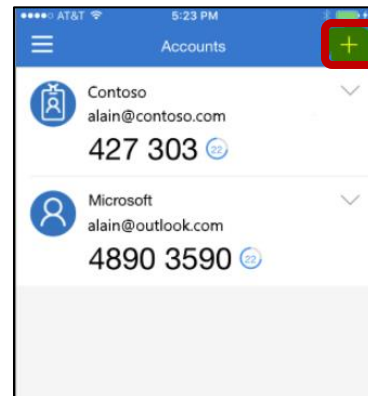a. Click on **Add Method**

b. Click on **Authenticator app**

c. Download the **Microsoft Authenticator** app on your mobile device and click **Next** on the website
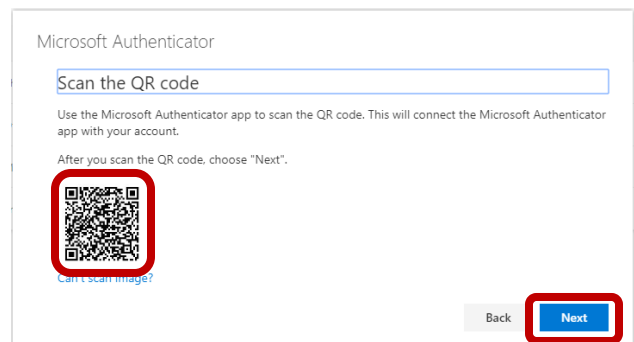

d. On your mobile device, tap the three vertical dots and tap **Add account** or the "+" button in the upper right depending on device

e. Select **Work or school account**. Allow access if prompted. The app needs permission to use your camera to scan the QR code

f. **Scan** the QR Code displayed on the website and click **Next** on the website

g. The app will send a test authentication. Click **Approve** on your mobile device

Self-Service Password Portal

h. If successful, a Notification approved message will show. Click **Next**